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eGovernment in

Former Yugoslav Republic of Macedonia



Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
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What's Inside

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eGovernment situation in Former Yugoslav Republic of Macedonia. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission, nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2 048.6 inhabitants (2009)

GDP at market prices: 5 791.2 million Euros (2007)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27=100): 30.9 (2007)

GDP growth rate: 5.9 % (2007)

Inflation rate: 3.2 % (2006)*

Unemployment rate: 36 % (2006)*

Government debt/GDP: 34 % (2006)*

Public balance (government deficit or surplus/GDP): -0.6 % (2006)*

Source: [Eurostat](#)

**Source:* [Europa website](#)

Area: 25 333 km²

Capital city: Skopje

Official language: Macedonian*

Currency: Denar

Source: [Europa website](#)

**Source:* [Constitution of the Former Yugoslav Republic of Macedonia](#)

Political Structure

The Former Yugoslav Republic of Macedonia became independent in 1991 as part of the break up of Yugoslavia. It is a **parliamentary democracy** with an executive Government composed of a coalition of parties from the unicameral legislature (Собрание, Sобрание). The Assembly comprises 120 members who are elected every four years.

The role of the [President of the Republic](#) is mostly ceremonial, with the real power resting in the hands of the President of the [Government](#). The President of the Republic is the Commander-in-chief of the State's armed forces and the President of the State Security Council. He is elected every five years and can be elected twice, at most.

With the passage of a new law and elections held in 2005, Local Government functions are divided between 78 municipalities. The capital, Skopje, is governed as a group of ten municipalities collectively referred to as the "City of Skopje". Municipalities in the Former Yugoslav Republic of Macedonia are units of local self-government. Neighbouring municipalities may establish cooperative arrangements.

Judiciary power is exercised by courts, with the court system being headed by the Judicial Supreme Court, Constitutional Court and the Republican Judicial Council. The Assembly appoints the judges.

The country's main political divergence is between the largely ethnically-based political parties representing the country's ethnic majority and the Albanian minority. The issue of power balance between the two communities led to a brief war in 2001, which ended at the same year, when both parties reached a power-sharing agreement. In August 2004, the Republic's Parliament passed legislation

redrawing local boundaries and giving greater local autonomy to ethnic Albanians in areas where they predominate.

Head of State: President of the Republic [Gjorge Ivanov](#) (since April 2009).

Head of Government: President of the Government [Nikola Gruevski](#) (since August 2006).

Information Society Indicators

Percentage of households with Internet access: 42 % (2009)

Percentage of enterprises with Internet access: N/A

Percentage of individuals using the Internet at least once a week: 47 % (2009)

Percentage of households with a broadband connection: 34 % (2008)

Percentage of enterprises with a broadband connection: N/A

Percentage of individuals having purchased/ordered online in the last three months: 2 % (2009)

Percentage of enterprises having received orders online within the previous year: N/A

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 9.9 %, downloading forms 4.6 %, returning filled forms 2.3 % (2009)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information N/A, downloading forms N/A, returning filled forms N/A

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

May 2010

In May 2010, the Ministry of Information Society and the Agency for Real Estate Cadastre have decided that, within the next three months, a pilot phase of a system that will enable the state institutions to receive a **property certificate** electronically will be launched. According to the plan the Agency will be connected with 16 institutions. The e-documents will be a solution that will introduce laws and technical measures in order to implement a system that would secure electronic document exchange among state institutions. In practice, the citizens and business community will address a service to investigate electronically all necessary documents from other institutions. The discussion around the project will take place between the Minister of Information Society, Ivo Ivanovski, and the Director of the Agency, Ljupco Georgievski.

April 2010

On 21 April 2010, the Ministers of Information Society, Ivo Ivanovski, and the Ministry of Education, Nikola Todorov, promote the web portal [e-ucebnici.mk](#), where digitally published books can be searched by departments, titles or authors. **Electronic publications** will allow students and teachers at any time and any place to prepare their work in an innovative way. Currently about 60 books have been published electronically; in the future the portal will be supplemented with new content. The new project is aimed at improving the educational system in FYROM and at urging students to study in a more modern and sophisticated way. Electronic books will gradually replace the printed textbooks. The goal is to provide textbooks in an electronic format; however the enormous significance of printed books in the future will remain the same.

March 2010

The '**Electronic Gradebook**' project [was launched](#) on 23 February 2010 at the 'Kole Nedelkovski' primary school of the Centar municipality of Skopje. The 'Electronic Gradebook' is a student information system that allows parents to monitor online the grades, the educational progress and other information related to the school activities of their children. The website of the Centar municipality hosts the link to the 'Electronic Gradebook'. Parents will have their own passwords to access information related to their children's progress, while teachers will be trained to submit data for each pupil. The system will be applied to seven schools in the Centar municipality; currently, it is being used in the 'Kole Nedelkovski' primary school for a pilot period of six months.

February 2010

- ▶ On 10 February 2010, representatives of the '[e-Gov Project](#)' and the Public Procurement Bureau of the Former Yugoslav Republic of Macedonia [announce](#) the launch of a new system that integrates the [eProcurement system \(EPPS\)](#) with a software solution for publishing contract notices and notifications. Developed by the Public Procurement Bureau, the integrated software creates a one-stop-shop for public procurement in the FYROM, improving the efficiency and transparency of the public procurement system in the country. The reform of the country's public procurement system, by streamlining complex procedures and by improving the interaction between governmental

institutions and the business sector with the use of information technology has been one of the e-Gov project's goals. Therefore, the e-Gov Project has helped the country establish an electronic procurement system that complies with the European Union directives and supports all forms of public procurement, including **electronic auctions**. The e-auctions, through which the government seeks the lowest price for the goods and services they are purchasing, have resulted in saving \$1.7 million (approx. €1.2 million) in 2009 for the government.

- ▶ The Ministry of Information Society of the FYROM and an IT provider [signed](#) on 21 January 2010 an **agreement** in view of the connection of the state institutions' registries and databases to an interoperable system. The agreement aims to speed up and enhance the efficiency of the exchange of data between government institutions and bodies. During its pilot phase, the project will be implemented in five state institutions, namely: the Customs Administration, the Ministry of Interior, the Central Registry, and the Tax Administration. Once the six-month pilot phase is completed, the project will be implemented in the remaining government institutions. Ivanovski added that in future, the project will enable the connection to the system of private organisations belonging to the banking, telecommunications and insurance sectors. The development cost of the project by the selected bidder is MKD 49 million (approx. €800 thousand).

