European Commission

eGovernment in

the Former Yugoslav
Republic of Macedonia

ISA

This document is meant to present an overview of the eGoverment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

Country Profile
Basic data and indicators [2]

Basic Data

Population (1 000): 2,069,172 inhabitants (2015)

GDP at market prices: 8,539 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 37 (2014)

GDP growth rate: 3.5% (2015) **

Inflation rate: - 0.0% (2015)*

Unemployment rate: 25.5% (2015) **

General government gross debt (Percentage of GDP): Not available

General government deficit/surplus (Percentage of GDP): Not available

Area: 25,713 km²

Capital city: Skopje

EU language: Macedonian

Currency: MKD

Source: Eurostat, National Bank of the Republic of Macedonia (*), Statistical Office of the Republic of Macedonia (**) (last update: 28 January 2016)

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, Sobranie*). The Assembly comprises 123 members elected every four years, 3 of which are representing the Diasporas.

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. S/he is elected every five years and can be elected twice, at most.

With the passage of a new law and elections held in 2013, local government functions were divided into 81 self-government units. Each such unit constitutes a single municipality, with the exception of the self-government unit of the capital 'City of Skopje', which encompasses 10 municipalities. Neighbouring municipalities may establish cooperative arrangements.

Judiciary power is exercised by courts; the court system is headed by the Judicial Supreme Court, Constitutional Court and the Republican Judicial Council. The judges in basic courts are being selected by the Republican Judicial Council based on criteria prescribed in respective Laws and if completed the Academia for judges and public prosecutors, while becoming judge in higher Court is based on experience and merits.

The country's main political divergence is between the largely ethnically-based political parties representing the country's two ethnic communities. The issue of power balance between the two communities led to a brief war in 2001, which ended in 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 group minorities mentioned in the Constitution preamble 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

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for the Republic of Macedonia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in FYROM
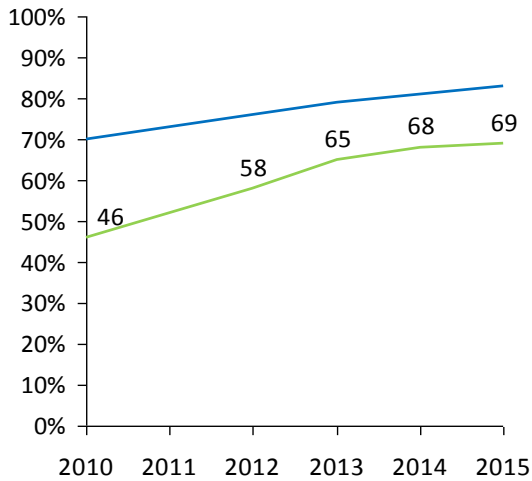
Source: Eurostat Information Society Indicators

Percentage of enterprises[1] with Internet access in FYROM

Source: Eurostat Information Society Indicators

——— FYROM
——— EU

Percentage of individuals using the internet at least once a week in FYROM
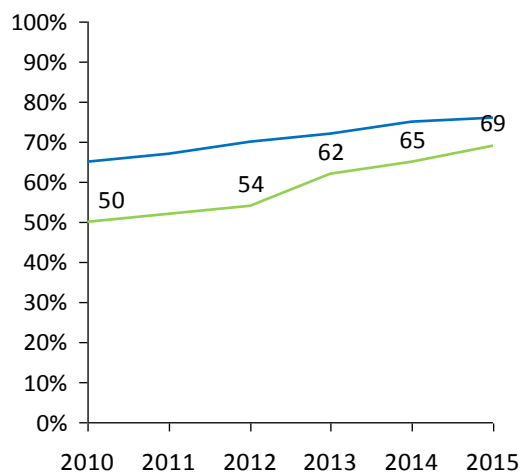
Source: Eurostat Information Society Indicators

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[1] With more than 10 employees.

Percentage of households with a broadband connection in FYROM
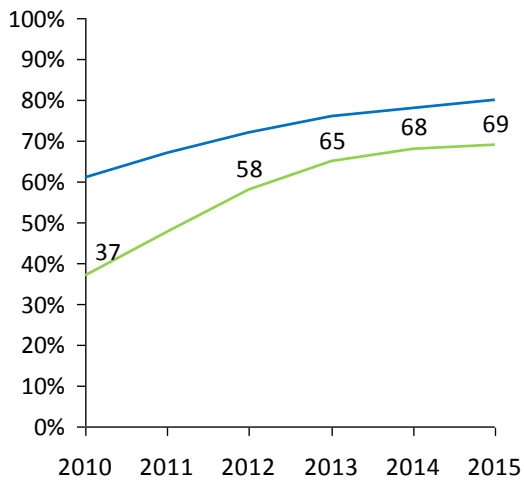
Source: Eurostat Information Society Indicators

Percentage of enterprises[1] with a broadband connection in FYROM
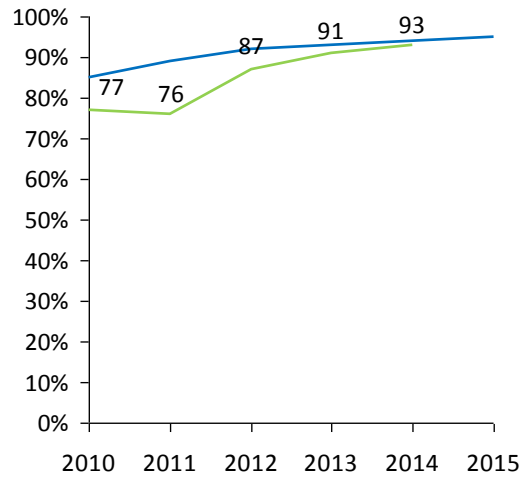
Source: Eurostat Information Society Indicators

—— FYROM
—— EU

Percentage of individuals having purchased/ordered online in the last three months in FYROM
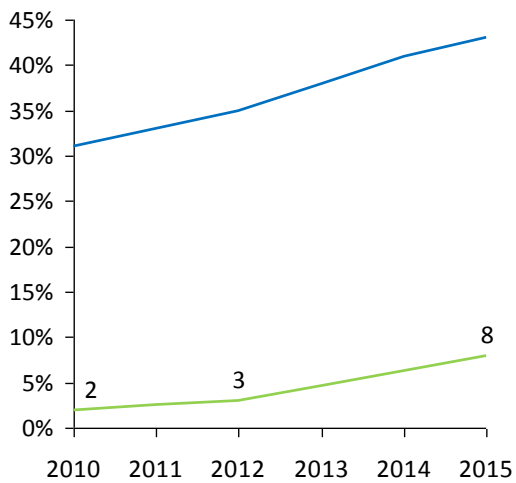
Source: Eurostat Information Society Indicators

Percentage of enterprises[1] having received orders online within the previous year in FYROM

