

Area 5: Service Delivery

Principle 4	The accessibility of public services is ensured
Principle approach	Under this principle, WeBER monitoring focuses on the two interrelated aspects: the perceptions and experiences of CSOs dealing with issues of access, especially for disabled persons and other vulnerable groups (it includes both the analysis of physical accessibility and online accessibility), and existence and online accessibility of basic information on administrative services including online availability of information on price of administrative services, as precondition for citizen-oriented service delivery of administration. In that sense, SIGMA Principle 1 in Service Delivery area - Policy for citizen-oriented state administration is in place and applied, is also relevant with for the indicator below
INDICATOR 2	Availability of information regarding the provision of administrative services on the websites of service providers
Indicator focus and general methodological remarks	<p>This indicator measures the extent to which information on the provision and accessibility of administrative services is publicly available, and if prices of administrative services are presented in an accessible manner and if this information provides relevant price breakdown and transparency.</p> <p>In cases where service delivery policy is going towards centralisation of information provision through central websites/portals - where information on administrative services is fully provided at the central portal, or if part of information is to be found at the institution's website and another part at the central website (e.g. information on rights and obligations of users and guidance on accessing services at one location, full pricing information at another), central websites/portals for service delivery and/or e-services will be considered as information source for individual institutions.</p> <p>For each element, the standard is met if the requested information is available in no more than 3 clicks from the home page of the institution and at a logical location (under a relevant page or heading). If the information is "hidden" far from the homepage or at a place where a user could not be expected to look for such information, no points are awarded.</p> <p>Following services will be analysed:</p> <ul style="list-style-type: none"> • Property registration • Company (business) registration • Vehicle registration • Issuing passports AND ID cards • Tax administration: value added tax (VAT) for companies.

INDICATOR ELEMENTS			
Element #	Element formulation	Weight	Element data source
E.1	Websites of administrative service providers include contact information for provision of services	2	<ul style="list-style-type: none"> Official websites of individual administrative service providers Official central website or portal on administrative services (if applicable)
	Element methodology Expert review and web content analysis of relevant websites of individual service providers to determine whether information on the provision of administrative services includes specific contact information for the provision of services listed. As minimum necessary are considered: <ul style="list-style-type: none"> Phone number(s) (incl. tailor-made call-centres or similar); AND E-mail address(es). Specific contact information for the provision of services listed can be either of a person in charge, or of a unit in charge for service delivery. Information on physical location of a service provider is not considered under this element.		Point allocation 0 if information on administrative services includes contact information for up to 1 out of all services 1 if information on administrative services includes contact information for between 2 and 3 out of all services 2 if information on administrative services includes contact information for 4 or 5 out of all services Maximum points: 4
Element #	Element formulation	Weight	Element data source
E.2	Websites of administrative service providers include basic procedural information on how to access administrative services	2	<ul style="list-style-type: none"> Official websites of individual administrative service providers Official central website or portal on administrative services (if applicable)
	Element methodology Expert review and web content analysis of relevant websites of individual service providers to determine whether information on the provision of administrative services includes basic procedural information. To award points, as minimum procedural information is considered: <ol style="list-style-type: none"> Description of the service(s); Information on physical location – address, working hours; if fully or partially provided online – information on the necessary steps to be taken, such as creation of user account and if 		Point allocation 0 if information on administrative services includes basic procedural information for up to 1 out of all services 1 if information on administrative services includes basic procedural information for between 2 and 3 out of all services 2 if information on administrative services includes basic procedural