January 2010

On 25 January 2010, a contract [was signed](#) between the Minister for Information Society, Ivo Ivanovski, and the representatives of the private companies who won the **electronic public bidding** on the basis of the lowest price offered. The service the operators will need to provide includes the installation of the Internet kiosks that will be located in rural areas close to schools, through which the wireless system will transmit free Internet signal within a radius of 250 meters. Kiosks are made of stainless steel material resistant to any possible extreme weather phenomena (from -20 to +60 degrees Celsius) and contain built-in computers with a metallic keyboard and with security features that block access to any undesirable content. By June 2010 three private operators will install 680 Internet kiosks with wireless Internet access for the citizens of the rural areas across the country.

News 2001-2009

2009

- ▶ In *September 2009*, the Minister of Information Society, Ivo Ivanovski, visited, Goce Delcev', a primary school in Dolno Lisice where an **Internet kiosk** was planned to be installed. The residents of that area would be granted four years of free of charge wireless Internet access. It would be installed in each of the selected wi-fi points, approx. 680, along with one computer and a wireless antenna of 200 meters of range. The Government and the Ministry of Information Society granted subvention to the private sector in rural areas so that citizens in those areas enjoy the same services as citizens in urban areas, Mr. Ivanovski stated.
- ▶ In *August 2009*, a **new portal for people with disabilities** entitled '[I want, I know, I can](#)' was launched by the Ministers of Information Society and Labour and Social Policy. The Ministers for Information Society and Labour and Social Policy, Mr. Ivo Ivanovski and Mr. Xhelal Biljali respectively, emphasised that the objective of the portal was to enable people with disabilities to have a common point of reference, where they will be able to find information about all important news concerning them, make complaints, ask questions about their problems and become familiar with their rights, opportunities and all the services offered to them by State institutions.

At the same interval the Ministers of Information society (MIS) and Internal Affairs (MIA), Ivo Ivanovski and Gordana Jankulovska respectively, promoted the new way of paying for revenue stamps via SMS or via the Internet with a credit card, when issuing personal documents. The minister Ivanovski said that "each citizen, when issuing personal documents like a passport, driver's license or an ID, will be given the option to pay for their revenue stamp via their mobile phone or

credit card from the web page www.uslugi.gov.mk". The payment process is executed through sending an SMS to the number - 144 166, containing CK, TM (for a revenue stamp intended for a travelling document) then the full name and the sum, 50 denars in this case. After it has been sent, the clerk receives a signal on his computer, and one receives a message in return for a successful transaction.

- ▶ On *29 July 2009*, the Ministry of Transport and Communications of Former Yugoslav Republic of Macedonia assumed all rights and responsibilities regarding the management and maintenance of the automated system for management of international **cargo transport licenses**. The Ministry of Transport and Communications and the e-Gov Project announced the successful completion of the electronic distribution and managements of international cargo transport licenses project, the main purpose of which was to reduce the administrative burden on truckers and the Ministry of Transport and Communication and increase transparency. The electronic system for distribution and management of international licenses is a web-based solution that enables fair and efficient distribution of transport licenses based on pre-determined criteria and virtually without any influence by a human factor.

At the same month the [e-Gov Project](#) continued to support the process of eGovernment development in FYROM by providing **capacity building assistance** to the Ministry of Information Society as the main government institution responsible for Information and Communication Technology (ICT) policies. The framework for future assistance activities was provided in a Memorandum of Understanding and Cooperation signed on *2 July 2009* between the e-Gov Project and the Ministry of Information Society. Assistance will include but will not be limited to the following areas: training, on-the-job mentoring, preparation of strategic documents, strengthening of the coordinating role of the Ministry with regard to ICT policy development, etc. The main goal is to provide the Ministry with the experience and expertise accumulated from the e-Gov Project and to increase the capacity of the Ministry.

- ▶ In *April 2009*, the Ministry of Information Society of the Former Yugoslav Republic of Macedonia announced that the newly established National Information Society held its first constitutive session on 18 March 2009. The new National Information Society Council aimed "to **improve IT conditions** in the country", states the official press release. In line with the Government's decision to form the Council and in accordance with the national strategies for Information Society, electronic communications and information technologies, the Council is an independent body comprised of representatives of State institutions, the private sector and civil society; all of them participating in the development of the Information Society.
- ▶ In *January 2009*, [EXIM](#), an online application system for export/import licences and quotas, has been officially launched on 22 December 2008 in the Former Yugoslav Republic of Macedonia. The [USAID](#) funded eGov Project has provided technical assistance to the Government of the Former Yugoslav Republic of Macedonia and the Customs Administration to streamline the complex and complicated procedures for export/import licences and quotas by introducing the EXIM application. The result is a tool that will enable businesses to engage in cross-border transactions much faster and at a much lower cost than before. The EXIM system will enable national companies involved in foreign trade to electronically apply and obtain import, export and transit licences from fifteen government institutions involved in foreign trade regulation. This application is part of the Trade Facilitation Single Window initiative implemented by the Government of the *Former Yugoslav Republic of Macedonia*. The Project is coordinated by the Customs Administration.

2008

- ▶ In *July 2008*, the number of economic operators (vendors) registered in the new [eProcurement system](#), and thus having access to tenders published online, grew from 250 to 610 over one month. In the framework of the Government project '**Computer for Every Child**', 800 PCs have been put into use in the economics high school in the city of Gostivar. Minister for Information Society, Ivo Ivanovski, indicated that through this project, the Former Yugoslav Republic of Macedonia intends to become one of the most developed countries which use computers in the education process. The

project has so far encompassed 23 high schools throughout the country, with the planned installation of 100 000 PCs.

- ▶ The municipality of Berovo received in *April 2008* an award for having successfully completed the public procurement, via the new [eProcurement system](#), of a construction work for one of its public squares. The city thus saved taxpayers nearly 30 % of costs by getting a much lower price than predicted. The entire process, including the evaluation of the bids, has been completed in a matter of hours.
- ▶ On the occasion of a press conference, the Minister in charge of Information Society, Ivo Ivanovski, invited in *February 2008* all public institutions and businesses to register on the new [eProcurement system](#) and to obtain digital certificates, which are compulsory when submitting or bidding for a tender. Brief information on digital certificates has been made available [online](#). The eProcurement system has been developed by the Public Procurement Bureau of the Former Yugoslav Republic of Macedonia, with the support of the [e-Gov Project](#).
- ▶ The new **Law on Public Procurement** was adopted in *1 January 2008* by the Assembly. It aims to enhance the integrity of the Government's purchasing decisions while increasing transparency in tendering procedures. Among other provisions, it regulates the **use of electronic means** in various stages of the procurement process (eNoticing, eTendering, eCommunications, eAuctions, contract award by electronic means).