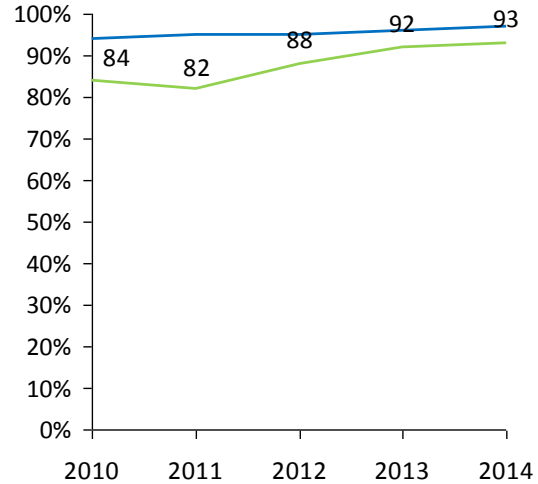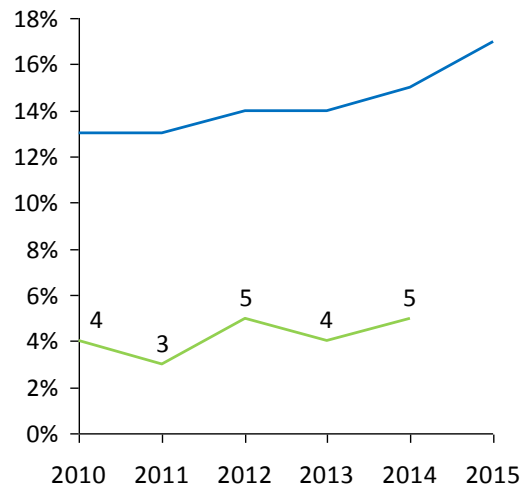Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for the Republic of Macedonia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in FYROM
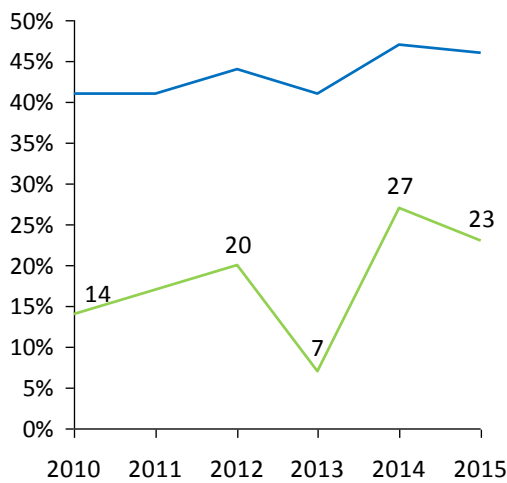
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in FYROM
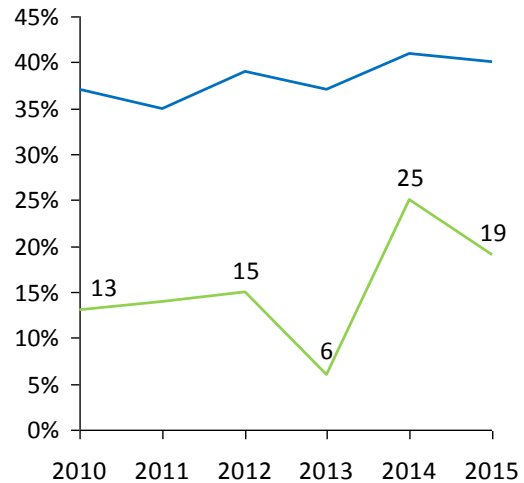
Source: Eurostat Information Society Indicators

— FYROM
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in FYROM

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in FYROM

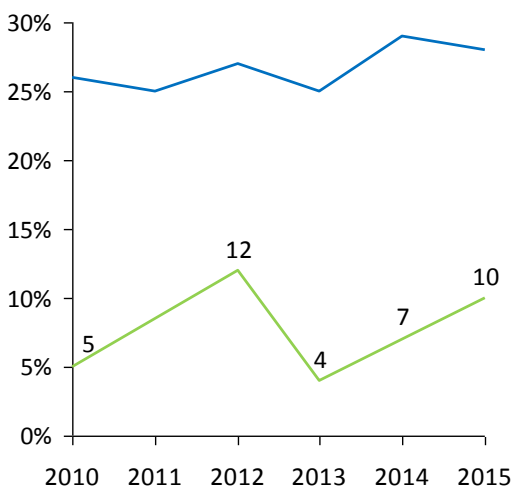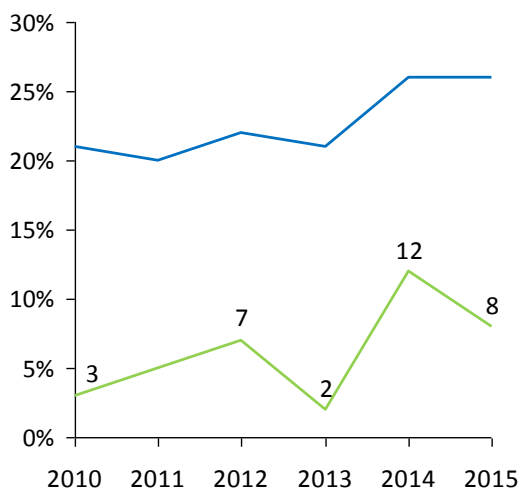Source: Eurostat Information Society Indicators

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

June 2015

On 3 June 2015, Minister of Information Society and Administration Ivo Ivanovski and the General Manager of Microsoft office in Macedonia Stefan Plavjanski announced the beginning of the 'Open Data Hackathon': programmers, students and start-up companies will be working on Open Data Applications until 22 June 2015 using the 154 open databases available.

On 30 June 2015, the winners for the best applications in the Open Data Hackathon competition were awarded.

April 2015

On 28 April 2015, Minister of Information Society and Administration Ivo Ivanovski announced the Amendments to the law on archive materials, aimed at simplifying the office and archive operations of private sector entities.

One of the significant changes refer to the Article 32 under which the holders of private archive and documentary material will be obliged just to keep basic records of archive and documentary material, to create list of archival reference numbers and list of archive and documentary material, to conduct on-going selection of archival and documentary material and to keep the archival material permanently in accordance with this law.

The only obligation for companies with less than 49 employees will be to archive the material of permanent value and the State Archives of the Republic of Macedonia will select which private archive material should be stored and preserved. Furthermore, The State Archives of the Republic of Macedonia will be given a legal obligation to implement an electronic archiving of documents.

March 2015

On 27 March 2015, Minister of Information Society and Administration, Ivo Ivanovski announced the beginning of 'Tablets for students' project, which is part of new economic measures introduced by the Government of the Republic of Macedonia. 12.000 vouchers for buying tablets will be awarded to students, which according to the minister, brings benefits to both the students and economy. First Vouchers for Tablets were handed over on 20 May 2015.

On 9 March 2015, Minister of Information Society and Administration, Ivo Ivanovski, and CEE General Manager - Multi-Country at Microsoft, Adriana Boersma -Rodrigues, signed a Memorandum of Cooperation in Education, enabling the use of new information

technologies in overall educational process. The document is of utmost importance because it gives opportunities for creativity, new ideas and knowledge.

This Memorandum provides a comprehensive joint public-private program for upgrading the education. The key strategic aims are: to transform learning, encourage further innovation and develop 21st Century skills and credentials. This document reflects our commitment to cooperation so we will focus on creating Microsoft Innovative Schools and innovative teaching, development of IT academy, certificate programs and other activities of mutual interest. The Ministry of Information Society and Administration and Ministry of Education and Science have recognized the need to improve ICT use in primary and secondary schools, with mutual commitment to encourage young people to use opportunities for education, employment and entrepreneurship. This partnership is dedicated to helping young people to take advantage of Microsoft programs in order to acquire skills, prepare for future jobs and start their own businesses.

February 2015

On 9 February 2015, Minister of Information Society and Administration, Ivo Ivanovski, promoted the public administration website 'www.administracija.mk'. The idea originated from public administration reform package in order to build a creative, efficient and competitive service for citizens.

"The web-portal 'administracija.mk', which is intended for employees in public administration but also to inform citizens, will promote and affirm the values and criteria that are necessary for a normal, modern and efficient functioning of administrative services. This web portal integrates all public administration institutions: Ministries, Agencies, Directorates and provides information about administrative work, that also offers information on certified Foreign Languages.

