European Commission

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eGovernment in

the Former Yugoslav Republic of Macedonia

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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.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2,071,278 inhabitants (2016)

GDP at market prices: 9,862 million Euros (2016)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 36 (2015)

GDP growth rate: 3.7% (2015)**

Inflation rate: 0.0% (2016)*

Unemployment rate: 24.0% (2016)**

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 (last update: 13 March 2017), National Bank of the Republic of Macedonia*, Statistical Office of the Republic of Macedonia**

Political Structure

The Former Yugoslav Republic of Macedonia became independent in 1991 as part of the break-up of Yugoslavia. It is a **parliamentary democracy** with an executive Government composed of a coalition of parties from the unicameral legislature (*Собрание, 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).

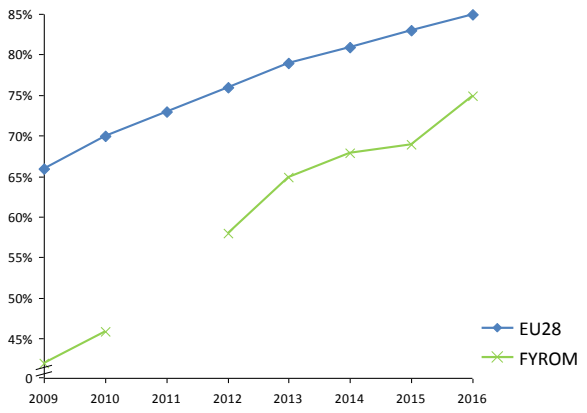
Head of Government: President of the Government Emil Dimitriev (since January 2016).

Information Society Indicators

Generic Indicators

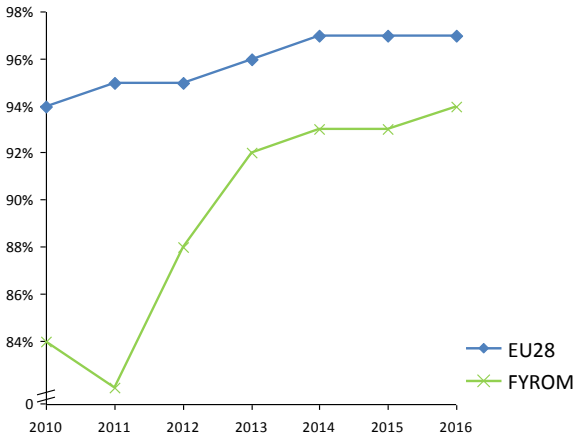
The following graphs present data for the latest Generic Information Society Indicators for Republic of Macedonia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in FYROM



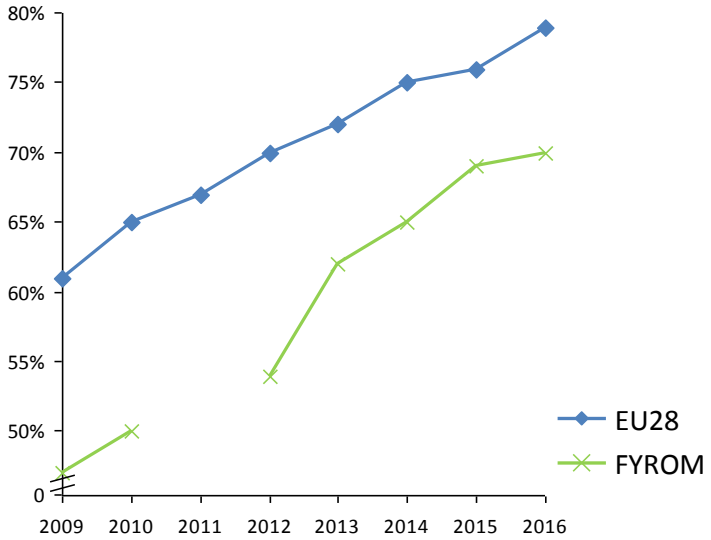
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in FYROM



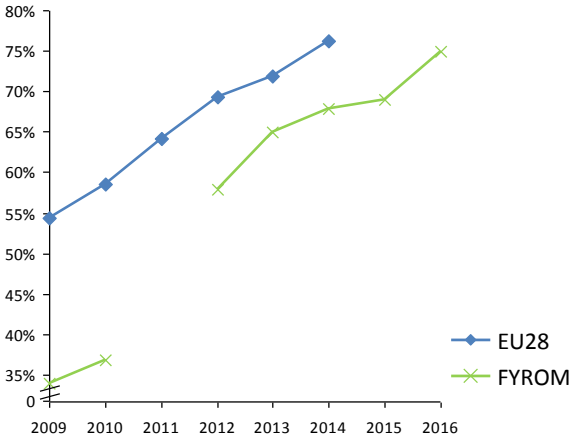
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in FYROM