2007

- ▶ In *December 2007*, the operation of the **electronic tax service 'e-Tax' for corporate tax**, administered by the Public Revenue Office, reaches a registration level of 90 % and a monthly online submission rate of 70 %. The service, which includes digital signatures, has been developed under the [e-Gov Project](#). Initially, only 130 of the biggest companies were invited to use the system; it has gradually become much more popular.
- ▶ On the occasion of the 3rd international conference 'e-Society.Mk', held on *29-30 November 2007* in Skopje, the document '[Recommendations for ICT Standards in the State Administration](#)' and a set of recommended policies for achieving interoperability have been presented to the public. The benefits expected from the implementation of these recommendations include: increased efficiency and effectiveness of the work of the Public Administration; strengthened inter/intra communication among national public bodies, citizens and foreign Administrations; improved provision of public services to citizens and other stakeholders.
- ▶ In *April 2007*, the Former Yugoslav Republic of Macedonia becomes one of the first non-EU countries to equip its population with travel documents featuring digitalised signatures and biometric data. **ePassport applications** from citizens will be served by 45 data stations in 30 registration offices located throughout the country. Passport booklets come equipped with a 72KB microchip containing security features which comply with EU and [ICAO](#) (International Civil Aviation Organisation) guidelines. Distinguishing biometric features such as the holder's personal information, passport photos and fingerprints, are written on the chip.

2006

- ▶ In *May 2006*, the Education Web Portal is launched, aiming to enable the exchange of experience and the sharing of resources and teaching methods among teachers, parents and students throughout the country. The initiative is a project of the [Ministry of Education and Science](#) ("Connects" and the "eSchool.mk" projects). The portal will allow schools to create and link their own websites, as well as allocate email accounts to all teachers and students.
- ▶ In *March 2006*, a **pilot electronic procurement system** for the City of Skopje and the surrounding areas goes online. The ultimate aim is the expansion towards a fully functional IT-based procurement system on a national scale. The system was developed through the [e-Gov Project](#), in close collaboration with the national Public Procurement Bureau. It provides a secure, efficient and

transparent system of information on Government contracts for potential suppliers of goods and services accompanied by bidding facilities.

- ▶ In *February 2006*, a local eGovernance project is launched in 34 municipalities across the country. The aim is to provide wireless Internet access implementing [“eLocal Governance”](#), thus enabling better policy outcomes, higher quality services and greater engagement with citizens through ICT. Key components of the project are upgraded IT equipment, communication technology, basic office software and a web-based municipal management information system. A private Internet service provider company will deliver the equipment, carry out installation and provide Internet connectivity.
- ▶ In *January 2006*, the [‘Apply-Online System for State Employment’](#) is [launched successfully](#). A few weeks after its launch, electronic submissions accounted for 74 % of all applications for positions in the Public Administration. The new system was developed for the Government by the [e-Gov Project](#), with the aim to promote the wider deployment of information technologies and to improve Government services to the population. Particular attention was paid to overcoming the barrier of limited Internet access.

2005

- ▶ In the course of 2005, the Government awards a contract regarding the provision of [electronic passports, personal identity cards and driver's licences](#). The contractor will provide an integrated system for personalisation of documents. The project was set to last for 11 years. The first electronic passports and ID cards were due to be issued to citizens as from 2006. The order covers the delivery of 1.5 million passport documents with integrated microchips, 1.8 million personal identity cards and 500 000 driver's licences, as well as equipment for data acquisition, storage, processing and personalisation.
- ▶ In *December 2005*, the Government forms a strategic partnership with Microsoft to develop several **eGovernment services**. The services will initially be portal-oriented but are foreseen to become interactive and transaction-oriented. The services envisaged are as follows:
 - [www.uslugi.gov.mk](#): a standardised informational portal offering information to citizens concerning ministries and agencies;
 - [www.emarketplace.org.mk](#): an Internet presentation site for Small and Medium sized Enterprises;
 - [www.gs.gov.mk](#): an internal portal for the General Secretariat of the Government. Currently, this portal has not been yet operational.
- ▶ Following their adoption by the Information Society Task Force, the Parliament approves both the [National Strategy and Action Plan for Information Society Development](#) in *September 2005*. This document identifies the mechanisms as well as the legal and fiscal framework necessary for the implementation of eGovernment, education, eBusiness initiatives and ICT infrastructure development. The development of this document was supported by the [Foundation Open Society Institute](#), the Information Technology Commission and the [United Nations Development Programme](#) (UNDP).
- ▶ In *June 2005*, in line with the country's policy of alignment with the EU Data Protection Directive ([95/46/EC](#)) and with its Article 28 in particular, a [Directorate for Personal Data Protection](#) is established as an independent state body on the basis of the new Law on Personal Data Protection of 25 January 2005.
- ▶ In *February 2005*, a new Electronic Communications Law is voted by the Parliament. It aims to allow increased competition in the telecommunications industry by setting the conditions to ensure quality services at affordable price, while preventing monopoly tactics.

2002

- ▶ In *December 2002*, the Commission for Information Technology, charged with the elaboration of a National ICT Strategy and Action Plan, is established by the Government.
- ▶ In *June 2002*, the **Law on Data in Electronic Form and Electronic Signature** and related bylaws on electronic operations that involve the use of ICT, as well as the use of electronic data and signatures in judicial, administrative and commercial transactional procedures, become operational. Both the application and implementation belong to the Ministry of Finance.

News 2000 and before

In *1999*, the [Metamorphosis Foundation](#) is established as an independent, non-partisan, non-profit organisation based in Skopje. Its main objectives are the development of democracy and prosperity by promoting the knowledge-based economy and the Information Society. The foundation is part of the ePublishing programme of the Foundation Open Society Institute. It became an independent foundation in 2004.

eGovernment Strategy

Main strategic objectives and principles

National Strategy for e-Government 2010-2012

The [National Strategy for e-Government 2010-2012](#) sets out the **strategic objectives** of the Government in the years to follow. It is aimed at harnessing the benefits of ICT for achieving an integrated, efficient and modern State Administration, fully adapted to the needs of both citizens and businesses. Thereby, the vision is to achieve:

- ▶ better provision of government services through fully integrated and coordinated activities of public administration;
- ▶ improved interactions with business and the industry;
- ▶ quality and timely response to citizen needs and requests;
- ▶ participation of both citizens and the academic sector in building the Information Society;
- ▶ effective government management, an increased number of ICT experts and increased level of ICT literacy in public administration;
- ▶ open, participatory and democratic government, reduced corruption, increased transparency;
- ▶ increased revenues and reduced costs.

Moreover, the citizens will have open access to government information and services as well as the opportunity to participate in building up a democratic society. Through the use of Internet, telephony and other technologies they will also experience reduced corruption, greater transparency and increased data protection. In this framework, eGovernment plays a much more important role than just supporting the operation of the public administration; it is a major factor for achieving sustainable development of the whole society in the country.

