



eGovernment

DIGITALIZATION OF SOCIETY

SUPPORT TO LOCAL SELF-GOVERNMENTS FOR IMPROVEMENT OF eGOVERNMENT

PREPARATORY ACTIVITIES JULY 2019



8

INFO-SESSIONS

59

LOCAL SELF-GOVERNMENTS

127

PARTICIPANTS

EVALUATION PROCESS AUGUST - OCTOBER 2019



RECEIVED

45

PROJECT PROPOSALS

45

LOCAL SELF-GOVERNMENTS

THE CALL FOR PROPOSALS WAS OPEN FROM 5 JULY TO 26 AUGUST 2019

RESULTS



35

PROJECT PROPOSALS

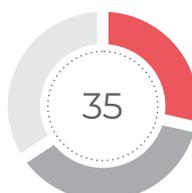
21

Šumadija and Western Serbia

14

Southern and Eastern Serbia

TECHNICAL SUPPORT



10

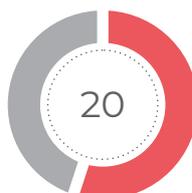
Improvement of eGovernment

13

Establishment of eServices

12

Improvement of eServices and eGovernment



11

Optional technical support

Assistive Technology for Persons with Disabilities

9

eParticipation and eHearing

SWISS PRO CONTRIBUTION : 261,460 EUR

CO-FUNDING : 77,670 EUR



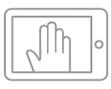
Through the Swiss PRO Programme, the Government of Switzerland supports local self-governments in strengthening the capacity **to establish or improve eGovernment and eServices in order to increase accountability, transparency and efficiency in providing better access to services and rights for both citizens and businesses.**

CfP 08-2019 | Support to LSGs in Improving eGovernment
Project proposals approved for funding¹

No.	LOCAL SELF-GOVERNMENT	CONTRIBUTION	OPTIONAL TECHNICAL SUPPORT	PROJECT TITLE AND DESCRIPTION
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Improvement of eGovernment



1.	LOZNICA	Swiss PRO 7,280 EUR <hr/> LSG Contribution 1,820 EUR <hr/> Total Value 9,100 EUR	 eParticipation and eHearing	Improvement of eGovernment in Loznica Establishment of eRegistry which enhances transparency and efficiency of local self-government in the provision of public services.
2.	MEDVEDJA	Swiss PRO 6,800 EUR <hr/> LSG Contribution 2,560 EUR <hr/> Total Value 9,360 EUR	 Assistive Technology for PWDs	To Click Together in Medvedja Improvement of the eRegistry through the introduction of eArchives, while the website will be upgraded to provide faster access to information for citizens.
3.	SOKOBANJA	Swiss PRO 8,100 EUR <hr/> LSG Contribution 2,200 EUR <hr/> Total Value 10,300 EUR	—	Establishment of the Internet Centre in the Municipality of Sokobanja The establishment of a municipal Internet center will increase the overall security of the municipal administration and the proper functioning of eGovernment in accordance with the law, especially with regard to the protection of personal data.
4.	BOR	Swiss PRO 5,680 EUR <hr/> LSG Contribution 1,600 EUR <hr/> Total Value 7,280 EUR	 Assistive Technology for PWDs	Web portal - My case Improvement of eRegistry which will improve efficiency and transparency of local self-government towards citizens.
5.	ĆUPRIJA	Swiss PRO 8,800 EUR <hr/> LSG Contribution 2,250 EUR <hr/> Total Value 11,050 EUR	—	Improvement of eRegistry Improvement of eRegistry with the new modul "My case" which will facilitate the communication between the municipal administration and citizens in terms of efficiency, faster information sharing, case delivery and problem solving.
6.	TUTIN	Swiss PRO 8,650 EUR <hr/> LSG Contribution 1,680 EUR <hr/> Total Value 10,330 EUR	—	Establishment of Technical Conditions for Development of eServices Introduction of eRegistry which will ensure better efficiency of municipal administration and increase citizens' satisfaction due to saving of time and money.

¹ The projects are listed according to thematic areas of support

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7.	SMEĐEREVSKA PALANKA	Swiss PRO 5,150 EUR LSG Contribution 1,700 EUR Total Value 6,850 EUR	 Assistive Technology for PWDs	ePalanka Improving the efficiency of the administrative procedure by setting up an eRegistry and a unique administrative post.
8.	VRNJAČKA BANJA	Swiss PRO 7,500 EUR LSG Contribution 1,970 EUR Total Value 9,470 EUR	 eParticipation and eHearing	FTIP ("fali ti jedan papir") More efficient use of local tax administration's electronic actions, which will improve accountability of LSG and the quality of life of citizens.
9.	VLADIMIRCI	Swiss PRO 8,200 EUR LSG Contribution 1,600 EUR Total Value 9,800 EUR	—	eRegistry Establishment of eRegistry for better efficiency of administration in the provision of public services.
10.	ALEKSANDROVAC	Swiss PRO 8,400 EUR LSG Contribution 5,300 EUR Total Value 13,700 EUR	 Assistive Technology for PWDs	Request on Click Improvement of eZUP actions that will improve LSG` efficiency and save citizens` time and money.
Improvement or establishment of eServices				
11.	BELA PALANKA	Swiss PRO 8,730 EUR LSG Contribution 2,300 EUR Total Value 11,030 EUR	 eParticipation and eHearing	eGovernment Closer to Citizens A total of 12 regular services related to civil rights and tax will be transferred to eServices.
12.	KRALJEVO	Swiss PRO 7,700 EUR LSG Contribution 2,120 EUR Total Value 9,820 EUR	 eParticipation and eHearing	Introduction of eService for Agricultural Subsidies Establishment of a new eService related to the application for agricultural subsidies.