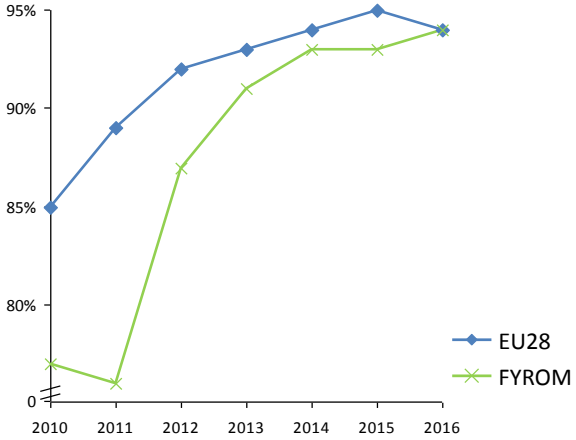
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in FYROM



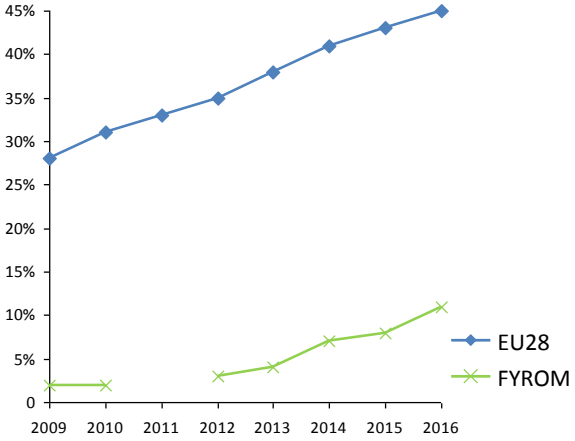
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in FYROM



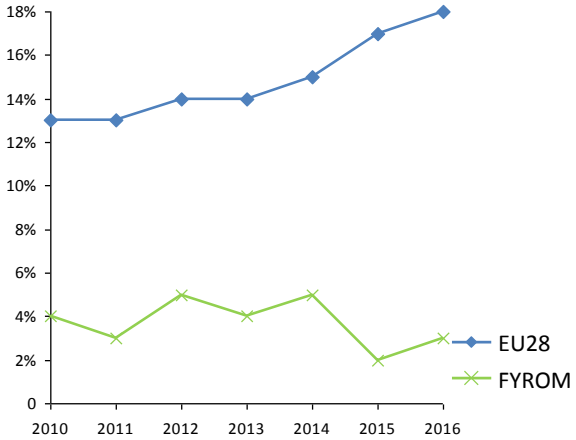
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in FYROM



Source: Eurostat Information Society Indicators

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

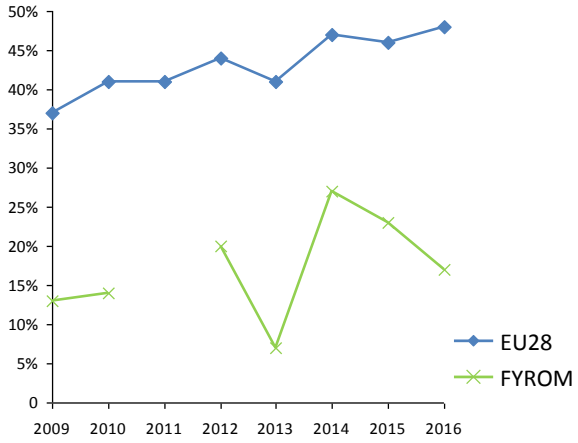


Source: Eurostat Information Society Indicators

eGovernment Indicators

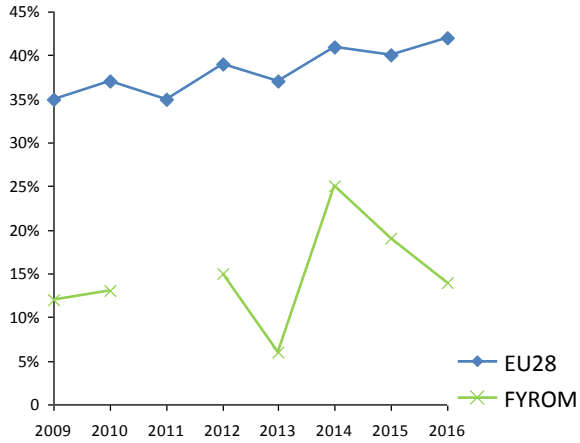
The following graphs present data for the latest eGovernment Indicators for the Republic of Macedonia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in FYROM



