**All information about all procedures in one place**

***Analysis of the transformation of administrative procedures for citizens***

List of administrative procedures for citizens

As part of the Enabling Digital Governance in Serbia (EDGe) project of the World Bank and the Republic of Serbia, the Republic Secretariat for Public Policies and the Office for Information Technologies and e-Government (OITeG) has initiated a coordinated inventory process of the administrative procedures for citizens.

The process was initiated following the e-Government development program in the Republic of Serbia 2020-2022, the accompanying Action Plan ("Službeni glasnik RS" number: 85/20), and the Action Plan for the implementation of the Program of the Government of Serbia.

This process aims to enlist all administrative procedures of public administration in the Register of administrative procedures of the Republic Secretariat for Public Policies, public availability of information on all procedures for citizens, and strengthen transparency, predictability, standard approach, coordinated simplification and digitalization of administrative procedures.

Following the above, in March 2021, the process of inventory of administrative procedures at all levels of government began to ensure that citizens can find all information about all procedures in one place.

As part of the EDGe Project, with the support of the Republic Secretariat for Public Policies as a coordinator in the list and optimization of administrative procedures, and for the implementation of project activities on the Analysis of service transformation, e-Government and the World Bank hired the consultant - JV Omni Group Business Solution Ltd. and Naučne aplikacije d.o.o. Beograd.

In the next 2 months, the plan is to conduct a list of administrative procedures for citizens by filling out electronic questionnaires. All bodies and organizations will receive access credentials to the said questionnaire and assistance in filling them out.

Enlisting of administrative procedures will be implemented through four phases:

**First phase**

Determining the number and names of procedures, competent institutions for their implementation and other basic elements that will be listed through electronic questionnaires, and the basic elements of procedures needed to determine priorities in a further detailed list and selection of procedures for digitization.

**Second phase**

A detailed list of all procedures through the Register of Administrative Procedures.

**Third phase**

Coordinated work on process optimization and preparation of priority procedures for digitization.

**Fourth phase**

Digitization of procedures.