	<p>any software needs to be installed/used. Contact information such as phone numbers, or email addresses are not considered under this element;</p> <p>3. Original forms (incl. downloadable files or online forms.</p>		<p>information for 4 or 5 out of all services</p> <p>Maximum points: 4</p>
Element #	Element formulation	Weight	Element data source
E.3	<p>Websites of administrative service providers include citizen-friendly guidance on accessing administrative services</p>	1	<ul style="list-style-type: none"> Official websites of individual administrative service providers Official central website or portal on administrative services (if applicable)
Element methodology		Point allocation	
<p>Expert review and web content analysis of relevant websites of individual service providers to determine whether information on the provision of administrative services includes clear guidance on accessing administrative services. Clear guidance on accessing administrative services will be understood to mean citizen-friendly guidance material:</p> <ul style="list-style-type: none"> Visual presentation: schematic illustrations, infographics etc, OR Audio-visual guidance: multi-media presentations, vlogs etc. <p>Guidance on accessing services shall mean any information (in any of the above-mentioned forms) that is intended to help citizens in requesting and obtaining services listed in this indicator.</p>		<p>0 if information on administrative services includes citizen-friendly guidance on accessing administrative services for up to 1 out of all services</p> <p>1 if information on administrative services includes citizen-friendly guidance on accessing administrative services for between 2 and 3 out of all services</p> <p>2 if information on administrative services includes citizen-friendly guidance on accessing administrative services for 4 or 5 out of all services</p> <p>Maximum points: 2</p>	
Element #	Element formulation	Weight	Element data source
E.4	<p>Websites of administrative service providers include information on the rights and obligations of users</p>	1	<ul style="list-style-type: none"> Official websites of individual administrative service providers Official central website or portal on administrative services (if applicable)
Element methodology		Point allocation	
<p>Expert review and web content analysis of relevant websites of individual service providers to determine whether information on the provision of administrative services, includes rights and obligations of users with</p>		<p>0 if information on administrative services includes rights and obligations of users</p>	

	regards to documents and information that needs to be submitted, i.e. which information/data the users are entitled to have procured by the administration and, if applicable, which documents/information they need to obtain and submit themselves.		<p>for up to 1 out of all services</p> <p>1 if information on administrative services includes rights and obligations of users for between 2 and 3 out of all services</p> <p>2 if information on administrative services includes rights and obligations of users for 4 or 5 out of all sample institutions</p> <p>Maximum points: 2</p>
Element #	Element formulation	Weight	Element data source
E.5	Published official data is available in open data format(s)	1	<ul style="list-style-type: none"> Websites of the central HRM institution and other relevant institutions
Element methodology		Point allocation	
Expert review of relevant official websites to determine whether information on how much they charge for administrative services is provided.		<p>0 if information on the price of administrative services is publicly available for up to 1 out of all services</p> <p>1 if information on the price of administrative services is publicly available for between 2 and 3 out of all services</p> <p>2 if information on the price of administrative services is publicly available for 4 or 5 out of all services</p> <p>Maximum points: 4</p>	
Element #	Element formulation	Weight	Element data source
E.6	The information on the prices of administrative services differentiates between e-services and in-person services	1	<ul style="list-style-type: none"> Official websites of individual administrative service providers Official central website or portal on administrative services (if applicable)
Element methodology		Point allocation	
<p>Expert review of relevant official websites to determine whether information on the cost of administrative services distinguishes between e-services and in-person services.</p> <p>In case there is no e-service, the score for that sample institution is 0.</p>		<p>0 if information on the price of administrative services is distinguished between e-services and in-person services for up to 1 out of all services</p> <p>1 if information on the price of administrative services is services is distinguished between e-</p>	

			services and in-person services for only between 2 and 3 out of all services			
			2 if information on the price of administrative services is distinguished between e-services and in-person services for 4 or 5 out of all services			
			Maximum points: 2			
Element #	Element formulation	Weight	Element data source			
E.7	Information on administrative services is available in open data formats	1	<ul style="list-style-type: none"> • Official websites of individual administrative service providers • Official central website or portal on administrative services (if applicable) • Central open data portals (if applicable) 			
Element methodology		Point allocation				
Expert review of relevant official websites to determine whether any information on administrative services analysed in previous elements is accessible in open format.		0 if information is accessible in open format for only 1 out of all services				
Maximum points are awarded only if any information is available in open data format for each of the services listed in this indicator. Publishing in open format means publishing information that it is:		1 if information is partially accessible in open formats (for some services no information is available in open format)				
<ul style="list-style-type: none"> - Downloadable by different users; - Free of charge; - In a format which renders this data machine-readable (CSV, XLS, XML, JSON, RDF, TXT etc.). 		2 if information is accessible in open format for all services				
		Maximum points: 2				
TOTAL POINTS	0-4	5-8	9-11	12-14	15-17	18-20
FINAL INDICATOR VALUE	0	1	2	3	4	5