



European
Commission



Digital Public Administration factsheet 2021

Montenegro



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Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.



1

Country
Profile

1 Country Profile

1.1 Basic data

Population: 621 306 inhabitants (2020)*

GDP at market prices: 4 193.2 million Euros (2020)*

GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 46 (2020)*

GDP growth rate: 5.1% (2018)*

Inflation rate: 2.9 % (2018)**

Unemployment rate: 17.9% (2020)*

General government gross debt (Percentage of GDP): 84.34% (2020)**

General government deficit /surplus (Percentage of GDP): No data available

Area: 13 812 km²*

Capital city: Podgorica*

Official language: Montenegrin*

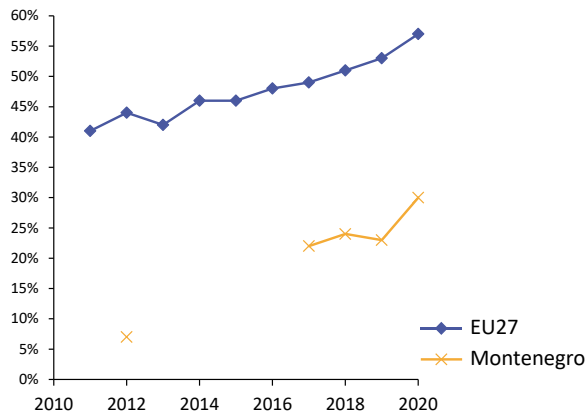
Currency: Euro*

Sources: Eurostat*, Monstat** (last update: 13 July 2021)

1.2 Digital Public Administration Indicators

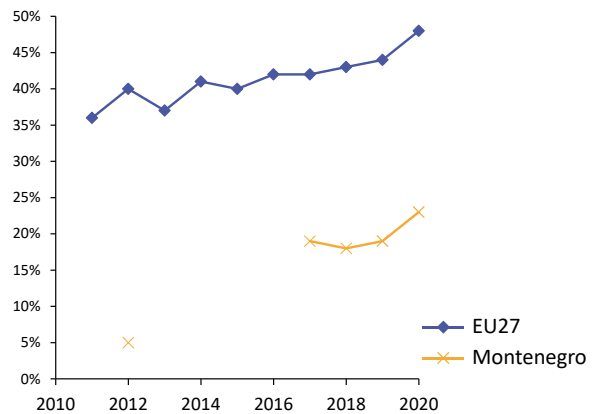
The following graphs present data for the latest Digital Public Administration Indicators for Montenegro compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



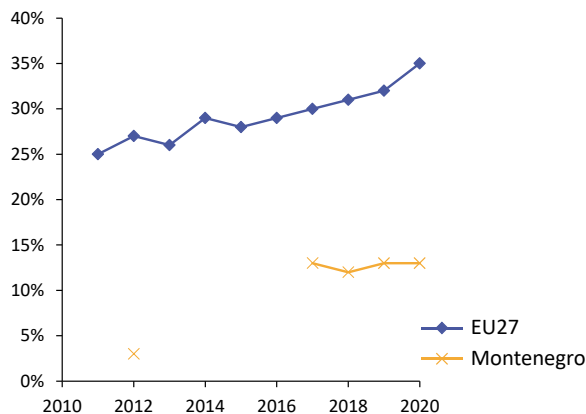
Source: Eurostat Information Society Indicators

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



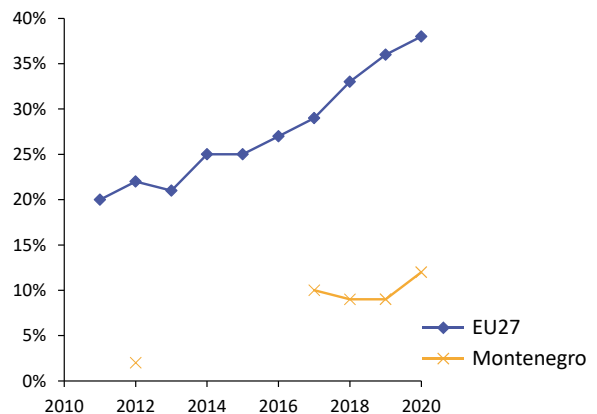
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

