



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## SERBIA

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- Date: 14.2.2018.

<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>SERBIA</b>
<b>SIGMA Principle</b>	<b>4. The accessibility of public services is ensured</b>		

<b>WeBER Indicator</b>	<b>SD_P4_I2: Availability of information regarding the provision of administrative services on the websites of service providers</b>
<b>Indicator approach</b>	
<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>	
<b>Summary of the findings</b>	
<p><i>Information on contact details (telephone and email) as well as users' rights and obligations, is available online for each of the examined administrative services. Only in the case of services related to business registration and paying VAT for companies there is a complete basic procedural information on how to obtain the service (description of the service, physical address, necessary downloadable forms). At the same time, for these two services, citizen friendly guidance for potential users is available online. Furthermore, four out of five examined services, namely property registration, business registration, vehicle registration and issuing of passports and ID cards, do not offer online possibilities for obtaining the service, but are only available in person. Prices of these four services are clearly given on the service providers' websites. However, users have a possibility to schedule an appointment online, for submitting requests for ID's and passports as well as vehicle registration. For the remaining service, declaring VAT for companies, there is no information on the price of in-person services, but there is information that e-services are free of charge. Finally, none of the information related to the sample services is available in open data formats.</i></p>	
<b>Specific observations</b>	
None.	

<b>Indicator score</b>	13 (out of 20 points)
<b>Final indicator value</b>	3 (scale 0-5) <sup>1</sup>
<b>Measurement period</b>	1-5 February 2018

<sup>1</sup> 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.