January 2015

On 21 January 2015, Minister of Information Society and Administration, Ivo Ivanovski, and Minister of Internal Affairs , Gordana Jankulovska, have promoted the advanced learning tool for civil servants -,,Learning Management System", at the Training Center of The Ministry of Internal, with 24 available courses on the following topics: Anti-corruption measures and ethics in the public service; Law on Electronic Management; Law on Public Procurement; Law on Human Resources Management; Law on General Administrative Procedure ; No wrong door; The Regulatory Impact Assessment (RIA); Law on Administrative servants; Law on public employees; Law on Electronic Communications; Law on Classified information", and other.

On 14 January 2015, Republic of Macedonia has finished the overall process of national domain name registration, becoming the fifth country in the world to establish the Cyrillic domain name after Russia, Serbia, Kazahstan and Mongolia. The corporation IANA-(Internet Assigned Numbers Authority) which manages the DNS Root Zone, has assigned the (.мкд) domain name to the system, finalizing the stage of the official registration process.

In the future the website address can be registered in Cyrillic script together with the typical Cyrillic letters: љ, њ, ѓ, ж, ч, ш. ,,"

December 2014

Minister of Information Society and Administration, Ivo Ivanovski, has presented the upgraded web portal Unique National Electronic Register of regulations-ENER

(https://www.ener.gov.mk/). The electronic system was upgraded in order to provide the stakeholders a useful tool for their continual participation in the process of adopting regulations.

April 2014

Mr Ivo Ivanovski, Minister of Information Society and Administration, launched on 8 April 2014 the IT Network of the Government of the FYR of Macedonia. It will consist of a fibre optic network connecting 24 institutions in the country. It will allow higher speed and better security in data transmission and more electronic services to citizens.

February 2014

In February 2014, the Minister of Information Society and Administration, Mr Ivo Ivanovski, announced the launch of a project called "Multiplatform collaboration system for e-session". The system is provided to simplify and accelerate the process of creating and managing information and studies that have defined procedures to go before being deployed to debate the government session. From the December 1st 2014, it is in official usage by all of the ministries.

January 2014

The learning management system, as a platform for learning for all administrations, has been launched by the Minister of Information Society and Administration, Mr Ivo Ivanovski. There are nine e-courses already published on the system. By the end of December 2014, there are in total 13 e-courses.

September 2013

On 19 September 2013, the Ministry of information society and administration implemented and put in use the e-Reminder project as an automatic electronic system for notifying citizens on the deadlines for realization of certain administrative services. The pilot project covers 15 services from 5 institutions.

June 2013

On 18 June 2013, the mobile application of the 'See, Report, Fix' project was launched in the municipality of Aerodrom (in Skopje) in the presence of the Deputy Minister of Information Society and Administration, Marta Arsovska Tomovska.

February 2013

In February 2013, the Minister of Information Society and Administration, Mr Ivo Ivanovski, announced the launch of a project called the 'Introduction of a system for tracking the status of a document through the use of mobile technologies'. Its aim is to improve efficiency and ensure greater transparency in public administration.

July 2012

The Ministry of Information Society and Administration (MISA) announced in July 2012 the launch of a public procurement procedure for the development of a project called 'eReminder'; its purpose is to send reminders via email or SMS to citizens regarding their

administrative obligations towards public institutions. Five public institutions will be participating in the initial phase of the project.

June 2012

The government adopted the Action Plan for Open Government Partnership on 1 June 2012. Former Yugoslav Republic of Macedonia joined the global initiative for Open Government Partnership (OVP) at the end of 2011, and all the countries that joined the initiative were required to submit an action plan for implementing the measures of the initiative.

Microlearning is an approach to technology-enhanced learning, based on Leitner's flashcard system, which together with the KnowledgePulse® application/solution, makes learning easy and uses IT and CT to assist learners in retaining information, commit it to memory and secure knowledge. The unique value of Microlearning consists in the pedagogy of small learning steps, whereby any learning content is broken down into small pieces and served up as smart learning cards. One of the most important success factors for effective learning experiences is that learners get to make learning a regular activity either on their working stations or on their mobile devices.

The action plan for establishing a Macedonian Microlearning Center of Excellence within MISA and the deployment of the KnowledgePulse solution in other institutions was completed by the end of 2012.

February 2012

Since 16 February 2012 citizens have been able to submit online via the eTax website their annual tax returns to the Public Revenue Office (PRO).

July 2011

In compliance with the Law on electronic management, the central and unique environment for data exchange was put into function, enabling **Interoperability** between institutions. This solution helped the institutions since they would no longer need to gather information if other institutions already have them and this will reduce data duplication. In addition, what is of huge importance is the fact that the institutions will no longer gather information from the citizens and companies that had already been gathered, enabling the increase of efficiency of institutions to a great extent. This Project will eliminate the need for creating double databases and it will enable the institutions to exchange data safely and efficiently.

A new service which enables the payment of administrative fees by mobile phone is launched in the Former Yugoslav Republic of Macedonia on 5 July 2011. The new method of payment is quick and easy and can be used by any citizen or student for the charges made by public offices and universities for various services. It involves an application which enables leading smart phones to **effect payment** in just three steps. The Faculty of Computer Science and Engineering is the first faculty to use this new method of payment. In the future, it will be integrated with all student services that involve administrative fees. Ivo Ivanovski, Minister of Information Society and Administration, was present at the launch of the new service, which took place at the Faculty of Technology and Metallurgy - Skopje.

He urged institutions and universities to apply to the Ministry for Information Society and Administration to obtain a username and password, and to train the relevant staff to work with the new system and be able to check whether a transaction is successful. The citizens can pay administrative fees for services offered by the state administration bodies by SMS via mobile phones. Continuously, electronic payment via mobile phones for administrative

fees is being made available for new administrative services and institutions. Online electronic payment of administrative fees is provided, but the costs for the fees are paid via the mobile phone account of the citizen.

March 2011

During March 2011, four public meetings are organised in cities of the Former Yugoslav Republic of Macedonia aiming at promoting and discussing the draft National Policy for **Open Software**, by involving the public in the process of finalisation of the text. At the same time, the events mark the last stage of the project for the adoption of this policy.

The events have taken place in the cities of *Tetovo*, *Štip*, *Skopje* and *Bitola*. Main presenters included representatives of the non-profit organisation promoting Open Software (*Слободен софтвер Македонија*) in the Former Yugoslav Republic of Macedonia, the Metamorphosis Foundation and the Ministry of Information Society and Administration.

The public events format was chosen to introduce the reasons behind the adoption of this policy. During the presentations, the implementation of the 'Computer for every child' project was described as a good example upon which the future policy should be built; the project's weak points were also addressed, so as to implement better projects in the future. Moreover, all the recommendations contained in the policy document were explained.

On *28 March 2011*, it is announced that the second phase of the Single Window system has been completed. This enables the electronic registration of a business in the Former Yugoslav Republic of Macedonia using a computer and credit card service, without the need for a physical presence in the **Central Registry**. Nikola Gruevski, the Prime Minister of the Former Yugoslav Republic of Macedonia, was present at the commissioning of the Single Window system at the regional office of the Central Registry in *Štip*, a city in the east of the country.

He said that his country "has become the leading country in Europe in terms of establishing a business. In the latest report 'Doing Business', it was ranked first in Europe in the category 'Conditions for Opening Business', and the Central Registry is among the top ten in several other categories. These results are neither gifts nor achieved overnight, but the fruit of hard work and a strong desire to improve the economic situation and provide a better quality of life for all citizens."