Government Programme (2006-2010)

The main policy targets for Information Technology development and eGovernment are also to be found in the **references** of the Government Programme (2006-2010) to **IT and eSociety**.

The programme recognises that the basic preconditions for decreasing unemployment are the economic revival, the entry of private domestic and foreign capital, as well as investments in a high quality and educated labour force.

In this respect, improving the quality of IT education is of the highest importance. Accordingly, the primary objective of the Government is described as **'urgent and continuous investment in computer science and IT'**.

In particular, the following **targets** are established:

- ▶ Creation of an IT Ministry – this ministry has eventually been created. It is headed by the [Minister of Information Society](#).
- ▶ Computerisation through the supply of 50 000 inexpensive computers in cooperation with the private sector, partly as donations for schools and partly as special offers to citizens.
- ▶ Wireless network installations and temporary usage of free Internet services throughout the country.
- ▶ Extensive training in computer literacy, Internet usage and office administration programmes, as well as provision of second hand computer equipment at affordable prices.
- ▶ Introduction of a mandatory IT subject in primary schools, as well as full computerisation of all schools.
- ▶ Connection of all border crossings into a centralised information system compatible with the EU system.

- ▶ Implementation of an integrated medical information system and introduction of the eHealth card.
- ▶ Computerisation of court files management.
- ▶ Computerisation of procedures for issuing personal ID documents at the Ministry of the Interior.
- ▶ Digitalisation of the Cadastre and application of Geographic Information Systems (GIS).
- ▶ Promotion of non-cash payments, eTrade, eBanking and eGovernment.

National Strategy and Action Plan for Information Society Development

The main policy targets set out in the Government Programme (2006-2010) have been further developed in the National Information Society Policy document and the [National Strategy and Action Plan for Information Society Development](#), which was adopted by the Parliament of the Former Yugoslav Republic of Macedonia in September 2005.

These documents were drafted by the Information Society Task Force, an ad-hoc expert body consisting of over 40 ICT and Information Society experts with varying backgrounds (Government officers, business sector representatives, researchers, teachers, etc.) which is led by the State's Commission for Information Technology.

The National Strategy and Action Plan for Information Society Development identify the mechanisms as well as the legal and fiscal framework necessary for the implementation of eGovernment, education, eBusiness initiatives and ICT infrastructure development.

The strategy document comprises **seven pillars**:

- ▶ Infrastructure;
- ▶ eBusiness;
- ▶ eGovernment;
- ▶ eEducation;
- ▶ eHealth;
- ▶ eCitizens;
- ▶ Legislation.

Furthermore, special focus is placed on the **sustainability** of the strategy.

A key challenge in the strategy building process is defining the economic, social and political visions of the knowledge-based society through ICT development and its application to all spheres of life.

At conceptual level, eGovernment is seen along similar lines to the eEurope framework. This means that the Government should be the first to initiate the entire process, so as to demonstrate its determination for implementing an efficient and transparent Government, open for cooperation with citizens through electronic services.

The strategy document furthermore recognises that "the process of eGovernment introduction should be integrated with the process of Public Administration reform", urging for consideration of "potential eGovernment implementation barriers on time, in order to promptly find the appropriate solutions."

According to the strategy, efficient and transparent Government operations shall provide better quality electronic services for citizens and the business-community through **six objectives**:

- ▶ Participation of citizens in the building of Information Society.
- ▶ Satisfactory infrastructure level.
- ▶ Legal and institutional framework for Information Society development.

- ▶ Logical infrastructure for advanced ICT-solutions and network connection of Governmental institutions.
- ▶ Electronic and online transactions for eGovernment services that encourage economic and social prosperity.
- ▶ Increased number of ICT-experts and increased level of ICT-literacy in the Public Administration.

In this light, **41 projects** have been defined as implementation targets to be attained by 2010 in a graded order of diminishing priority. Among those, 12 projects are considered as being of the highest priority. These include:

- ▶ Creation of a web-portal allowing for the participation of citizens in the society building process (eDemocracy).
- ▶ Government measures/initiatives aimed at reducing the tax burden for IT-technology web services (software).
- ▶ Definition of standards and architectures for eGovernment applications and pilot-projects.
- ▶ Provision of a unique programme for electronic documents & workflow management.
- ▶ Provision of access to free of charge information regarding all laws and legal documents.
- ▶ ID Card introduction.
- ▶ Design of a web-portal for all existing public services for citizens and businesses.
- ▶ Employment and training of ICT staff in the State Administration.
- ▶ Training and Certification for ICT literacy within the civil service.
- ▶ Design of a Government portal.
- ▶ Provision of at least three PCs and continuous Internet connection for public access in each municipality.
- ▶ Initiatives encouraging the use of Internet services, as well as content design.

National Strategy for the Development of Electronic Communications with Information Technologies (NSDECIT)

The vision of the Former Yugoslav Republic of Macedonia, as stated in the [National Strategy for the Development of Electronic Communications with Information Technologies](#), is that of an **advanced Information Society**.

To this end, the **basic challenge** consists in enabling the dynamic introduction and the massive, efficient use of electronic communications and information technologies, in the aim to support the involvement of the Former Yugoslav Republic of Macedonia in the global digital economy, thus allowing the country to achieve significant leapfrogging objectives for its economy.

In this context, the NSDECIT is intended to be **pro-active**; it should actively respond to each technological change while being, at the same time, consistent with other policies and activities dealing with the development of Information Society in the Former Yugoslav Republic of Macedonia.

Hence, this strategy shares with the [National Strategy for Information Society Development](#) a single concept which will provide the direction for the creation of a **new digital environment** both on the demand- and supply-sides.

The NSDECIT thus focuses on the measures which concern the development of a communication infrastructure as a **unique technological platform** for the development of the Information Society.

This infrastructure (supply-side) is deemed as a precondition for the introduction and massive use of all Information Society services (demand-side – eGovernment, eEducation, eBusiness, eHealth, etc.) and digital contents whose final aims are to improve the quality of life in the country.

This document was developed in full compliance with the directives, programmes and strategic determinations of the European Union (EU), in particular the Strategic Framework i2010, as regards the part on ICT infrastructure. The strategy's priorities match those of the i2010 initiative of the EU, formulated, as follows, in the strategy document:

- ▶ Creation of a single information space with an open and competitive supply market for accessing electronic communications services and digital contents.
- ▶ Promotion of the development of ICT as an engine for the development of the digital society.
- ▶ Creation of an inclusive Information Society by overcoming the digital divide.

The **activities and measures** defined in the National Strategy for the Development of Electronic Communications with Information Technologies primarily regard the period from mid-2007 to mid-2010. It is to be noted that the success rate of these activities will be measured through the results that will have been achieved by the end of 2012.

