



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

MONTENEGRO

- **Author:** Institute Alternativa - IA
- **Date:** 5 February 2018

PAR Area	SERVICE DELIVERY	Country	MONTENEGRO
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 audio/video 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>Websites of administrative service providers in entirety provide contact information for provision of services. When it comes to providing basic procedural information on how to access administrative services, only 2 out of 5 services satisfy the requirements for points, with the biggest problems being omission of forms for download, and the lack of information for property registration service. However, the only attempt at providing citizen-friendly guidance on accessing administrative services can be found at the website of the Tax Administration.</i></p> <p><i>Great majority of the websites of administrative service providers include information on the rights and obligations of users. Except for the Ministry of Interior, which is transparent when it comes to the costs of services of vehicle registration and issuing IDs and passports, no other service provider publishes this information. This is particularly important for the Tax Administration, which advertises the use of its e-portal for companies but fails to mention that a precondition for using it is the digital certificate provided at a significant price (110€ basic package). Services of the Tax Administration are also the only ones in the sample that are available as e-services, there is no however clear differentiation between price information of in-person, and e-services.</i></p> <p><i>No service provide has any information on sample services available in open data formats.</i></p>	
Specific observations	
None.	

Indicator score	10 (out of 20 points)
Final indicator value	2 (scale 0-5) ¹
Measurement period	1-5 February 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.