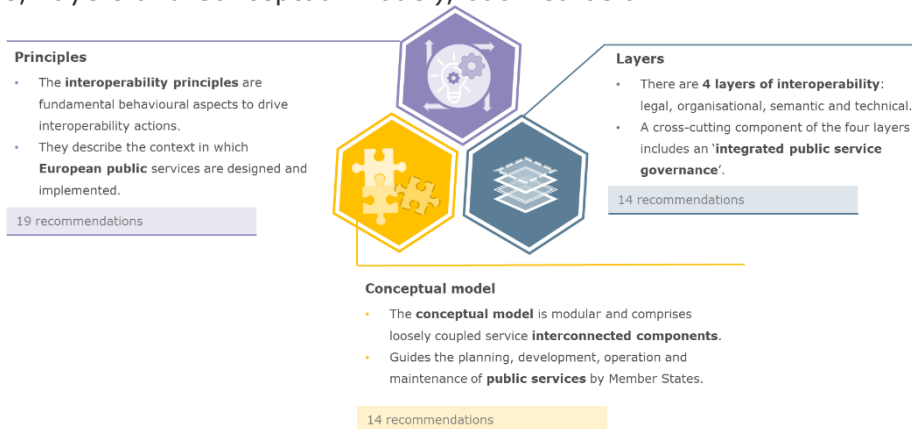
Percentage of individuals using the internet for sending filled forms to public authorities in Montenegro



Source: Eurostat Information Society Indicators

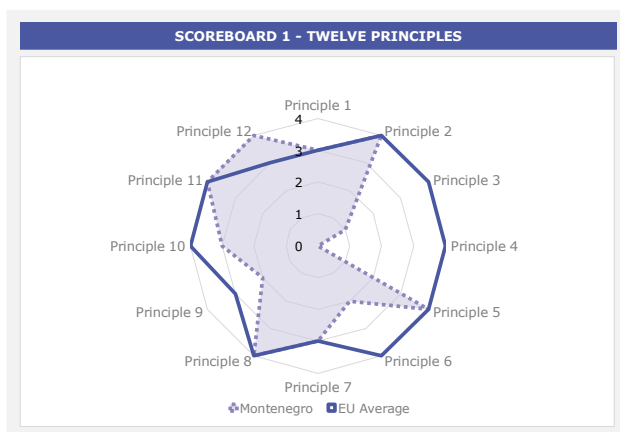
1.3 Interoperability State of Play

In 2017, the European Commission published the **European Interoperability Framework (EIF)** to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 71 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2020

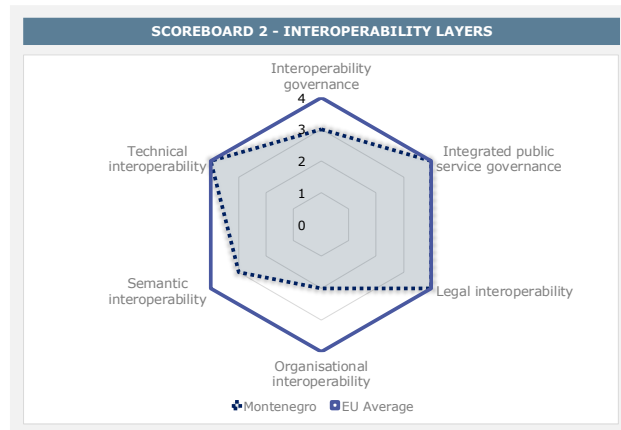
For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for Montenegro in 2020.



Source: European Interoperability Framework Monitoring Mechanism 2020

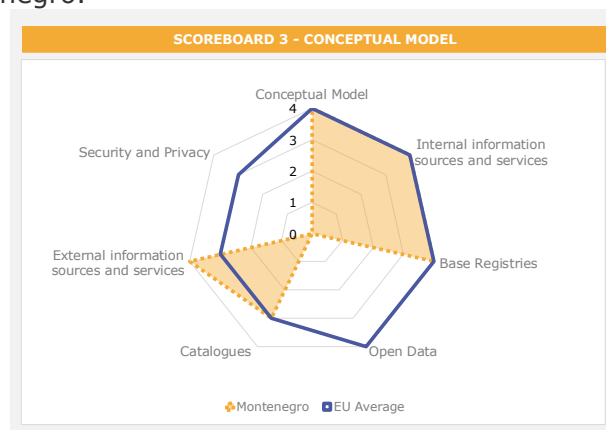
Montenegro’s results in Scoreboard 1 show an overall good implementation of the EIF Principles, despite the lack of data for Principle 4 (Reusability), scoring above the European average for Principle 12 (Assessment of Effectiveness and Efficiency). Areas of improvements are mainly concentrated in the Principles 3 (Transparency), 6 (User-centricity), 9 (Multilingualism) and 10 (Administrative simplification) for which the scores of 1, 2 and 3 show a low to medium performance in the implementation of corresponding recommendations. Particularly, the low degree of internal visibility and provision of external interfaces for European public services (Principle 3 – Recommendation 5) and the lack of mechanisms involving users in analysis, design,

assessment and further development of European public services (Principle 6 – Recommendation 12) could be improved to enhance Montenegro’s implementation of the recommendations of Scoreboard 1.