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13.	BOJNIK	Swiss PRO 6,200 EUR <hr/> LSG Contribution 1,600 EUR <hr/> Total Value 7,800 EUR	 eParticipation and eHearing	Improvement of eGovernment and eParticipation in the Municipality of Bojnik Establishment of seven new eServices related to tax, civil status, access to information of public importance, legal aid and reporting of utility problems.
14.	RAŽANJ	Swiss PRO 6,650 EUR <hr/> LSG Contribution 1,670 EUR <hr/> Total Value 8,320 EUR	 Assistive Technology for PWDs	Digitalization of Municipal Administration of Ražanj New e-Services are related to the reporting and resolving problems of citizens within 48 hours.
15.	DIMITROVGRAD	Swiss PRO 6,530 EUR <hr/> LSG Contribution 1,630 EUR <hr/> Total Value 8,160 EUR	—	Introducing new e-Services through the National Portal A total of eight new eServices will be introduced related to tax, registers of civil rights, access to information of public importance, citizens' complaints, enrollment in kindergartens and reporting of a utility problem to construction and utility inspections.
16.	BABUŠNICA	Swiss PRO 5,920 EUR <hr/> LSG Contribution 1,480 EUR <hr/> Total Value 7,400 EUR	—	Improvement of eServices system in the Municipality of Babušnica At least 20 new eServices will be introduced that are related to the register of civil rights, electoral roll, tax administration, social protection, public utilities, inspections, urbanism and construction, agriculture and businesses.
17.	KOSJERIĆ	Swiss PRO 7,000 EUR <hr/> LSG Contribution 1,940 EUR <hr/> Total Value 8,940 EUR	—	Improvement of eGovernment in Kosjerić Four eServices will be introduced relating to the registers of civil rights and objections to the Patients' Rights Protector.
18.	REKOVAC	Swiss PRO 3,800 EUR <hr/> LSG Contribution 1,900 EUR <hr/> Total Value 5,700 EUR	—	Virtual Register A total of five new eServices related to the register of civil rights will be introduced.
19.	OSEČINA	Swiss PRO 7,020 EUR <hr/> LSG Contribution 1,840 EUR <hr/> Total Value 8,860 EUR	—	Keeping up with the Time The new eServices are related to the property tax, which will improve local self-government's efficiency and tax collection.

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20.	SVILAJNAC	Swiss PRO 7,320 EUR <hr/> LSG Contribution 2,040 EUR <hr/> Total Value 9,360 EUR	—	Capacity building for eGovernment improvement New eServices refer to location information ie. possibilities and limitations of construction on the cadastral plot based on the project document which increases the efficiency of municipal administration and reduces the possibility of corruption.
21.	IVANJICA	Swiss PRO 8,880 EUR <hr/> LSG Contribution 1,860 EUR <hr/> Total Value 10,740 EUR	—	Ivanjica - Public Service for Citizens Introduction of the Virtual Register and new e-Services for issuing civil status certificates.
22.	SURDULICA	Swiss PRO 7,250 EUR <hr/> LSG Contribution 1,860 EUR <hr/> Total Value 9,110 EUR	—	Improvement of eServices in Surdulica Improvement of the municipal website and existing eServices, while five eServices related to the registers of civil rights and the local tax administration will be introduced.
23.	ŽAGUBICA	Swiss PRO 7,630 EUR <hr/> LSG Contribution 2,040 EUR <hr/> Total Value 9,670 EUR	—	Strengthening the Capacity to Improve eGovernment in the Municipality of Žagubica Three eServices related to child welfare, students` scholarships and inspection supervision will be introduced, while three eServices related to the registers of civil right will be upgraded.
Improvement of eGovernment and establishment of new eServices				
24.	ŠABAC	Swiss PRO 9,030 EUR <hr/> LSG Contribution 3,250 EUR <hr/> Total Value 12,280 EUR	 Assistive Technology for PWDs	Development of Efficient and User-oriented Administration in a Digital Environment Improving the functioning of the eRegistry while 20 regular services in various fields will be established as in eServices which will contribute to the efficiency of local administration towards citizens and the business sector.
25.	KRUPANJ	Swiss PRO 7,400 EUR <hr/> LSG Contribution 2,370 EUR <hr/> Total Value 9,770 EUR	 eParticipation and eHearing	Modern Administration - LSG Krupanj Establishment of eRegistry while three services related to civil status will be established as eServices.