Progress measurement will be performed against the goals of the strategy in relation to the most important ICT indicators. In this light, the main goals entail:

- ▶ By 2010, reaching 80 % of the average of the new EU Member States.
- ▶ By 2012, reaching 90 % of this same average.

Among other **key measures** envisaged, the strategy notably plans the following:

- ▶ Establishment of a National Council for Development of Information Society to follow up and report on the implementation of the other measures planned in the present strategy, taking into account the relevant indicators; in cooperation with the State Statistical Office the Council will monitor and update the list of indicators for Development of Information Society.
- ▶ Development of its own Strategy and Action Plan by the independent authority in charge of regulating the electronic communications.
- ▶ Definition of the Optimal Universal Service Strategy by the independent authority in charge of regulating the electronic communications.
- ▶ Development of a Strategy for the development of Radio Broadcasting Activity in close cooperation with both the private and civil sectors.
- ▶ Preparation of a detailed study on the needs for introducing functional/structural separation of electronic communications in the Former Yugoslav Republic of Macedonia (support to the liberalisation process).
- ▶ Preparation of a Strategy for the development of Broadband Internet, as well as an Action Plan.
- ▶ Draft of a guide book on eAccessibility and eInclusion which would serve as a basis for initiating a strategic document on eInclusion.
- ▶ Adoption of ICT strategies by Local Governments.
- ▶ Increase of the penetration and use of Internet and PCs in small and medium-sized companies (SMEs).
- ▶ Measures pertaining to the security of information (protection of intellectual capital and privacy, etc).
- ▶ Preparation of an analysis and recommendations regarding the interoperability of services at technical, semantic and organisational levels, taking into account international standards.
- ▶ Government proposal for a Law on the Establishment of an Information Society Development Fund of the Former Yugoslav Republic of Macedonia.

Policy targets served by the e-Gov Project

A key aid in the implementation of the country's eGovernment policy is the [e-Gov Project](#) (launched in 2005) funded by the US Agency for International Development (USAID) and implemented by Internews, US.

As the Former Yugoslav Republic of Macedonia is constrained by a lack of public funds for the necessary investment in IT systems, the project facilitates the development of pilot IT applications of replicable models. These demonstrate the pay-off in efficiency and effectiveness of IT investments for the improvement of public sector management.

Two **main objectives** constitute the core strategic targets of the e-Gov Project:

Objective 1: Coherent eGovernment policies to be adopted and implemented

- ▶ **An eGovernment strategic framework:** The e-Gov Project has been tasked with providing assistance in the formulation of IT policies of the Former Yugoslav Republic of Macedonia.
- ▶ **Framework for an eAuthentication system:** In order to maintain a viable eGovernment programme, as well as sustain all other activities that depend upon the Internet – such as eCommerce, eBusiness and eMarketing – a basic level of cyber security must be achieved to ensure the integrity and smooth functioning of the networks.
- ▶ **Data privacy:** Neither eGovernment, nor eCommerce of any sort can be successful if participants are not assured that their data is private and used only for the purposes for which it was collected, in line with the country's aspirations to become part of the European Union.
- ▶ **eGovernment implementation capacity:** Strong management by the executive is essential to the long term success of the eGovernment programme and its contribution to improve fiscal management. Authority, staff and budget to direct the implementation of a national strategy across the Government are important, as also are the credibility and vigour of the organisation's links with powerful Government ministries. The project will assist the country in building such an eGovernment management capacity.

Objective 2: eGovernment policy implementation

- ▶ **Building support for eGovernment among policy makers and implementers:** The project will raise awareness of the benefits of implementing the country's IT strategy. The project will engage both at the Central Government and among Municipal Government officials to build the support and the capacity to implement eGovernment activities.
- ▶ **Creation of an eGovernment portal:** it is meant to be the entry point to eServices for both business and citizens.
- ▶ **Implementation of standards and creation of applications:** The Government must create and enforce IT architecture and standards, and simultaneously develop eGovernment applications. Priority will go to projects that help to achieve transparency, accountability, anti-crime and anti-corruption goals. This will begin with short term projects that prepare for the development of multiple systems.
- ▶ **Pilot service delivery projects:** The e-Gov Project has been designing, initiating and supported pilot projects which are replicable at national and local levels. These projects are being developed within the framework of the national eGovernment strategy and defined through a consultative process involving all relevant agencies within Government and key private sector participants.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

There is currently no overall eGovernment legislation in the Former Yugoslav Republic of Macedonia.

A primary objective for the Government of the Former Yugoslav Republic of Macedonia is the adoption of legislation which is in conformity with international conventions and in agreement with the EU directives on the Information Society and the knowledge-based economy. The country's **ICT legislation framework** focuses on the following key issues:

- ▶ De-monopolisation of the electronic communication services market and prevention of restrictions of competition.
- ▶ Protection of intellectual property rights and data privacy, as well as security of information.
- ▶ Protection from cybercrime.
- ▶ Electronic business.

In connection with the development of the relevant infrastructure, legal regulation is expected to enable:

- ▶ establishment and implementation of standards and systems for electronic records, as well as their management and archiving;
- ▶ use of a central electronic register of registries or databases (so-called register of registries);
- ▶ building of the physical telecommunications infrastructure in compliance with the principles of transparency, efficiency and effectiveness;
- ▶ eServices through eID cards and PKI;
- ▶ linking of all government and public institutions.

Freedom of Information Legislation

[Law of Free Access to Information of Public Character](#)

Adopted on 25 January 2006, the Law of Free Access to Information of Public Character entered into force on 1 September 2006. According to its provisions, any natural or legal entity is allowed to obtain information from **State and municipal bodies**, as well as from natural and legal entities performing public functions. The requests, which can be oral, written or electronic, must be responded to within 10 days.

Several legal exemptions are provided for: classified and confidential information; personal data; tax violations; pending investigations; documents being compiled, in case their access causes misunderstanding; environmental protection; intellectual property protection. All these exemptions undergo a proportionality test between the public interest and the harm that could be caused.

Denials to release the information can be appealed before the 'Commission for the Protection of the Right to Free Access to Information of Public Character'. As determined by the law, this independent body which oversees the implementation of the law can decide on complaints. Appeals to the decisions of the Commission can be lodged to a court.

The law is accompanied by a Guidebook on its implementation.

Data Protection/Privacy Legislation

[Law on Personal Data Protection](#)

Harmonisation of legislation in the area of personal data protection has been one of the Government's priority activities since 2002. A new Law on Personal Data Protection amended to include EC recommendations, was drafted in 2004 and, eventually, adopted on 25 January 2005.