Source: European Interoperability Framework Monitoring Mechanism 2020

The Montenegrin results for the implementation of interoperability layers assessed for Scoreboard 2 shows an overall good performance, with majority scoring 3 and 4. Potential areas of improvement to enhance the country’s implementation of the recommendations under Scoreboard 2 are concentrated in the areas of interoperability governance, organisational interoperability and semantic interoperability. More specifically, the score of 1 for Montenegro in Recommendation 21, stating that processes should be put in place to select relevant standards and specifications, evaluate them, monitor their implementation, check compliance and test their interoperability and in Recommendation 28, stating that business processes should be documented using commonly accepted modelling techniques to ensure their alignment, lower the overall implementation of the recommendations related to the EIF layers for Montenegro.



Source: European Interoperability Framework Monitoring Mechanism 2020

Montenegro’s scores assessing the Conceptual Model in Scoreboard 3 show a good performance in the implementation of recommendations associated with the conceptual model, internal and external information sources and services, base registries and external information sources and services., despite the lack of data for open data and security and privacy. However, improvements can be made in implementing recommendations related to the catalogues. Precisely, the lack of catalogues of public services, public data, and interoperability solutions that use common models for describing them (Recommendation 44) hinders the overall Montenegrin score on the conceptual model.

Additional information on Montenegro's results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).

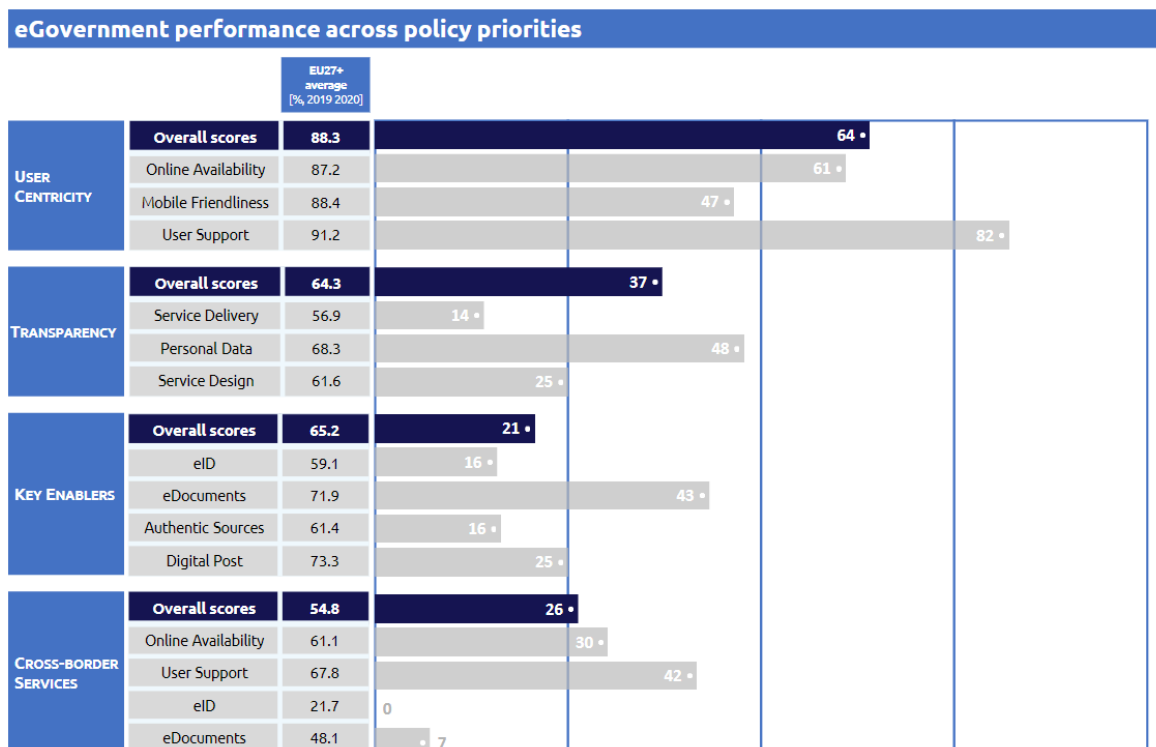
1.4 eGovernment State of Play

The graph below presents the main highlights of the latest eGovernment Benchmark Report, an assessment of eGovernment services in 36 countries: the 27 European Union Member States, as well as Iceland, Norway, Montenegro, the Republic of Serbia, Switzerland, Turkey, the United Kingdom, Albania and Macedonia (referred to as the EU27+).