The Ministry of Information Society and Administration of the Former Yugoslav Republic of Macedonia and the government of the United Kingdom sign a **memorandum of cooperation** on the project 'Support for the process of modernisation of the state administration'. The cooperation comprises a workshop held for professionals in the ministry, training at the British National School of Administration and visits by UK experts to offer their support in the public administration reform process.

In the field of capacity and human resource building, advanced IT courses and certification were provided for unemployed persons, enabling them to be competitive in the ICT emerging labour market. A new project began which includes assignment of 80 scholarships to unemployed citizens for adult education in information communication sector. This project was being realized in collaboration with the National employment agency.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.

eGovernment Strategy
Main strategic objectives and principles

Short-term national ICT strategy (2016-2017)

Adopted in August 2015, the Short-term national ICT strategy covers the period 2016 - 2017 and is the first step towards a long-term strategy. This should draw a good basis for an overall national strategy for ICT (2020), which will help the Republic of Macedonia to promote the development of the information society and to create a knowledge-based economy.

The main goal of the Strategy is to present the necessary guidance, tools and measures to increase the contribution of the ICT industry towards sustainable economic development and to support job creation in the ICT and other industries supported by focusing on the following four (4) fields:

1. Providing business support for ICT companies;

2. Creating an ICT society;

3. Promoting public-private dialogue (PPD); and

4. Improved formal and informal education, including lifelong learning (LLL).

National Strategy for eGovernment (2010 - 2014)

The [National Strategy for eGovernment 2010-2012](#) incorporates the vision, goals and potential benefits associated with eGovernment. Following EU guidelines, it identifies the main stakeholders, the priorities and the measures needed to accelerate developments. Strategic measures proposed are classified in three directions, namely projects (13), eServices (17) and initiatives (4).

In more detail, the Strategy focuses on the following **objectives**:

▸ better coordination of the public administration resulting in better provision of government services;
▸ improved interaction with business and the industry;
▸ participation of both citizens and the academic sector in building the Information Society;
▸ effective government management, by increasing the number of ICT experts and the level of ICT literacy in public administration;
▸ open, participatory and democratic government, reduced corruption, increased transparency;
▸ increased revenues and reduced costs.

The strategy document views eGovernment as having a much more important role than just supporting the operation of the public administration; it is a major factor for achieving sustainable development for society as a whole. FYROM's current eGovernment strategy is

based upon a set of principles, which are explicitly stated in the relevant document. Accordingly, the strategy should:

▶ focus on citizens' needs, by being cost and time reducing and effective. It should, also, promote full-time availability and social inclusion;
▶ be developed under the premises of transparency, security and trust, while at the same time being user-friendly and simple in its processes;
▶ promote cooperation among the various government institutions, being based upon standardisation and interoperability;
▶ facilitate the participation of everyone in decision-making, thus enhancing eDemocracy.

Public Administration Reform Strategy 2010 - 2015

Accompanying the aforementioned strategy for eGovernment, a [Public Administration Reform Strategy, 2010-2015,](#) was published on 21 December 2010, funded by the Europe Aid programme, and is being revised annually based on the measurements results. The document contains extensive reference to current policy matters on eGovernment, which are summarised below.

First, the document focuses on the main problems and **barriers** affecting the current level of development of eGovernment. Some of those are related to the slow process of the computerisation process; inconsistencies among the existing pieces of legislation; the absence of a monitoring mechanism for the quality of the implemented eServices, as well as the absence of user centric and proactive portals; the low budget allocated to the implementation of eGovernment services; the small number of IT-trained civil service managers and project coordinators and the low level of specification of administrative processes and procedures, and of their interconnectivity with IT infrastructures.

Second, to tackle these **shortcomings**, the strategy document proposes three groups of **actions** phased from 2011 to 2015.

Actions envisaged by the end of **2011**:

▶ adoption of additional legislation and administrative frameworks on eGovernment, in coordination with the Law on Electronic Management;
▶ specification of administrative procedures and provisions for quality of service, followed by business re-engineering of processes to allow implementation of appropriate electronic solutions;
▶ further development of horizontal solutions, provided by the Ministry of Information Society and Administration for all public administration authorities;
▶ implementation of an electronic document management system applicable to all public administration;
▶ a fully operational one-stop information centre (portal & call centre) for citizens and businesses (dependent on budgetary restrictions).

Actions envisaged by the end of **2013**:

▶ introduction of online services for **businesses** (10 services according to the preferences of the business community), provided the relevant processes have been thoroughly streamlined;
▶ introduction of five high impact integrated online services for **citizens** (filing of application, payment, data integration, delivery of administrative decision/document), provided the relevant processes have been thoroughly streamlined;

- on-line services for administrative authorities to access and exchange data from registers instead of requesting users (citizens and businesses) to submit documents.

Actions envisaged by the end of **2015**:

- further implementation of proactive user-centric services, making intensive use of electronic documents;
- enlarged budget for the realisation of projects on eGovernment services, compatible with the European Interoperability Framework;
- awareness-raising on eGovernment services and training on a regular basis of qualified project managers and civil servants on the use of eGovernment;
- development and implementation of an interoperability framework for public administrations.

Strategy for development of e-content 2010 - 2015

Strategy for the development of e-content in education aims to provide a complete fulfilment of the objectives of the Computer for every child project. Supporting the application of digital technology in the instructional process should enable integration of ICT in teaching and learning in all subjects according to the national curriculum for primary and secondary schools. The strategy developed based on analysis of the current situation offers a plan for development, usage and upgrade of e-content in education in the Republic for the period 2010-2015.

Development Plan describes the technical, educational and institutional conditions necessary for the development and use of e-content. As most important technical prerequisites is the existence of a system for storing and managing e-content, providing a constant internet connection to schools and maintenance of the school network infrastructure.

Furthermore, it defines methodologies for selecting subjects, suggesting development of e-content that will to some degree meet educational needs for three to five subjects per year, which over the next five years will be developing content for at least ten subjects. The strategy suggests subjects that would be covered by the e-content in the first year, and describes procedure with annual analyses necessary to identify and prioritize the needs of e-content in the next years. Subjects for which e-content should be developed are natural sciences and mathematics, social and humanistic areas, and languages. Development of e-content for learning foreign languages is not considered as cost effective, given the fact that there is a content on the world market that as a material and methodology used are part of our education in the past ten years, but it is recommended that it should be provided in the format acceptable for the learning platform.

In addition, it consists a framework and criteria for effective selection of instructional content for which e-content should be developed, that meets the spiralling national curriculum.

The strategy covers detailed description of the process of e-content development, starting from the elements of the technical specification of the story-boards, monitoring of the development and verification through user focus groups ending with the criteria for admission and acceptance of the final products.

The Strategy outlines the key factors for effective implementation of the plan for the development, use and upgrade of e-content in education, such as: training of involved institutions and users, maintenance of functional technical environment, planned

maintenance and updating of e-content as well as necessary funding. The proposed periodic analysis aiming to determine the needs for educational e-content not only will determine the plan to supplement and develop new content, but will give directions for enhancing the technical environment.

The activities of the [Action Plan](), contain a brief description of each activity, expected results, necessary preconditions and possible risks, activity's holders, partners and stakeholders, deadlines as well as the necessary funding.

Responsible ministry for implementation of the strategy is the Ministry of Education and Science, while the main partners in the activities are Bureau for Development of Education and the Ministry of Information Society.

Its technical parts are being followed by the Ministry of Information Society and administration in the process of developing e-content and learning management system for administration.

National Strategy for e-inclusion 2011 - 2014

The National Strategy for e-Inclusion 2011 - 2014 represents the overall strategic orientation in terms of inclusion of all groups of citizens in the information society and exploits the benefits of information - communication technologies.