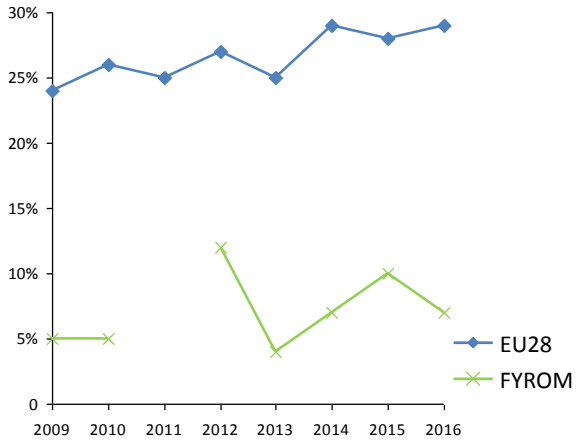
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in FYROM



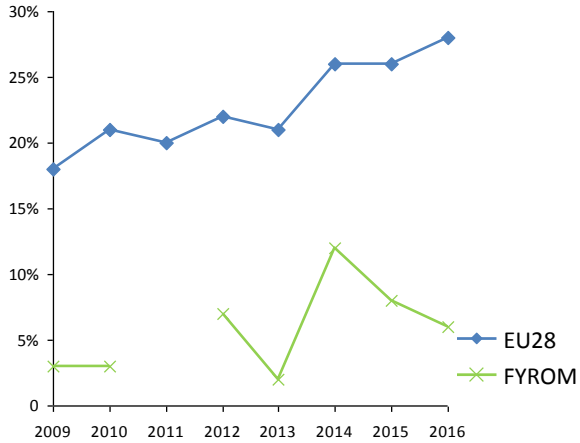
Source: Eurostat Information Society Indicators

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 Recent Developments

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

July 2016

On 27 July 2016, a new General Administrative Procedure Law entered into force[1]. The upgraded law introduces progressive and necessary administrative tools such as IT based communication, ensuring access to a single point of contact, and an effective system of administrative remedies. The law also touches upon the bylaws of the electronic management law. Under the new General Administrative Procedure Law each institution will be obliged to ask the citizen for the information only when such information is not already available in the internal databases, helping to enforce the once-only principle.

May 2016

In February 2016, the Government of the Republic of Macedonia launched the project of Service Catalogue creation. In May of the same year, the software application necessary to maintain the online catalogue was completed. In May a total of 199 public services relating to 26 laws from 6 different policy areas were identified and added to the catalogue, which is being constantly updated. Different stakeholders can update the catalogue, which is later verified at the higher, ministerial level. The main purpose of the catalogue is to serve as a basic data building block; whenever a change in the catalogue will occur, a change will take place accordingly in the respective national portal for the particular service. The catalogue is currently not available online but can be obtained by request from responsible national institutions.

April 2016

On 12 April 2016, Macedonia adopted a new Interoperability Framework[2], the purpose of which is to promote and support the delivery of Macedonian public service by fostering cross-border and cross-organisation interoperability as well as to guide public administration in their work to provide Macedonian public services to business and citizens. The new Interoperability Framework was developed as part of a twinning project with interoperability experts from Austria. The new Framework provides recommendations for interoperability initiatives that could support establishment of interoperable Macedonian public services[3]. The new Interoperability Framework comprises of four key interoperability levels:

- Legal interoperability;

[1] http://ceelegalmatters.com/index.php/briefings/5355-the-new-general-administrative-procedure-law-in-macedonia
[2] https://joinup.ec.europa.eu/community/nifo/case/austria-and-fyrom-collaborate-interoperability-framework
[3] http://www.mio.gov.mk/files/pdf/Macedonian_Interoperability_Framework%20MIF_v2.0.pdf

- Organisational interoperability, which entails business process alignment, organisational relationships and change management;
- Semantic Interoperability;
- Technical Interoperability.

January 2016

In January 2016, the Government has launched a second version of its open data portal, which now contains over 150 data sets. Macedonia is also channelling efforts into raising awareness of open data as a concept. The Government is also encouraging all public institutions to release their open data in machine readable format.