The study evaluates online public services on four dimensions:

- **User centricity:** indicates the extent to which a service is provided online, its mobile friendliness and its usability (in terms of available online support and feedback mechanisms).
- **Transparency:** indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) policy making and digital service design processes and (iii) the personal data processed in public services.
- **Cross-border services:** indicates the extent to which users of public services from another European country can use the online services.
- **Key enablers:** indicates the extent to which technical and organizational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2021 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between six 'Citizen life events' (Career, Studying, Family life, measured in 2020, and Starting a small claim procedure, Moving, Owning a car, all measured in 2019) and two 'Business life events' (Business start-up, measured in 2020, and Regular business operations, measured in 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets



2

Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The Digital Transformation Strategy of Montenegro will set the strategic goals for the period of 2022-2026, the realisation of which will enable a faster and more efficient transformation of the economy, changes in the organisation and manner of traditional business using digital technologies and the application of new business models. The purpose is to improve the performance and faster adaptation of organisations in a constantly and rapidly changing environment.

Digital Public Administration Legislation

The [Law on Electronic Administration](#) (Official Gazette of Montenegro, No. 72/19) was adopted at the beginning of January 2020. One of the main purposes of the law is to further regulate the field of eGovernment in Montenegro in accordance with its current and future needs and international integration processes.

Digital Public Administration Governance

In December 2020, Ms Tamara Srzentić was appointed as the new Minister of Public Administration, Digital Society and Media.

Digital Public Administration Infrastructure

The [Unified Information System for Electronic Data Exchange \(JISERP\)](#) between state bodies, state administration bodies and other entities recognized by the [Law on Electronic Administration](#) is a significant shared system established by the Ministry of Public Administration. Through the Unified Information System for Electronic Data Exchange, institutions actively exchange data.



3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Digital Transformation Strategy of Montenegro 2022-2026

In 2020, the Ministry of Public Administration, Digital Society and Media, formally in charge of the digital domain, started drafting the Digital Transformation Strategy of Montenegro 2022-2026, which will be proposed to the Government of Montenegro for its adoption. The Government of Montenegro recognises digitalisation as one of the priorities for the development of the Montenegrin society, taking into consideration the processes that can effectively influence and improve the quality and standard of living of Montenegrin citizens.

The aim of the Strategy is to set the strategic goals for the period 2022-2026, the realisation of which will enable a faster and more efficient transformation of the economy, changes in the organisation and manner of traditional business using digital technologies and the application of new business models. The purpose is to improve the performance and faster adaptation of organisations in a constantly and rapidly changing environment.

The Digital Transformation Strategy will comply with the goal and objectives of the new Public Administration Reform Strategy 2021-2025 in the area of eGovernment, that is currently being drafted. Namely, these two strategies are concerned with comprehensive digitalisation in the provision of public administration services and will address the issues of the development of interoperability, the identification of all relevant stakeholders in ICT and business and their cooperation in the delivery of eServices.

Reform of Public Administration Strategy 2022-2026

The Reform of Public Administration Strategy 2016-2020 encompasses the entire public administration system which, in Montenegro, includes the State administration, local self-government and organisations with public powers (organisations with their own legal personality performing specific administrative tasks conferred upon them by the Law or according to the Law).

The general objective of the 2020 reform activities is the creation of an efficient and service-oriented public administration, characterised by increased efficiency and citizens' trust.

The document focuses on the selection of priority objectives, the fulfilment of which is expected to contribute significantly to the improvement of public administration in Montenegro. The volume and dynamics of the activities are defined in real terms, taking into consideration the specificities of Montenegro, a small country with limited capacities at all levels of public administration. Therefore, the administrative apparatus in Montenegro should strive towards a higher degree of efficiency and rationality, in accordance with the country's demographic and social features.