This strategy defines the main priorities on which to focus activities and measures to create an inclusive information society in the future, as well as goals to be achieved within these priorities. The main objective of the strategy is:

"Reducing the digital divide and creating an inclusive information society for all citizens, providing increased and improved use of ICT in the daily life of citizens by creating conditions for easier access to ICT, and increasing ICT skills of citizens."

Strategic priorities are:

- E-Accessibility - Providing equal opportunities for all citizens to access ICT
- Digital Literacy - Enhancing ICT skills and abilities of citizens
- Aging - Enabling independent living for an aging population
- Geographical inclusion - Using ICT to improve the social - economic situation in disadvantaged and hard to reach areas of the country
- Inclusive E-government - Quality, reliable and easily accessible e-Government solutions for all citizens
- Socio-Cultural e-Inclusion - Improving the socio - economic integration of disadvantaged groups, ethnic groups and marginalized groups by ICT
- Implement future recommendations from the EU under the strategic guidance of the Digital Agenda of EU2020

Previous eGovernment Strategies

National Strategy for the Development of Electronic Communications with IT (2007-2010)

The National Strategy for the Development of Electronic Communications with Information Technologies (NSDECIT) supports the development of Information Society via the creation

of a communications infrastructure. This infrastructure (supply side) is viewed as a precondition for the introduction and massive use of all Information Society services (demand side, namely eGovernment, eEducation, eBusiness, eHealth, among other fields). Actions contained in the strategy document cover the period 2007 to 2010, but measurement of results achieved is to be made in 2012. The goal is that by that year, the most important ICT indicators should have attained a level corresponding to 90 % of the EU average. This progress will be monitored by the National Council for the Information Society in cooperation with the State Statistical Office. Among key actions envisaged by the strategy document, an analysis and recommendations eGovernment study of the interoperability of services at technical, semantic and organisational levels is carried out according to international standards.

Government Programme (2006-2010)

In broader terms, FYROM's Government Programme (2006-2010) made specific references to IT and eSociety. It stressed that the basic preconditions for decreasing unemployment are related to economic revival, the entry of private domestic and foreign capital, as well as investments in a high quality and educated labour force. These can be achieved by improving the quality of IT education. Thus, the primary objective of the government is described as 'urgent and continuous investment in computer science and IT'. Targets of the Programme relevant to eGovernment are:

▸ connection of all border crossings into a centralised information system compatible with the EU applicable standards;
▸ implementation of an integrated medical information system and introduction of the eHealth card;
▸ computerised management of court files;
▸ computerisation of procedures for issuing personal ID documents;
▸ digitalisation of the land registry (cadastre) and application of Geographic Information Systems;
▸ promotion of non-cash payments, eTrade, eBanking and eGovernment.

National Strategy and Action Plan for Information Society Development (2005-2010)

The National Strategy and Action Plan for Information Society Development, adopted by parliament in September 2005, is part of the broader National Information Society Policy. It has been the forerunner of the main policy targets, with special reference to information society and eGovernment, which were further elaborated in FYROM's Government Programme (2006-2010).

In fact, eGovernment, one of the seven pillars of the document, recognises that "the process of eGovernment introduction should be integrated with the process of public administration reform" and urges for the identification of "potential eGovernment implementation barriers on time, in order to promptly find the appropriate solutions."

According to the strategy, efficient and transparent government operations can provide better quality electronic services for citizens and the business-community serving the following **objectives**:

▸ participation of citizens in the building of the Information Society;
▸ satisfactory level of infrastructure to allow network connection of governmental institutions;
▸ creation of a legal and institutional framework for the development of the Information Society;

▸ online transactional eGovernment services, that encourage economic and social prosperity;
▸ a larger number of ICT experts and a higher level of ICT literacy in public administration.

In this light, a prioritised list of 41 projects was compiled, serving as the implementation target to be attained by 2010.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in the Former Yugoslav Republic of Macedonia. A primary objective of the government is the adoption of legislation which is in conformity with international conventions and in agreement with the relevant EU Directives. 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.

Law for archive material

Adopted in 2012, (Official gazette No.95/2012) this law regulates the protection, preservation, processing and use of archival material, inspection and responsibilities of the State Archive of the Former Yugoslav Republic of Macedonia. It defines keeping electronic documents in their original format following criteria for its accessibility and integrity.

Further amendments to the law were made in 2014 and 2015.

Freedom of Information Legislation

Law on Free Access to Public Information (2006)

Adopted on 25 January 2006, the Law on Free Access to Information of Public Character (Official Gazette No.13/06) 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 balancing public interest against possible harm.

Further amendments to the law were made in 2014 and 2015.

Data Protection/Privacy Legislation

Law on Personal Data Protection (2005, 2008)

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, adopted on 25 January 2005 and modified to comply fully with the European Directive 95/46/EC in 2008 (Official Gazette no.7/2005 and 103/2008). The law represents a *'lex generalis'* in the area of data protection in the country.

According to the law, **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.

Further amendments to the law were made in 2010, 2011, 2014 and 2015.

Law on Electronic Management (2009)

The Law on Electronic Management (Official Gazette, no.105, 21/08/2009), adopted on 21 August 2009, regulates the work of ministries and other government authorities in the exchange of data and documents in electronic format, in relation to the implementation of administrative services by electronic means. Seven bylaws were adopted in June 2010 to enable implementation, as well as that of electronic workflow procedures and electronic document exchanges. Those acts regulate issues such as environment and communication; certification of information systems; format and content of administrative services by electronic means such as electronic documents; standards and regulations for electronic communication; technical requirements; security of information systems; format and content of administration of data bases and others.

Further amendments to the law were made in 2011.

eSignatures Legislation

Law on Data in Electronic Form and Electronic Signature (2001)

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 Article 13, "the generally accepted electronic signature with an authorised certificate related to the electronic data is equal to the 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."

The law was followed by 4 bylaws in 2001 and its actual use started in 2007 after the issuance of the fifth bylaw which regulates the institutions that can act as certification authorities (Official Gazette No.34/2001, 06/2002 and 98/2008). The entire body of legislation also regulates the process of using electronic messages such as like timestamps, system identifiers and others.

Further amendments to the law were made in 2015, when Ministry of information society and administration became an institution in charge of registering Certificate Authorities (CAs) on national level, while the Agency for electronic communication became official body for the accreditation of CAs.

eCommerce Legislation

Law on Electronic Commerce (2007)

The Law on Electronic Commerce was adopted by parliament on 26 October 2007 (Official Gazette No.133/2007). The law regulates Information Society services related to electronic commerce and commercial communication along with the responsibilities of the providers of these services. It also enables electronic documents to be treated as official contracts and defines their legibility as paper documents. In addition, the Law outlines the form and validity of contracts in electronic form, setting those contracts shall be concluded by electronic means.

Further amendments to the law were made in 2011 and 2015.

eCommunications Legislation

Law on Electronic Communications (39/2014)

The Law on Electronic Communications was voted by parliament on 25 February 2014 (Official Gazette No.39/2014), thus replacing previous telecommunications laws. Further amendments to the law were made in 19 December 2014 and 19 March 2015.

The purpose of this law is to ensure fostering the development of public electronic communications networks and services in the country, in order to ensure economic and social development; encouraging the use and development of broadband access services; protecting the rights of users, including end users with disability and end-users with special social needs; providing effective and sustainable competition in the market for electronic communications; provision of universal service; efficient use of the radio frequency spectrum and numbering; promoting the development and encouragement of investment in public electronic communication networks by introducing new technologies and services, especially with the introduction of subsequent generations of electronic communication networks; ensuring the confidentiality of communications.