According to this law, the **personal data** shall be: fairly and lawfully processed; collected for specified, explicit and legitimate purposes; processed in a manner which is consistent and proportionate with these purposes; accurate and complete; kept for no longer than the necessary timeframe for fulfilling the abovementioned purposes.

In line with the country's policy of alignment with Directive [95/46/EC](#) on Data Protection and with its Article 28 in particular, a **Directorate for Personal Data Protection** was established as an independent State body on 22 June 2005. Among other functions, this Directorate ensures the respect of the personal data protection principles and assesses the legality of personal data processing.

eCommerce Legislation

[Law on Electronic Commerce](#)

The Law on Electronic Commerce was adopted by the Parliament on 26 October 2007. It regulates the **Information Society services** related to electronic commerce, the responsibilities of the providers of these services, as well as commercial communication, and also provides the rules pertaining to the conclusion of contracts in electronic format.

eCommunications Legislation

[Electronic Communications Law](#)

The Electronic Communications Law was voted by the Parliament on 15 February 2005 (Official Gazette No. 13/2005), thus replacing previous telecommunications laws (Official Gazette Nos. 33/96, 17/98, 28/00, 04/02, 37/04).

The law aims to allow increased competition in the telecommunications industry, by setting the conditions to ensure quality services at affordable price, while preventing monopoly tactics. It also regulates the use of frequencies spectrum and makes provisions for investment incentives, while providing regulatory instruments and procedures concerning security and the protection of data privacy.

This law provides for the preparation of a National Strategy for the Development of Electronic Communications and Information Technology taking into account the strategy for Information Society Development. The [National Strategy for the Development of Electronic Communications with Information Technologies](#) has been adopted on this base.

Pursuant to this law, the [Agency for Electronic Communications](#) has been established as an independent regulatory authority for electronic communications. As the conditions determined by the law were fulfilled, the Agency commenced its operations on 1 July 2005.

eSignatures Legislation

Law on Data in Electronic Form and Electronic Signature

The law of 2001 concerns electronic operations which involve the use of ICT, as well as that of electronic data and signatures in judicial, administrative and commercial transactional procedures.

According to its Article 13, "The generally accepted electronic signature with an authorised certificate related to the electronic data is equal to personal signature, and therefore shall be **equally valid evidence with the personal signature** which is related to paper documents." However, this article further provides that "The electronic signature shall not be valid when a personal signature is required in writing before a public notary or a court."

Both the application and implementation of this law belong to the Ministry of Finance. The law can be found in the Official Gazette of the Former Yugoslav Republic of Macedonia under nos. 34/2001, and 6/2002 for the related bylaw.

eProcurement Legislation

Law on Public Procurement

The new Law on Public Procurement (Official Gazette no. 136/2007) was passed in November 2007 and entered into force on 1 January 2008, thus replacing the previous law of 2004 which instituted the Public Procurement Bureau.

The law of 2007 was adopted by the Parliament in an effort to **enhance the integrity of the Government's purchasing decisions**. It aims to increase transparency in tendering procedures, provide consistency with other legislation and strengthen the legal protection of bidders.

This law is intended to place the national legislation on public procurement in compliance with the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their eProcurement provisions. Therefore, the law regulates the use of electronic means in various stages of the procurement process (eNoticing, eTendering, eCommunications, eAuctions, contract award by electronic means) via the [Electronic System for Public Procurement](#) (ESPP) of the Former Yugoslav Republic of Macedonia.

Re-use of Public Sector Information (PSI)

Law of Free Access to Information of Public Character

Several aspects of the re-use of public sector information are contained in this law.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Information Society

The Minister of Information Society is responsible of all issues pertaining to information technologies.

Commission for Information Technology

Established under a 'Special Decision of the Government', among other 'Commissions of the Government' (sometimes referred to as 'Committees'), this body has the responsibility of drawing the country's strategy and policy for IT. The Commission is thus the author of the National Information Society Policy, as well as the National Strategy and Action Plan for Information Society Development.

Information Society Task Force

The Information Society Task Force is an ad-hoc expert body consisting of over 40 ICT and Information Society experts with varying backgrounds (Government officers, business sector representatives, researchers, etc.), led by the Commission for Information Technology.

Coordination

Cabinet of the Minister of Information Society

The Cabinet of the Minister in charge of Information Society is tasked with the coordination of the measures deriving from the National Strategy and Action Plan for Information Society Development, as well as the National Strategy for the Development of Electronic Communications with Information Technologies. The Cabinet, more precisely, deals with the coordination of all activities aimed at developing the Information Society.

Implementation

Government Ministries and Commissions

Government ministries and commissions are responsible for the implementation of departmental ICT and eGovernment projects.

Support

e-Gov Project

Since 2005, the e-Gov Project has been supporting the Government of the Former Yugoslav Republic of Macedonia in implementing the country's eGovernment policy. In particular, the project provides technical and financial support for the development of pilot eGovernment applications of replicable models at national and local levels.

Audit/Assurance

State Audit Office

The State Audit Office (SAO) was established in 1997 by the Parliament of the Former Yugoslav Republic of Macedonia, under the State Audit Law (SAL). The audits carried out by the SAO are determined in the

Annual Programme of the State Audit Office, where at least once a year the following entities are audited mandatorily: Central Government, Local Government units and Funds, State-owned enterprises and political parties.

Data Protection

[Directorate for Personal Data Protection](#)

The establishment of this Directorate is the result of the Law on Personal Data Protection of 2005, which implements the Directive [95/46/EC](#) on Data Protection. The Directorate for Personal Data Protection became an independent State body on 22 June 2005. Among other functions, the Directorate ensures the respect of the personal data protection principles and assesses the legality of personal data processing.

Others

[Agency for Electronic Communications](#)

Pursuant to the Electronic Communications Law of 2005, the Agency for Electronic Communications has been established as an independent regulatory authority for electronic communications. As the conditions determined by the law were fulfilled, the Agency commenced its operations on 1 July 2005.

Public Procurement Bureau

The Public Procurement Bureau is an institution within the Ministry of Finance, operational since January 2005. The Bureau's responsibilities include the drafting of public procurement legislation and the monitoring of its implementation. The bureau reports to the Government, maintains a publicly available registry of procedures and procurement notices, and organises training sessions.

Regional & Local eGovernment

Policy/Strategy

Central Government

Due to the size of the country, all regional and local eGovernment activities lie with the Central Government and its previously mentioned actors.

Implementation

Central Government

Responsibility of the implementation of eGovernment measures lies with the Central Government and its previously mentioned actors.