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No.	LOCAL SELF-GOVERNMENT	CONTRIBUTION	OPTIONAL TECHNICAL SUPPORT	PROJECT TITLE AND DESCRIPTION
26.	RAČA	Swiss PRO 8,080 EUR LSG Contribution 2,030 EUR Total Value 10,110 EUR	 Assistive Technology for PWDs	eRača for Citizens Improving the functioning of the eRegistry, while the three standard services related to registers of civil status will be established as eServices.
27.	NOVA VAROŠ	Swiss PRO 8,500 EUR LSG Contribution 2,500 EUR Total Value 11,000 EUR	 Assistive Technology for PWDs	e-We Can! Improvement of provision of services in accordance with the eZUP, which will improve the efficiency and competitiveness of the tourism sector and investments while total of ten new eServices will be established.
28.	MALI ZVORNIK	Swiss PRO 7,680 EUR LSG Contribution 1,960 EUR Total Value 9,640 EUR	 Assistive Technology for PWDs	eGovernment in the Service of the Citizens of Mali Zvornik Improved functioning of the Service Center, while five regular services from civil status registers will be established as e-Services.
29.	ČAČAK	Swiss PRO 8,900 EUR LSG Contribution 6,400 EUR Total Value 15,300 EUR	 eParticipation and eHearing	eGovernment Čačak - To Click and Decide Together Improved functioning of eGovernment with regard to the provision of eZUP services, while 19 services related to civil status and social protection will be established as eServices.
30.	NOVI PAZAR	Swiss PRO 8,800 EUR LSG Contribution 2,240 EUR Total Value 11,040 EUR	 Assistive Technology for PWDs	eGovernment - Custom administration Improvement of the eRegistry and the work of the Service Center, while new eService for the reporting of problems related to public utilities will be established.
31.	VLASOTINCE	Swiss PRO 7,400 EUR LSG Contribution 1,880 EUR Total Value 9,280 EUR	 eParticipation and eHearing	More Efficient Provision of Services to Citizens by Modernising the Work of LSG The LSG will become more efficient and transparent through establishment of eRegistry as well as new eServices for reporting problems related to utilities.
32.	GOLUBAC	Swiss PRO 8,470 EUR LSG Contribution 2,140 EUR Total Value 10,610 EUR	—	Establishment of eGovernment System in the Municipality of Golubac More efficient performance in line with the eZUP while the three main services related to civil status will be established as e-Services.

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33.	JAGODINA	Swiss PRO 8,630 EUR <hr/> LSG Contribution 1,940 EUR <hr/> Total Value 10,570 EUR	—	Strengthening eGovernment in Jagodina Faster actions in line with the eZUP as well as the establishment of at least five new eServices which will improve the efficiency of local administration and citizen satisfaction.
34.	ZAJEČAR	Swiss PRO 6,500 EUR <hr/> LSG Contribution 1,630 EUR <hr/> Total Value 8,130 EUR	 eParticipation and eHearing	eZaječar! Establishment of a Citizens Assistance Center for better communication with citizens while at least 10 new eServices will be established.
35.	KRAGUJEVAC	Swiss PRO 6,880 EUR <hr/> LSG Contribution 2,370 EUR <hr/> Total Value 9,250 EUR	 Assistive Technology for PWDs	eGovernment of Kragujevac - Pillar of Good Administration Improvement of eZUP procedures and introduction of new eServices, which will lead to better transparency and efficiency of city administration and greater citizen satisfaction with the provision of services.

TOTAL CONTRIBUTION – Co-funding **EUR 77,670**

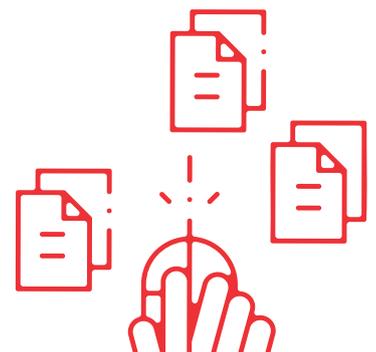
TOTAL CONTRIBUTION - Swiss PRO **EUR 261,460**

TOTAL: EUR 339,130



The Enhancing Good Governance and Social Inclusion for Municipal Development Programme – Swiss PRO, EUR 5.8 million of value, will contribute to the enhancement of the quality of life of Serbian citizens, particularly of those who belong to vulnerable groups, through improving the rule of law at the local level, strengthening social cohesion and increasing the responsibility, transparency, efficiency and effectiveness of the local self-governments, as well as the participation of the population in the decision-making processes. The Programme is implemented by the United Nations Office for Project Services (UNOPS) in cooperation with the Government of the Republic of Serbia.

Let's click together!



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