Pursuant to the law voted in 2005, the Agency for Electronic Communications was established as an independent regulatory authority for electronic communications and commenced operations on 1 July 2005.

Law on Interception of Communications (2006)

The Law regulates the conditions and the procedure for interception of communications, the way of proceeding, keeping and using the received information and data with the application of this Law and the control of the legality of the interception of communications. The person whose communication was intercepted has the right to challenge the authenticity of the data collected and the legality of the procedure of interception of their communications, in a procedure determined by the Law on Criminal Procedure.

Further amendments to the law were made in 2008, 2009 and 2012.

eProcurement Legislation

Law on Public Procurement (2007)

The new Law on Public Procurement (Official Gazette no. 136/2007) entered into force on 1 January 2008, replacing the previous legislation of 2004 and 2005, and instituting the Public Procurement Bureau as a body within the Ministry of Finance which continuously monitors the implementation of public procurement legislation. The law of 2007 was adopted by 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 intends 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. In this respect, the law regulates the use of electronic means at various stages of the procurement process (eNoticing, eTendering, etc.) via the new Electronic System for Public Procurement (ESPP), which was put in operation in January 2010.

Further amendments to the law were made in 2011, 2012, 2013, 2014 and 2015.

Re-use of Public Sector Information (PSI)

Law of free access to information of public character (2006)

As mentioned previously, the law regulates the terms, methods and procedures for exercising the right to free access to information of public character, which is in possession of state bodies, municipalities, public budget enterprises and legal and physical entities. Holders of information of public character are obliged to:

▸ provide public access to regulations, strategies and other documents within their scope of work;
▸ enable access to such information;
▸ appoint one or more official mediator persons for the implementation of the right to free access to information.

According to the law, each physical or legal entity can request access to this information, with the holder obliged to respond within 30 days from the submission of the request. The request can be refused for certain cases, in which the information:

▸ is classified or confidential;
▸ refers to commercial and other economic interests;
▸ is protected for being considered as personal data;
▸ would harm the environment, if disclosed.

Law on Public sector data use (2014) [The Law for Open Data]

This law establishes the obligation of the authorities and public sector institutions to publish the data they create in the exercise of their responsibilities under the law in order to enable the use of such data by the natural or legal persons to create new information, content, applications or services.

The purpose of this law is the use of data from the public sector to foster: innovation and creation of new information, content and applications through combining or crossing the data; the creation of new services, creating jobs and social inclusion; increased accountability and transparency of the public sector; improving the quality of data from the public sector; the economy and the development of competition and the development of information society in Macedonia.

Subject to use all the data from the public sector except:

a) data excluded by the Law on Free Access to Public Information;

b) data with limited access by law;

c) data whose creation is not subject of the authority or institution from the public sector;

d) data on which third parties have the right to intellectual property;

e) data which belongs to the public broadcaster, its bureaus and to the institutions responsible for transmitting the public service broadcast;

f) data belonging to the educational or research bodies and institutions, including organizations founded for research results exchange;

g) data belonging to institutions in the field of culture except of libraries, museums and archives.

eGovernment Actors
Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Information Society and Administration

The Ministry has responsibility, among other areas, for all issues pertaining to information technologies. The Ministry has recently (November 2010) given enhanced responsibilities in public administration; it is therefore responsible for policy and strategy in eGovernment.

Coordination

Ministry of Information Society and Administration

The Cabinet of the Minister in charge of Information Society is responsible for 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.

ICT Coordinative body

The Government formed an ICT Coordinative Body which consist of representatives from several government institutions which implement immense ICT projects. The body chaired by the Minister of Information Society and Administration does horizontal coordination of these projects, and also prepares and submits reports to the Government.

Implementation

National Council for the Information Society

To implement the measures mentioned in the National strategy for development of electronic communications with informatics technologies (NSDECIT), the Government created a new institution - the National Council for development of the Informatics Society - which is composed of representatives from the public, the private, and the academic and the non-governmental sector.

Government Ministries and Commissions

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

Support

Agency for Electronic Communications

The Agency for Electronic Communications is established with the Law on Electronic Communications in 2005 as an independent regulatory body in the electronic communications markets. The Agency has directions to achieve the goals of a competitive market in which the conditions would be created for end users to use electronic communications services at best quality and prices. In order to follow such practices, the Agency has developed a clear strategy for market development and has defined a path that should be followed in the short and medium terms.

Public Procurement Bureau

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

Audit/Assurance

State Audit Office

The State Audit Office (SAO) was established in 1997 by the parliament under the State Audit Law (SAL). Each year, the audits to be carried out by the SAO appear in the Annual Programme of the State Audit Office. The following entities are mandatorily included in each yearly audit: 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 personal data protection principles and assesses the legality of personal data processing. The Directory produced during 2011 a draft strategy on the Provision for Secrecy and Protection of Personal Data Processing for the period 2011-2015.

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. The Agency commenced its operations on 1 July 2005. The Agency has directions to achieve the goals of a competitive market in which the conditions would be created for end users to use electronic communications services with best quality and prices.

Regional & Local eGovernment

Central Government

Due to the small 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 lies with the central government and its previously mentioned actors.

Support

eGov Project

At local level, the **Accountability through Transparency** application, supported by the project, provides a channel for citizens to participate in and become informed of the discussions held and decisions made by their local government. The application is part of the inter-municipality administration and allows citizens and other interested parties to access documents, to ask queries on any local council member, to participate in forums, to post their opinions online and so on.

Audit/Assurance

State Audit Office

The State Audit Office (SAO) was established in 1997 by parliament under the State Audit Law (SAL). Local government units and funds are audited each year.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment

Ivo Ivanovski
Minister of Information Society

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Fax: +389(0)2 322-1883
Email: contact_mis@mis.gov.mk
Source: http://mioa.gov.mk/

Marta Arsovska-Tomovska
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Email: contact_mis@mis.gov.mk
Source: http://mioa.gov.mk/

eGovernment Infrastructure
Main eGovernment infrastructure components

Portal

'Uslugi.gov.mk': FYROM's eGovernment portal

Uslugi.gov.mk has been established as the single point of access to information and services of the government. The portal is a result of the government's efforts to create a more efficient and transparent administration by presenting to the public all available services for both citizens and business entities.

The portal enables citizens and businesses to reduce the time required to find information about government services; to gain timely and easy access to information about changes in government services; to reduce time for distributing information services; to link to government institutions; and to establish procedures for simple modification of existing and introduction of new services.

The portal is based on a system with a scalable architecture that allows expanding the capacity when needed. The preparation, processing and publication of the portal's content is entirely decentralised and distributed throughout all government institutions. In the next stages of development, import and update of the services' information and users from the existing portal www.uslugi.gov.mk is planned. The portal will upgrade so as to allow full two-way communication between citizens and government, including development of the highest possible level of sophistication for each e-service.

e-demokratija.gov.mk/: Portal for e-democracy

Government e-democracy portal consisting of forum, blogs, ideas, discussion about documents

ener.gov.mk/: Unique national electronic register of legal acts in Macedonia

Portal for processing and commenting legal acts before their adoption

www.avrm.gov.mk/: E-employment

Portal for checking the personal employment history data

www.katastar.gov.mk: e-Cadastre

Portal with geospatial data and status of services

www.fzo.org.mk: e-health (Health Insurance services)

Portal for Health Insurance services for citizens, as well as for medical institutions and businesses (pharmacist and general practitioner doctors)

uslugi.piom.com.mk: e-pension

Portal for check the data from pension insurance register

https://www.gradezna-dozvola.mk/Account/Login?ReturnUrl=%2f: E-building permits

Portal for e-building permits, all available and on municipalities sites

play.google.com/store/apps/details?id=com.asseco.mtax: mTax

M-portal for review of the broadcasting fee evidence, paid and not paid bills

exim.gov.mk: EXIM (e-Customs)