Following the implementation of the Action Plan 2018-2020 for the Strategy of the Public Administration Reform, it can be stated that the planned activities have been realised and the key operational goals in the field of public administration reform have been met. Based on the results of the external evaluation on the implementation of the Public Administration Reform Strategy 2016-2020, the new Public Administration

Reform Strategy 2021-2025 will define further directions of public administration reform, areas and goals of the reform, success indicators, monitoring and implementation of the strategy, as well as all other issues that are important for the process of public administration reform, for the mentioned period. The key objectives regarding the digitalisation of public services as they have been defined in the Public Administration Reform Strategy 2016-2020 are still relevant but they will be analysed and redefined within the process of developing the new strategy for the period 2021-2025.

The strategy for 2022-2026 and the action plan for 2022 are currently under preparation and are expected to be published at the end of 2021.

Smart Specialisation for Montenegro Strategy

The **Smart Specialisation for Montenegro Strategy 2018-2024** follows three key strategic directions:

- Healthier Montenegro;
- Sustainable Montenegro; and
- Modernised and digitised Montenegro.

Modernised and digitised Montenegro should enable reaching the standards of the EU that are related to the 2020 Digital Agenda, the Single Digital Market Strategy and the new EU Industrial Policy Strategy. The development and application of ICT is of utmost importance for economic development. Reaching the standards and achieving the goals will lead to trade development, better use of capital and a stronger national competitiveness. The introduction of modern technologies and the utilisation of available raw materials in priority sectors will result in the placement of high-quality products on the market. The foundations of this direction are related to better infrastructure, eEconomy and information security. The achievement of this goal is also directly connected with all the priorities defined by the Smart Specialisation Strategy, which is why ICT has been defined as a horizontal sector providing information and technology support to selected priorities.

3.2 Interoperability

National Interoperability Framework

In 2011, the government of Montenegro adopted the first version of the Montenegrin Interoperability Framework and, in December 2013, its second version, which defined the rules and methods establishing interoperability in Montenegro. In this way, the basis was laid to harmonise business processes to comply with the European dimension in terms of provision of public services, security policies, privacy and storage of electronic records, without imposing any specific technology.

The interoperability framework is not conclusive and requires periodic adjustments in line with the technological changes that occur, the change of applicable standards, and the changes in the environment in which business processes are implemented. This is why a new **National Interoperability Framework** was adopted in 2019. Through its adoption, the government of Montenegro provided a set of recommendations to support the public administration in implementing interoperability activities, establishing relationships among private and public organisations, and simplifying procedures to guarantee efficient and effective digital services while ensuring that existing and new legislations do not undermine the interoperability initiative.

Montenegrin Health System Interoperability Framework

Although the provision of public services in almost all cases includes data exchange between information systems, interoperability is a wider concept that includes the

possibility of organising joint work on commonly-agreed goals catering to shared interests. Interoperability is also a prerequisite and mitigating factor for the efficient provision of public services, and addresses the need for:

- Cooperation between public administration institutions;
- Exchange of information to meet legal requirements;
- Exchange and re-use of information to increase administrative efficiency and reduce administrative burdens on citizens and businesses;
- Better provision of public services to citizens and businesses on a one-to-one principle (one-stop government); and
- Reducing costs for the public administration, businesses and citizens through the effective and efficient provision of public services.

The ultimate goal of the National Interoperability Framework is to ensure stable and technology-based interoperability of the public administration system, in accordance with the principles of user-oriented administration. For the health sector, the Ministry of Health has released the [Interoperability Framework](#) that will address specific standards when connecting various health institutions and workers.

3.3 Key enablers

3.3.1 Access to public information

National Action Plan for the Open Government Partnership Implementation Initiative 2018-2020

The government of Montenegro is fully committed to the application and promotion of highest professional integrity standards in civil service. As the coordinator of the overall public administration reform (PAR) process in Montenegro, with practical and value-oriented policies, the National Action Plan aims to benefit the public interest and increase citizens' participation in policymaking. It seeks to do this by coordinating government commitments within the OGP initiative. The Ministry of Public Administration, Digital Society and Media (MPA) invests additional efforts in making the official commitment visible at the national and local levels through tangible measures and attainable goals.

The efforts within the framework of the [National Action Plan for the Open Government Partnership Implementation Initiative 2018-2020](#) focus on five key commitments as follows:

- Enhanced public services;
- Public participation;
- Improved public integrity;
- More efficient resource management; and
- Access to information.

