



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

KOSOVO

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- **Date:**

PAR Area	SERVICE DELIVERY	Country	KOSOVO
SIGMA Principle	4. The accessibility of public services is ensured		

WeBER Indicator	SD_P4_I2: Availability of information regarding the provision of administrative services on the websites of service providers
Indicator approach	
<p><i>This indicator measures the extent to which information on the provision, price, and accessibility of a sample of administrative services is publicly available on the official websites of relevant public service providers. Where applicable, website of a body with central authority for service delivery or a central website on service delivery (including e-government portal) was included. A sample consisted of the following services: value added tax (VAT) for companies, property registration, company (business) registration, vehicle registration, issuing passports AND ID cards. Analysed information entailed specific contact details for the service provision, basic procedural information on how to access the service, including citizen friendly guidance, as well as rights and obligations of service seekers. Analysis also included availability of prices and clear differentiation between costs of e-services and in-person services, if applicable. Points were also given if information on administrative services was available in open data formats.</i></p>	
Summary of the findings	
<p><i>Analysis shows that contact information for service delivery is available in majority of sample services, except for vehicle registration and issuing of personal documents (IDs and passports), both of which are provided by the Civil Registry Agency.</i></p> <p><i>However, basic procedural information on how to access administrative services (such as description of services, physical location and instruction on how to utilize online services, and original forms) is provided at websites of service providers only in two cases – company registration, and for declaring VAT for companies. Citizen friendly guidance on accessing administrative services, and information on the rights and obligations of a user are available in three cases within the sample: property registration, company registration, and VAT for companies.</i></p> <p><i>Similarly, information on the prices is published online for three out of five sample services, and once again, information is missing for issuing personal documents, and vehicle registration. Moreover, where information on the prices is actually published, it does not differentiate between e-services and in-person services. Lastly, no information related to service in the sample is published in open data formats on official websites.</i></p>	
Specific observations	
<p><i>The website of Civil Registry Agency is currently under construction. This website should provide thorough information on personal documents and vehicle registration, constituting two out of the five sample services. Currently, such information can be found partly in the website of the Ministry of Internal Affairs and partly in the government portal.</i></p>	

Indicator score	8 (out of 20 points)
Final indicator value	1 (scale 0-5) ¹
Measurement period	February 1 st – February 5 th 2018

¹ Conversion of points: 0-4 points = 0; 5-8 points = 1; 9-11 points = 2; 12-14 points = 3; 15-17 points = 4; 18-20 points = 5.