One-stop-shop portal for licences for import-export and transit of goods, issued by the Customs office of the Republic of Macedonia.

e-submit.crm.com.mk/efiling: One-stop-shop for legal entities

Portal for Registration of legal entities, changes and deletion, E- payment of registration fees, Certificates in electronic or paper format, An option for registration of authorized persons with the obligatory social security (Pension Fund and Health Fund) upon the first registration

etax-fl.ujp.gov.mk: E-tax

Portal for e-services offered by the Public revenue office (tax declaration, VAT, various certificates, etc) to both natural and legal entities.

e-nabavki.gov.mk: e-procurement

Portal that enables the whole process of electronic trading between contracting authorities in the Republic of Macedonia and domestic and foreign economic operators (suppliers).

e-vlada.mk: e-government sessions

Upgraded portal for government e-sessions used by all ministries and great number of state bodies, that enables whole process of preparation of materials, their submission, collaborative functionalities,

e-obuki.mioa.gov.mk: Learning management system

Portal for e-learning for administrative servants, enabling SCORM packages to be uploaded and available for all servants

emis.mon.gov.mk: Educational Management Information System

Portal for managing teachers, subjects they teach, schools where they work as well as students they teach

Portal for Human resource management in all administration

www.otvorenipodatoci.gov.mk: Open Data Portal

New 2nd version of the portal with 27 institutions offering OD with 154 data sets (109 active and other in planning process) and their mash-up; in one of the following types: links, files and databases.

Networks

Government IT Network

The IT Network is designed to be the backbone communications infrastructure that connects all departments in a secure and interoperable environment. The aim of this project is to make a solid infrastructure among all government institutions. At the end of October 2008, a fibre optic connection was established bringing about the following benefits:

‣ allow for a high degree of security in communication between institutions;
‣ facilitate communication between institutions;
‣ reduce call costs.

Broadband Infrastructure Network

By the end of 2011, broadband infrastructure network is scheduled to become as important as the existing road infrastructure. In cooperation with the telecommunications industry and the business community, it will support the construction of high-speed broadband, which will serve all citizens. Such networks should have sufficient capacity to duplicate their speed every 12 to 18 months.

University IT Network

This is a project to link FYROM's Academic and Research Network MARNet with regional networks. 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 (AED) 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 nationwide.

eIdentification/eAuthentication

Current status

The eGov Project addressed the issue of electronic signatures from several inter-related aspects: completion of the legal framework, organising trainings and undertaking promotional activities. The 'eGov Project' engaged a foreign consultant to work with the Commission on eSignatures of the Ministry of Finance. As a result of this engagement, the following were accomplished:

▶ Secondary legislation was drafted and adopted in 2006. Thus, the legal framework based on the Law on Data in Electronic Form and Electronic Signature was completed.
▶ Members of the Commission were trained and enabled to register and audit the Certification Authorities.

Following the enforcement of the **Law on Data in Electronic Form and Electronic Signature**, '*Makedonski Telekomunikacii*' and 'KIBS' became the two registered issuers of digital certificates and eSignatures supported by a PKI infrastructure. They started offering their services in June 2006, under a licence by the Ministry of Finance.

Starting from May 2015, amendments to the Law on Electronic Data and Electronic Signature have been passed, transferring the jurisdiction of this law from the Ministry of Finance to the Ministry of Information Society and Administration, and transferring the function of the accreditation body to the Agency for Electronic Communications.

The Ministry of Information Society and Administration has started preparatory activities for transposition of Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market.

Digital Certificates

The Government promotes the benefits of using digital certificates accredited by the Certificate Authority (CA) for all employers who have a legal obligation to report and pay taxes in order to allow electronic documents to submit to state institutions and minimise the need for physical presence at their offices. This will facilitate and promote the use of current and future electronic services such as: Electronic publication of social contributions and personal income tax, electronic tax returns, electronic publication of annual accounts, electronic banking, electronic procurement, etc.

eProcurement

eProcurement System - e-nabavki.gov.mk

Supported by the eGov Project, on 10 February 2010, the latest version of the old eProcurement system (EPPS) was launched. This system integrated a software solution for publishing contract notices and notifications, developed by the Public Procurement Bureau. The new system is a one-stop-shop for public procurement in the country, which improves efficiency and transparency. It streamlines complex procedures and facilitates interaction between businesses and government institutions. It is also compliant with the European Union Directives and supports all forms of public procurement, including electronic auctions. As a result, approximately € 1.2 million government funds were saved in 2009. All public institutions and businesses can register through the system and obtain the obligatory digital certificates for posting tenders or sending bids. In January 2008, eAuctions became a part of it.

The upgraded electronic system for public procurement has been launched on June 1, 2014 with more functionality and improvements in order to easier access and more efficient operation in the procedures for awarding its users. In the past period PPB worked on development of new modules of ESPP and enhancement of the existing ones, which will significantly simplify and facilitate the use of application ESPP. From implemented updates the most significant ones for users are the following: complete redesign of the panel and module for participation in auctions; functionality for submitting a response to the questions raised by economic operators for a specific procedure before the public opening of procedures carried out in paper form; improvements in module electronic mailbox - automatic announcement in the Official Gazette, and others.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Ministry of Internal Affairs

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

Description: The service provides information and forms to download.

Money and charges

VAT refunds and excise duties

Responsibility: Central government, Ministry of Finance

Website: https://etax-fl.ujp.gov.mk/

Description: Through the e-Tax system the taxpayer can electronically submit all types of application forms (tax returns, claims, balance sheets, reports, attachments, etc.). Furthermore, the e-Tax system sent notes and reminders trough the e-mail to the taxpayers for tax calendar, deadlines of the submission of the tax returns. Available to all taxpayers since 2012.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: The Agency of administration and
The Employment Service Agency of the Former Yugoslav Republic of Macedonia

Website: http://prijava.aa.mk/
https://www.avrm.gov.mk/avrm.public.web/

Description: The service is only partial, as it involves the public sector exclusively. It was developed by the [eGov Project](#) in order to provide an online system for applicants for jobs in the public sector, and has been upgraded by the Agency. The Apply-On-Line system accepts applications for jobs in the civil service and has reached a high level of usage, This is a system for applying, evaluation, selection and testing for employment of civil servants of the Agency of Administration and has been operational since 2006. Presently procedures for any public servant employment are now conducted through the system.

The system of Employment Service Agency of the Former Yugoslav Republic of Macedonia offers on-line registration of employment and unemployment of all employees, publishing vacancy announcements and other services.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Ministry of education and science

Website: (1) Regulated professions
(2) NQF – National Qualifications Framework

Description: (1) As part of EU Acquis compliance and in order to enhance the clarity and accuracy of data the country is required to set up and maintain a publicly available database of regulated professions in order to publish the official list of the regulated professions and of the regulated general description of activities covered by each Profession to be recorded into the database.
(2) NQF, is seen as an important tool and valuable contribution to modernising education and training, with a view to improving quality and better adaptability of education to labour market needs. Providing opportunities for improving skills, competences and knowledge through the system of adult education is very crucial in order to address market needs.
Both systems (1) & (2) are under development.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Public Revenue Office, Ministry of Finance

Website: https://etax-fl.ujp.gov.mk/

Description: The new e-Tax system is finished and officially put in use in the middle of February 2012. The new e-tax system offers all services to be issued on-line, one of which is possibility to submit tax declaration.