Support

[e-Gov Project](#)

The e-Gov Project provides technical and financial support for the development of pilot eGovernment applications of replicable models at national and local levels. At local level, the [Accountability through Transparency](#) application provides a channel for citizens to influence and be informed on the discussions held and decisions made in their Local Government. The application is part of the inter-municipality administration and allows citizens to access documents, ask questions on any local council member, participate in forums, post their opinion online, etc. Since 2007, it has been operational in 11 municipalities.

Macedonian e-Society Association

The Macedonian e-Society Association (MESA), is an association of non-profit of Local IT Development Foundations dispersed all over the Former Yugoslav Republic of Macedonia (13 municipalities from the different regions). These foundations have been established by respective municipalities or departments within the Local Government structure to enhance the IT development environment and work on the implementation of the Information Society at local level.

MESA was established in 2005 with the aim to represent the interests of its members and to provide these with knowledge management, mobilisation and networking. Furthermore, MESA gives technical support for normal functions of hardware and software solutions in Government at local level.

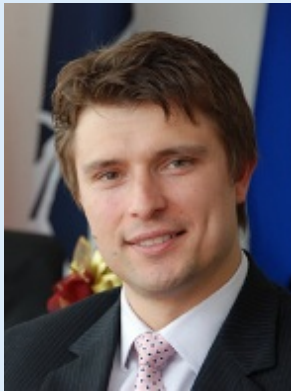
Audit/Assurance

State Audit Office

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Ivo Ivanovski
Minister of Information Society

Contact details:

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Source: <http://mio.gov.mk/?q=node/2118>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Government Portal

Accessible through www.vlada.mk, the **government site** contains information on departments, ministries and general affairs.

Currently, there is no eGovernment portal in the sense of a single place for all transactions between citizens or legal entities and the Government, even though the current website also serves as a gateway to all public institution websites.

Uslugi.gov.mk

This is a standardised **information portal** offering information to citizens and companies concerning ministries and agencies, as well as administrative procedures with, in some cases, a number of related forms available for download. This portal is foreseen to become interactive and transaction-oriented.

Network

At present, there is no overall network connecting government institutions and systems tend to be isolated. Physical network infrastructure exists in only a small part of Local Government. Internet access is currently provided by institutions on an individual basis, as the older existing MARNET-network does not meet the needs of modern institutions.

By 2011, in cooperation with the telecommunication industry and the business community, the broadband infrastructure network is planned to support the construction of **high-speed broadband**. Such networks should have sufficient capacity to double their speed every 12 to 18 months.

Expected benefits:

- ▶ fast and cheap Internet access for all citizens throughout the Republic;
- ▶ reduction of the the digital divide; and
- ▶ increased level of usage of computers and internet.

Recent attempts have provided a **wireless network linking schools**, based on the 'Macedonia Connects' project. This project is managed by the [Academy for Educational Development](#) and implemented by On.Net, an independent national communications network. It was built in order to deliver broadband wireless Internet services to approximately 500 schools, educational institutions, businesses and citizens nation-wide. The network makes use of mountains as distribution points for wireless connectivity. In addition, by using mesh technology, wireless 'hot-zones, which stretch for fifteen kilometres over a city have been created.

eIdentification/eAuthentication

The necessary conditions for the enforcement of the **Law on Data in Electronic Form and Electronic Signature** have been fully created. '[Makedonski Telekomunikacii](#)' and '[KIBS](#)' are currently the only two registered issuers of digital certificates, eSignatures and a PKI infrastructure. They have started to offer their service since June 2006, immediately after their [registration](#).

On another note, the Government has awarded a contract regarding the provision of [electronic passports, personal identity cards and driver's licences](#). The contractor will provide an integrated system for personalisation of documents. The project itself was set to last for 11 years. The first electronic passports and ID cards were due to be issued to citizens as from 2006. The order covers the

delivery of 1.5 million passport documents with integrated microchips, 1.8 million personal identity cards and 500 000 driver's licences, as well as equipment for data acquisition, storage, processing and personalisation.

eProcurement

eProcurement System

Supported by the [e-Gov Project](#), the 'Electronic System for Public Procurement' aims to eliminate the human influence in the public procurement process from the phase of bid submission up to the moment of selection of the most favourable one, thus eliminating risks of corruption while cutting costs for the taxpayers. The system is under the responsibility of the **Public Procurement Bureau** of the Ministry of Finance.

All public institutions and businesses are invited to register with the system and obtain the **obligatory digital certificates** for posting tenders or sending bids. Since January 2008, the system has also made eAuctions possible. In July 2008, the number of economic operators (vendors) registered in the [eProcurement system](#) has grown from 250 to 610 over one month.

In February 2010 representatives of the '[e-Gov Project](#)' and the Public Procurement Bureau of the Former Yugoslav Republic of Macedonia [announced](#) the launch of a new system that integrates the [eProcurement system](#) (EPPS) with a software solution for publishing contract notices and notifications. Developed by the Public Procurement Bureau, the integrated software creates a one-stop-shop for public procurement in the FYROM, improving the efficiency and transparency of the public procurement system in the country. The reform of the country's public procurement system, by streamlining complex procedures and by improving the interaction between governmental institutions and the business sector with the use of information technology has been one of the e-Gov project's goals.

Other Infrastructure

Digital Clubhouses

Twelve digital clubhouses are present in the country within the framework of the Digital Clubhouses project, which has been implemented by the Metamorphosis Foundation for several years now.

Digital clubhouses offer various activities and services including **access to ICT** for the members of the community with the aim of supporting their social and economic development. The mission of the digital clubhouses is to provide education, access to databases and eServices while creating awareness on information technology and democracy, regardless of age and origin.

Database

In January 2010 the Ministry of Information Society of the FYROM and an IT provider signed an agreement in view of the connection of the state institutions' registries and databases to an interoperable system. The agreement aims to speed up and enhance the efficiency of the **exchange of data between government institutions and bodies**. During its pilot phase, the project will be implemented in five state institutions, namely: the Customs Administration, the Ministry of Interior, the Central Registry, and the Tax Administration. Once the six-month pilot phase is completed, the project will be implemented in the remaining government institutions.

e-Gov Project Pilot Services

Since its launch in 2005, the [e-Gov Project](#) has been providing technical and financial support in the development of pilot eGovernment **applications of replicable models** at national and local levels. A brief description of several of these applications follows:

▶ **[Apply-Online System for State Employment](#)**

The service was developed to offer an online system for applicants for **jobs in the public sector**. Since its initial launch, the website www.prijava.ads.gov.mk has become the most visited Government site in the country. The obligatory testing of the candidates is done electronically, thus eliminating the risks of human error when checking the test answers.

▶ **[Accountability through Transparency](#)**

The system provides a **channel for citizens to influence and be informed** on the discussions held and decisions made in their Local Government. The application is part of the inter-municipality administration and allows citizens to access documents, ask questions on any local council member, participate in forums, post their opinion online, etc. Since 2007, it has been operational in 11 municipalities.