Ongoing 2016

An ongoing electronic connection of state institutions has been finalised in the year 2016[4]. A total of 27 institutions have been connected for easier communication, document and data sharing[5]. It is expected that such upgrade of interoperability between institutions will help to simplify administrative procedures and facilitate the use of digital administrative services. FYROM's public administration bodies now offer a total of 90 online services.

In 2016, FYROM upgraded its Unique National Electronic Register of Regulations, ENER, as part of its aim to reduce the administrative burden through increased stakeholder participation in the process of drafting a new law[6]. ENER is an electronic system, which now contains all the laws being prepared in different ministries, allowing different stakeholders to express their opinions on the draft laws. It allows for easier communication between interested parties and competent institutions[7]. The main aim of the register is to allow citizens, business communities and legal entities to become familiar with amendments and supplements to draft laws in their preparation phase.

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'[8]: 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.

[4] http://www.mia.mk/en/Inside/RenderSingleNews/61/132294221
[5] http://www.mio.gov.mk/?q=node/4093
[6] https://ener.gov.mk/
[7] http://mio.gov.mk/?q=node/2639
[8] http://www.mio.gov.mk/?q=node/3983

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 a 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[9]. 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[10]. 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 new public administration website[11]. 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,

[9] http://www.independent.mk/articles/15710/Parliament++Law+on+Tablets+for+Students+Adopted
[10] http://kurir.mk/en/?p=43309
[11] http://www.administracija.mk/

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 Affairs, 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[12]. 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, ќ, ж, ч, ш.

2001-2014

For previous news items, please consult the factsheets for past years, accessible through this link.

[12] http://www.mio.gov.mk/?q=book/export/html/3870

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. It is expected that outcomes and lessons learned from the short-term strategy 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);
4. Improved formal and informal education, including lifelong learning (LLL).

Third Action Plan for Open Government Partnership of Macedonia (2016-2018)

In July 2016, the Government of the Republic of Macedonia adopted a third Action Plan for the Open Government Partnership[13]. Just like under the previous Action Plans, for the next two years, the Government of the Republic of Macedonia commits to increase efforts to make public institutions open, transparent, accountable and efficient. The Action Plan implementation involves undertaking a number of activities for building citizen and company partnerships in designing national policies and drafting national legislation, strategies, and initiatives. Additionally, interactive web portals are established in order to facilitate the consultation process, increase transparency and allow for participation in discussions.

The Open Government Partnership Action Plan focuses on six thematic areas: participatory policy-making, open data, public access to information, reducing corruption and promoting the rule of law, efficient management of public resources and local level openness. The Action Plan for the period of 2016-2018 outlines the key developments the Government of the Republic of Macedonia pledges to take in each of the thematic area, responsible institutions for each as well as the planned timeline for their achievement.

[13] http://www.opengovpartnership.org/country/macedonia/action-plan

Previous eGovernment Strategies

Strategy for development of eContent 2010-2015

The Strategy for the development of eContent in education aims to provide a complete fulfilment of the objectives of the 'Computer for every child project'[14]. Supporting the application of digital technology in education 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 eContent in education in the Republic of Macedonia for the period 2010-2015.

The Development Plan describes the technical, educational and institutional conditions necessary for the development and use of eContent. It also identifies the important technical prerequisites for the existence of a system for storing and managing eContent, providing a constant internet connection to schools and maintenance of the school network infrastructure.

Furthermore, it defines methodologies for selecting subjects, suggesting development of eContent 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 eContent in the first year, and describes procedure with annual analyses necessary to identify and prioritise the needs of eContent in the next years. Subjects for which eContent should be developed are natural sciences and mathematics, social and humanistic areas, and languages.

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

The Strategy covers detailed description of the process of eContent 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 eContent in education, such as: training of involved institutions and users, maintenance of functional technical environment, planned maintenance and updating of eContent as well as necessary funding. The proposed periodic analysis, aiming to determine the needs for educational eContent, will not only determine the plan to supplement and develop new content but will give directions for enhancing the technical environment.

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

The responsible Ministry for the 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 monitored by the Ministry of Information Society and administration in the process of developing eContent and learning management system for administration.

[14] http://www.mio.gov.mk/?q=node/190

Public Administration Reform Strategy 2010-2015

A Public Administration Reform Strategy, 2010-2015, was published on 21 December 2010, funded by the Europe Aid programme. It accompanied the aforementioned strategy for eGovernment and was revised annually based on the measurements results. The document contained extensive reference to current policy matters on eGovernment, which are summarised below.