Taxes, unemployment and benefits

Personal information / Application form

Responsibility: The Pension and Disability Fund of Macedonia

Website: https://uslugi.piom.com.mk/ords/f?p=654:LOGIN

Description: The service is available for authenticated persons. The access is assigned thru the process of application in the PDF offices, but in the next year 2016, the personal certificate from the official CA in the Macediona will be sufficient to provide access to the e-services, at this moment: 1. Personal report on years of services, 2. Application form on old age or survivor retirement.

3. Vehicles

Driving licence

Driver's licence

Responsibility:	Ministry of Internal Affairs
Website:	http://www.uslugi.gov.mk
Description:	The service provides information and forms to download.

Registration

Car registration (new, used, imported cars)

Responsibility:	Ministry of Internal Affairs
Website:	http://www.uslugi.gov.mk
Description:	The service provides information and forms to download.

4. Residence (and other) formalities

Documents and formalities

Certificates (birth, marriage): request and delivery

Responsibility:	The Office for Certificates, Ministry of Justice
Website:	www.uslugi.gov.mk
Description:	The Citizenship registers are fully digital, but not available online and not available for interoperability mainly due to technical reasons. The project for migration of the register is in the planning stage. Establishment of interoperability for the birth, marriage and death register will be implemented till the end of 2014.

Housing (building and housing, environment)

Responsibility:	Regional Government
Website:	N/A
Description:	The Association of Local Self Government Units (ZELS) in cooperation with the Ministry of Transport and Communications implemented national electronic system for issuing building permits. The project is funded by the Agency of Electronic Communication and was implemented in the middle of 2013. Update is ongoing to connect with the Cadastre Agency.

Passport

Responsibility:	Ministry of Internal Affairs
Website:	http://www.uslugi.gov.mk
Description:	The service provides information and forms to download.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility:	Universities
Website:	http://www.ukim.edu.mk/
Description:	This service (iKnow) is offered by tone of the State Universities, and it offers forms for candidates to fill in their data.

Public libraries (availability of catalogues, search tools)

Responsibility: Local sef-governemt

Website: N/A

Description: Majority of the municipalities have built portals for the public libraries and offer catalogues of books available, as well as search tools.

Student grants

Responsibility: Ministry of Education and Science

Website: http://konkursi.mon.gov.mk
                  http://smestuvanje.mon.gov.mk
                  http://stipendii.mon.gov.mk

Description: This service allocates dormitories, loans and grants according to a student's performance. Its use online has become mandatory since 2007. The application is a version of the 'Site Builder' application for electronic, automated distribution of various state benefits, developed under the eGov Project.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS FYRo Macedonia

Website: http://www.euraxess.mk/

Description: EURAXESS FYRo Macedonia provides information and assistance to mobile researchers – the EURAXESS website is a tool that helps the researched to find research jobs in Macedonia. The EURAXESS Service Centre provides free of charge practical information for relocation to Macedonia. The portal contains information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Local sef-governemt

Website: N/A

Description: Majority of the municipalities have built portals for the public libraries and offer catalogues of books available, as well as search tools.

6. Health

Planned and unplanned healthcare

e-Health

Responsibility: Health Insurance Fund (HIF).

Website: https://portal.fzo.org.mk

Description: The portal offers various e-services such as: electronic registration / deregistration of a family member; validation of the status of health insurance of the insurees / patients; submission of e-statements for regular students, thus ensuring continuity of health insurance for full-time students; electing / changing general practitioner doctor; preparation and publishing reports on the prevention of work and temporary inability to work – forms that are further communicated to the medical commissions and officers in the HIF for processing illness cases; filing submission of certificate of bio-medically assisted fertilization; verifying acceptance of orthopedics; and others.

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

Responsibility: Ministry of Health

Website: http://mojtermin.mk/

Description: Scheduling appointments with specialists and sub-specialist, available for Each General Practitioner, including notifications and reminders for the patients.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: The Office for Certificates, Ministry of Justice

Website: www.uslugi.gov.mk

Description: The Citizenship registers are fully digital, but not available online and not available for interoperability mainly due to technical reasons. The project for migration of the register is in the planning stage. Establishment of interoperability for the birth, marriage and death register will be implemented till the end of 2014.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Consumers' Organization of Macedonia (OPM).

Website: http://www.opm.org.mk/.

Description: Consumers' Organization of Macedonia (OPM) is a society in which citizens of the Republic of Macedonia can fully exercise their consumer rights and practice responsible consumption. They are committed to the idea that the consumers have the right to a better quality of life and responsibility not to endanger this right of future generations through our selection and use of products and services.
OPM exist to protect consumers in the exercise of their fundamental rights, such as:
Availability of the most essential products and services;
Safe and quality products and services;
Accurate and timely information and education for consumers, because the correct choice of products and services;
Redress when consumer rights are violated;
Healthy environment and sustainable consumption.
The purpose of OPM is accomplished by providing advice, information and education of consumers in terms of their individual and collective consumer rights through the representation of their interests in the processes of policy and legislation.
The service is available for the clients only on informational level.

eGovernment Services for Businesses
Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Public contracts**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Register

Website: http://e-submit.crm.com.mk/eFiling/redefault.aspx

Description: From March 2014, company registration (incorporation) is available only on-line, through the system for e-registration. From the 1st of November 2015 registration of all changes in trade register (amendments, statutory changes, announcements, registering working time, liquidations, deletions) are available only on-line, through the system for e-registration.

Intellectual property rights

Patents

Responsibility: Industrial Property Protection Office (IPPO)

Website: http://www.ippo.gov.mk/EN/Index_en.aspx

Description: Database of patent, trademarks and industrial designs is available online for search.

Annual accounts

Submission of data to statistical offices

Responsibility: State Statistical Office

Website: Stat.gov.mk

Description: The service is being under development, and some of the functionalities were released on June 30th.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Public Revenue Office, Ministry of Finance

Website: http://etax.ujp.gov.mk

Description: This service is one of the services integrated in the e-tax system (stated above in Corporate tax).

Excise duties

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 basic application has been developed under the eGov Project. The Ministry of Information Society and Administration upgraded the system to offer all services for the businesses on-line, and from January 1st, 2013, usage of the system for tax declaration is mandatory for all businesses. The system offers forms for submission of all declarations, VAT declaration and notifications, annual tax returns as for big, middle and small taxpayers and independent business workers, and it offers possibility for sending payment order to the banks.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Customs Administration

Website: http://exim.gov.mk

Description: The Single Window for Export/Import licenses and tariff quotas system, (EXIM), built under the support of the eGov Project, is a web-based portal through which businesses can submit requests and receive the necessary licenses for export, import and transit of goods. Unified requests for 66 different types of licenses can be filled in and submitted online, at any time and any place providing stable internet connection. To simplify and automate the process for submission of request electronically only once and from one location, two new software modules were introduced: module for automatic confirmation of paid administrative fees (which means that there is no need for the submission of the original receipt), and module for digital signing.

3. Staff

Terms of employment, social security, equal treatment, redundancies

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.

4. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Public Procurement Bureau, Ministry of Finance

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

Description: The latest version of the eProcurement system (EPPS) integrated a software solution for publishing contract notices and notifications, developed by the Public Procurement Bureau. The new system was supported by the eGov Project and is a one-stop-shop for public procurement in the country, which streamlines complex procedures and facilitates interaction between businesses and government institutions. It is also compliant with the European Union Directives and supports all forms of public procurement, including electronic auctions. All public institutions and businesses can register with the system and obtain the obligatory digital certificates for posting tenders or sending bids. Since January 2008, eAuctions have also become part of it. The Government and PPB has upgraded the system in 2013, to be compliant with the respective Law for public procurement.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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