



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

BOSNIA AND HERZEGOVINA

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PAR Area	SERVICE DELIVERY	Country	BOSNIA AND HERZEGOVINA
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>Findings show that almost all websites of administrative service providers include contact information, with the exception of company registration – there is no agency on State level and FBiH level (in FBiH registration is done through numerous Registration/Municipal Courts). However, basic procedural information on how to access administrative services, including description of the service, information on physical location and original forms are fully provided only on the web page of the Tax Agency on the state level (BiH ITA), FBiH tax authority and RS tax authority. Moreover, the same websites include citizen-friendly guidance with audio-visual element, but only on issuing fiscal invoices in general. Other administrative service providers mostly provide guidance on how to obtain the service, but not in a citizen friendly way. When it comes to rights and obligations of users, information is outlined on the website of the administrative service providers for vehicle registration, issuing passports and ID cards, and VAT for companies. Price of administrative services is publicly available for two out of five services (issuing passports AND ID cards, and VAT for companies). It is of note that e-services (free of charge) are available only on FBiH level (FBiH Tax authority). Lastly, no information on sample services is available in open data format.</i></p>	
Specific observations	
<p><i>For the purpose of this indicator, in BiH all levels of government (state level, Republic of Srpska, Federation of Bosnia and Herzegovina, cantons) had to be analysed, depending on the service. Due to the constitutional division of competencies among levels of government, the research team has adjusted the analysis to the constitutional and legal competences for service delivery in observing different levels of government and calculating the results. Given that obtaining of IDs/passports and vehicle registration in FBiH is done on the level of cantons, the websites of cantonal MOIs have been analysed in order to calculate the score for FBiH. The score for FBiH was added to the scores of RS, BD and State level (where applicable) and the average grade is shown.</i></p>	

Indicator score	7 (out of 20 points)
Final indicator value	1 (scale 0-5) ¹
Measurement period	February 1 st – February 15 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.