▶ **[eLearning – Free ICT Course for Citizens](#)**

The eLearning course is **free of charge** and open to anyone interested. Logged on users can thus learn about modern technologies, navigate through the Internet and become able to find their way through the most frequently used office applications.

▶ **[Site Builder - Online System for Distributing State Benefits](#)**

The Site Builder incorporates all **necessary features to check** if applications for benefits are valid and **to calculate** the rank list based on the criteria inserted for that specific application. So far, the Site Builder has been used by the Ministry of Transport and Communications to allocate the so-called 'social apartments' to citizens with low income and by the Ministry of Education and Science for the distribution of student dormitories and benefits (providing a compulsory online application in this latter case).

▶ **[e-Budgeting](#)**

The system allows for the **electronic preparation, monitoring and simulation** of the budget of the State, in cooperation with the Ministry of Finance. It also provides for the secure online submission of annual budget requests towards the Ministry.

▶ **[Electronic Health Registers](#)**

The purpose of this application was to create accurate databases in the health sector, as well as registers of: drugs; health care institutions; domestic drug producers; wholesale drug distributors; pharmacies and doctors. Another aim was to improve the registration process while increasing the possibilities of expenditures control and planning within the health sector. Launched in July 2006, this application is included in all strategic projects and future activities of the Ministry of Health and provides the basis for the development of **eHealth applications**.

▶ **[Automated Allocation of Cargo Transport Licences](#)**

The system provides truckers with an **online application facility** for international cargo transport licences and distributes the licences following an electronic bidding process. In 2007, 936 companies applied electronically to compete for a limited number of licences. The use of the online system has become compulsory ever since.

▶ **[Online Registration/Termination of Employment System](#)**

This software is aimed at radically reducing the administrative burden on companies when meeting their obligations to register new or terminated employments, thus saving time for both the employers and the state institutions concerned. The automated system was planned to be operational during the spring of 2008.

Note: Several other eGovernment applications developed under the e-Gov Project are described in the relevant sections 'eGovernment Services for Citizens' and 'eGovernment Services for Businesses' of the present factsheet.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report "[Smarter, Faster, Better eGovernment - 8th Benchmark Measurement](#)" prepared for the European Commission, Directorate General for Information Society and Media, November 2009.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

| | |
|-----------------|---|
| Responsibility: | Public Revenue Office, Ministry of Finance |
| Website: | N/A |
| Description: | The service is not yet available for individual citizens. |

2. Job search services by labour offices

| | |
|-----------------|---|
| Responsibility: | Civil Servants Agency |
| Website: | http://prijava.ads.gov.mk |
| Description: | The service is only partial, as it involves the public sector exclusively. It was developed by the e-Gov Project in order to provide an online system for applicants for jobs in the public sector. The Apply-On-Line system accepts applications for jobs in the civil service and has reached a level of usage covering 89 % of all applicants in 2007. |

3. Social security benefits

a. Unemployment benefits

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

b. Child allowances

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N/A

Website: N/A

Description: This service is not available online at present.

d. Student grants

Responsibility: Ministry of Education and Science

Website: <http://www.raspredelba.gov.mk/Pages/student/mk>

Description: This service allocates dormitories, loans and grants according to student's performance and issues results. Its use online has become mandatory since 2007. The application, defined as a 'Site Builder' for electronic, automated distribution of various State benefits, has been developed under the [e-Gov Project](#).

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Ministry of the Interior

Website: <http://www.uslugi.gov.mk>

Description: The service provides information and forms to download.

b. Driver's licence

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

5. Car registration (new, used, imported cars)

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

6. Application for building permission

Responsibility: Regional Government
Website: N/A
Description: The service is not available online at present.

7. Declaration to the police (e.g. in case of theft)

Responsibility: N/A
Website: N/A
Description: The service is not available online at present.

8. Public libraries (availability of catalogues, search tools)

Responsibility: N/A
Website: N/A
Description: The service is not available online at present.

9. Certificates (birth, marriage): request and delivery

Responsibility: Ministry of the Interior
Website: www.uslugi.gov.mk
Description: The service provides information and forms to download.

10. Enrolment in higher education/university

Responsibility: N/A
Website: N/A
Description: The service is not available online at present.

11. Announcement of moving (change of address)

Responsibility: N/A
Website: N/A
Description: The service is not available online at present.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report "[Smarter, Faster, Better eGovernment - 8th Benchmark Measurement](#)" prepared for the European Commission, Directorate General for Information Society and Media, November 2009.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Pension and Disability Insurance Fund, Ministry of Labour and Social Policy
Website: <http://www.piom.com.mk>
Description: The service provides information, some forms to download and a call centre.

2. Corporate tax: declaration, notification

Responsibility: Public Revenue Office, Ministry of Finance
Website: <http://etax.ujp.gov.mk>
Description: The eTax service provides online submission and returns facilities for companies, using authentication by digital signatures. The application was developed under the [e-Gov Project](#) and has become very popular, reaching an online submission rate of 70 % for monthly submissions at the end of 2007.

3. VAT: declaration, notification

Responsibility: Public Revenue Office, Ministry of Finance
Website: N/A
Description: The service is not available online at present.

4. Registration of a new company

Responsibility: Central Register

Website: <http://www.crm.com.mk>

Description: The Central Register provides forms which can be downloaded and submitted manually. It also publishes registered company information on its website.

5. Submission of data to statistical offices

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

6. Customs declarations

Responsibility: Customs Office

Website: N/A

Description: The 'Single Window for Export/Import licence and quota' is an application which is being developed under the [e-Gov Project](#). Not yet operational, this service will aim to give companies easy access to information regarding rules and regulations relating to the import and export of any commodity and to apply online for necessary licence and quota. The application will not only allow companies to receive the licences and quotas by electronic means, but also to use them electronically with the Customs Office through the electronic version of the transport document. More information can be found at: http://www.egov.org.mk/Project_licenses.htm.

7. Environment-related permits (incl. reporting)

Responsibility: N/A

Website: N/A

Description: The service is not available online at present.

8. Public procurement

Responsibility: Public Procurement Bureau, Ministry of Finance

Website: <https://www.e-nabavki.gov.mk>

Description: The service aims to eliminate the human influence in the public procurement process, from the phase of bid submission up to the moment of selection of the most favourable one, thus eliminating risks of corruption while cutting costs for the taxpayers. Public institutions and businesses must register with the system and obtain the obligatory digital certificates for posting tenders or sending bids. eAuction was implemented in January 2008. The application was developed under the [e-Gov Project](#).

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment situation and progress in European countries.

The eGovernment factsheets are produced and updated once a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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