ReSPA

Regional School
of Public Administration

Meeting of the Expert Working Groups on
eGovernment and Administrative Procedures & Administrative Justice

One Stop Shop Baseline Analysis

23 October 2015, ReSPA, Danilovgrad, Montenegro

Introduction

Administrative procedures are frequently blamed to be time-consuming, non-transparent, and bureaucratic. Many technological, structural and legal innovations are to be applied for simplifying administrative procedures. E-communication and other instruments of e-government can improve situation with complex legal regulation of administrative procedures and improve citizens' and businesses' position in their relations with public administration.

One-Stop-Shop (OSS) offers various services in one place, and is saving time, effort, money, and other resources of businesses, citizens, civil sector organizations, and other public and private subjects that are in contact with public administrations. Today many countries are trying to establish one-stop shops not only for businesses, but also for citizens, and trying to improve public administration functioning. Some of OSSs are almost completely designed as the digital (electronic) gates, while others are a combination of physical and electronic points. Besides "general" OSS, there may be "specific" OSSs for certain groups of people (e.g. youth) or services (rail, tax, custom, etc.).

However, there are also some common problems with OSSs, that are particularly relevant for ReSPA members:

- Some of them do not offer a possibility to complete formalities electronically and from distance;
- User-friendliness is not very high (complicated, not easy to find precise information, weak back-offices, etc.);
- Weak transposition at the sub-national and local levels, etc;

The One Stop Shop Baseline Analysis Meeting brings together eGovernment Working Group, and Working Group dealing with General Administrative Procedures (GAPA) with legal and IT experts of the counties of the region in order to assess the state of OSSs in Western Balkans and elaborate recommendations for the further development of this service within public administrations. During the meeting, national experts' inputs gathered through the online questionnaire will be reviewed, common problems will be analyzed, OSS projects proposed by the national experts will be presented and the next steps for the finalization of a Baseline Analysis on OSS in Western Balkan counties will be set up.

DRAFT AGENDA
Friday, 23 October 2015

9:00 — Welcome by ReSPA / Introduction
ReSPA - Goran Pastrovic and Zorana Gajic, ReSPA Programme Managers

9:15 — **One Stop Shop – Baseline Analysis**
Bojan Cvetkovic, Lead Expert in One Stop Shop Baseline Analysis
Presentation – review of experts' inputs
- Preliminary information gathered using the online questionnaire;
- Preliminary analysis of experts' inputs including current situation and latest One Stop Shop (OSS) developments on national/central level

10:00 — Presentation of preliminary findings
Preliminary results from the Baseline Analysis, review of experts' inputs, clarification and harmonisation of information
Discussion

11:00 — Coffee break

11:30 — **OSS projects in Western Balkan countries proposed by experts**
Presentation of the country OSS projects proposed by the experts with preliminary analysis and discussion on priorities, risks and benefits
Discussion
Goran Pastrovic, ReSPA Programme Manager

13:00 — Lunch break

14:00 — **Planning next steps for the finalization of the Baseline Analysis**
Brainstorming on issues and problems in OSS operation and on opportunities for future OSS developments;
Defining the tasks ahead towards final version of the Baseline Analysis
Discussion and wrap – up of the meeting
Zorana Gajic, ReSPA Programme Manager

15:00 — End of the meeting