First, the document focused 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 proposed 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;
- OnLine 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.

National Strategy for eInclusion 2011-2014

The National Strategy for eInclusion 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 defined 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 was to reduce the digital divide and create 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 of the strategy were:

- eAccessibility – 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 eGovernment – Quality, reliable and easily accessible eGovernment solutions for all citizens;
- Socio-Cultural eInclusion – 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.

National Strategy for eGovernment (2010-2012)

The National Strategy for eGovernment 2010-2012 incorporated the vision, goals and potential benefits associated with eGovernment. Following EU guidelines, it identified 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 focused 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 viewed 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.

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 were:

- 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 aligned 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 the 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 of **equally valid evidence** with the personal signature which is related to paper documents"[15]. 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 four 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

[15] https://www.kibstrust.mk/Repository/Repository/Law%20on%20data%20in%20electronic%20form%20and%20electronic%20signature.pdf

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, demanding that 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 on in parliament on 25 February 2014 (Official Gazette No. 39/2014), thus replacing previous telecommunications laws. Further amendments to the law were made on 19 December 2014 and 19 March 2015.

The purpose of this law is to foster the development of public electronic communication networks and services in the country, in order to ensure economic and social development; encourage the use and development of broadband access services; protect the rights of users, including end users with disability and end-users with special social needs; provide effective and sustainable competition in the market for electronic communications; provide universal service; efficient use of the radio frequency spectrum and numbering; promote 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 align the national legislation on public procurement 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 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.

Further amendments to the law were made in 2016.

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:

- Data excluded by the Law on Free Access to Public Information;
- Data with limited access by law;
- Data whose creation is not subject of the authority or institution from the public sector;
- Data on which third parties have the right to intellectual property;
- Data which belongs to the public broadcaster, its bureaus and to the institutions responsible for transmitting the public service broadcast;
- Data belonging to the educational or research bodies and institutions, including organizations founded for research results exchange;
- 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 is 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, in particular, 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 was established with the Law on Electronic Communications in 2005 as an independent regulatory body in the electronic communications markets. The Agency has a mandate 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

Policy/Strategy

Central Government

Due to the small size of the country, there are ongoing efforts to centralise Government activities. Currently certain eGovernment activities are owned by the central Government for some processes, only the local Government is in charge.

Implementation

Central Government

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

Support

eGovernment 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

Marta Arsovska-Tomovska
Minister of Information Society and Administration

Contact details:
Ministry of Information Society and Administration
'Sv Kiril i Metodij' 54
1000 Skopje
Tel.: +389(0)2 320-0870
Fax: +389(0)2 322-1883
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 Government services and information. 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 be upgraded so as to allow full two-way communication between citizens and government, including development of the highest possible level of sophistication for each eService.

Portal for eDemocracy

Government eDemocracy portal consisting of forum, blogs, ideas, discussion about documents.

Unique national electronic register of legal acts in Macedonia

Portal for processing and commenting legal acts before their adoption.

eEmployment

Portal for checking the personal employment history data.

eCadastre

Portal with geospatial data and status of services.

eHealth (Health Insurance services)

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

ePension

Portal for check the data from pension insurance register.

eBuilding permits

Portal for eBuilding permits, all available and on municipalities' sites.

mTax

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

EXIM (eCustoms)

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

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.

eProcurement

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

eGovernment sessions

Upgraded portal for government eSessions used by all ministries and great number of state bodies. The portal's functionalities allow for the preparation of materials, their submission, collaborative functionalities.

Learning management system

Portal for eLearning for administrative servants, enabling SCORM packages to be uploaded and available for all servants.

Educational Management Information System

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

HRM

Portal for Human resource management in all administration.

Open Data Portal

New version of the portal with 27 institutions offering OD with 154 data sets was launched in 2016 (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 eGovernment 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 EUR 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 eTax system the taxpayer can electronically submit all types of application forms (tax returns, claims, balance sheets, reports, attachments, etc.). Furthermore, the eTax 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/;
http://www.avrm.gov.mk/

Description: The service is only partial, as it involves the public sector exclusively. It was developed by the eGovernment 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 eTax 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 self-government

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://www.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 self-government

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 orthopaedics; 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: http://www.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 eTax 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 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 (eCustoms)

Responsibility: Customs Administration

Website: http://exim.gov.mk

Description: The Single Window for Export/Import licenses and tariff quotas system, (EXIM) 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 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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