



■ WeBER Indicator Summary

AREA: ACCOUNTABILITY

SERBIA

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PAR Area	ACCOUNTABILITY	Country	SERBIA
SIGMA Principle	2. The right to access public information is enacted in legislation and consistently applied in practice		

WeBER Indicator	ACC_P2_I2: Proactive informing of the public by public authorities
Indicator approach	
<p>This indicator focuses on the proactivity of public authorities in informing the public, particularly through comprehensiveness, timeliness and clarity of information disseminated through official websites. Indicator consists of 18 elements (sub-indicators), assessing relevant information against two groups of criteria: 1) completeness and up-to-date, 2) accessibility and citizen-friendliness. The element related to open data in public administration, as a proactive way of informing the public, is assessed using separate criteria. Analysis was done on the sample of seven central administration institutions, consisting of three line ministries, one ministry with general planning and coordination function, one government office/agency with CoG function, one subordinate body/agency and one government office/agency in charge of delivering services.</p>	
Summary of the findings	
<p>Information on scope of work on websites of public authorities is completely stated and in almost all cases in line with legal definitions. Although easily accessible, this information is often not presented in a citizen-friendly manner, as authorities do not adapt descriptions from legal acts when proactively informing. When it comes to whom they are responsible to, authorities in Serbia provide complete and updated information on accountability lines, usually, though not exclusively, within the Information Booklets.¹ Sample authorities also publish complete, up-to-date, and accessible information on policy documents and legal acts from the purview, yet the lack of citizen-friendliness in the publication of such documents is evident, as they are not regularly introduced on the websites with short introductory information. Similarly, publishing of information on documents such as policy papers, studies, and other analyses, meets all criteria across sample authorities (except in once case), except for citizen-friendliness. It is noteworthy that institutions in Serbia <u>do not publish</u> (in any of the sampled cases) the annual reports on their work. In contrast, budgetary information (plans and reports) is regularly and accessibly provided, mostly within the Information Booklets; however, a practice of publishing a citizen's budget is practically non-existent (the Ministry of Finance publishes it for the state-level budget). Contact information is fully available, with different contact channels stated in separate, easily accessible, website sections. Moreover, proactive informing on organisational structures is in place: organisational charts with hierarchy of units are generally in line with the acts on internal organisation and job positions, they are presentable and downloadable (except in one case). However, practices of informing on channels for cooperation with civil society and other external stakeholders are uneven across the sample, with different authorities satisfying all or none of the, ultimately leading to a negative assessment of this element. Finally, institutions do not publish datasets related to their work in an open format, with the only exception being the ministry in charge of mining and energy.</p>	
Specific observations	
<p>After the monitoring of this element, a sample authority – the Republic Geodetic Authority (Cadastre), completely renewed official website during October 2017. The new website is generally more presentable and information better structured. However, results for the monitoring of Republic Geodetic Authority pertain to the period when the monitoring was performed.</p>	

Indicator score	32 (out of 56 points)
Final indicator value	2 (scale 0 – 5) ²
Measurement period	September 25 th – 29 th , 2017

¹ Publishing and annually updating Information Booklets is obligatory according to the Law on Free Access to Information in Serbia.

² Conversion of points: 0-15 points = 0; 16-24 points = 1; 25-32 points = 2; 33-40 points = 3; 41-48 points = 4; 49-56 points = 5