3.3.2 eID and Trust Services

Public Administration Reform Strategy 2016-2020

In Montenegro there is no specific strategy regarding eID and Trust Services, which nevertheless are recognised in the [Public Administration Reform Strategy](#) as key enablers for improving the service delivery process. After the adoption of legislation in this area, activities have been recognised in the [Action Plan for Open Government Partnership](#).

Cross-border Agreements

In 2019, the [Agreement](#) between the government of Montenegro and the government of the Republic of Serbia was signed concerning the mutual recognition of certification

services for electronic transactions provided in Montenegro and qualified trust services provided in the Republic of Serbia.

The [Law on Electronic Identification and Electronic Signature](#) is harmonised with the Regulation of the European Parliament and the Council (EU) No. 910/2014 on electronic identification and trust services in electronic transactions in the internal market (eIDAS). This regulation created conditions for establishing cross-border interoperability of electronic identification systems, primarily in the Western Balkans, which will improve the regional cooperation of these countries in the field of infrastructure and economic development.

Montenegro's commitment to improving cooperation at the regional level is expressed in this agreement, for which there is mutual interest, which was considered useful for both parties and in the future can be a good example of cross-border cooperation with other countries in the region.

In 2020, Montenegro signed this Agreement with the Republic of North Macedonia.

3.3.3 Security aspects

Montenegro Cybersecurity Strategy 2018-2021

For the purpose of providing an adequate implementation of the [Montenegro Cybersecurity Strategy 2018-2021](#) and the accompanying action plans, pursuant to Art. 13 par. 1 of the Law on Information Security (Official Gazette, No. 14/10 and No. 40/16), the government of Montenegro adopted a Decision establishing the Information Security Council with the task of monitoring the implementation of the Strategy and the relevant action plans.

This Strategy identified a total of eight objectives for improving the Montenegro Cyber Strategy 2018-2021:

1. Reliance on the European and Euro-Atlantic concepts;
2. Strengthening cyber defence capacities;
3. Centralisation of cyber expertise and resources;
4. Strengthening of inter-institutional cooperation;
5. Data protection;
6. Cyber security education;
7. Strengthening the partnership between the public and private sectors; and
8. Strengthening regional and international cooperation.

3.3.4 Interconnection of base registries

Interconnection of Base Registries in Various Strategies

There is no specific strategy regarding the interconnection of base registries, but interoperability is recognised in the [Public Administration Reform Strategy](#) and the [Information Society Development Strategy](#). The necessity of interoperability between base registries and information systems is defined through various activities such as:

- Providing interoperability of registers and availability of data from the registry of users; and
- Connecting key registers through the interoperability platform.

3.3.5 eProcurement

Public Procurement Development Strategy 2016-2020

The main strategic goal of [introducing electronic public procurement](#) in Montenegro is, above all, to increase transparency and efficiency in the public procurement system, while also contributing to the fight against corruption and other irregularities.

The public procurement policy in Montenegro is regulated by the [Law on Public Procurement](#) (Official Gazette of Montenegro, No. 074/19), which with a set of bylaws created a framework for legal action in the public procurement system.

With the successful implementation of the project 'Implementation of the electronic public procurement system' which has been implemented since 2018, the support of the European Commission, and financing from the Instrument for Pre-Accession Assistance (IPA) funds, a precondition has been created for the introduction of an electronic public procurement system in Montenegro.

On 1 January 2021, the Ministry of Finance and Social Welfare started implementing the new [Electronic Public Procurement System](#).

3.4 Domain-specific political communications

[Integrated Health Information System and eHealth Development Strategy 2018-2023](#)

One of the priority strategic areas of the Strategy concerning the functioning and organisation of the healthcare system at national level is also the development and improvement of an integral eHealth information system. The concept of interoperability and the introduction of eServices potentially support the principle of integration in the process of providing health care and enable a timely and quality information exchange in health care at national and international level. System sustainability, control and rational consumption in the health sector are almost impossible without adequate IT support. The strategic approach in planning the development of an information system in health care is aimed at maximum use of information and communication technology potentials and routing activities of all stakeholders in the health system. This will contribute to achieving a clear and concrete vision for the health system and the welfare of citizens, health care workers and society as a whole.

[Social and Child Protection Systems Development Strategy](#)

The [Social Welfare Information System \(SWIS\)](#) is recognised by the [Social and Child Protection Systems Development Strategy](#) for the period from 2018 to 2022.

The SWIS project is a backbone of the social welfare reform process as it enforces the social welfare reform by developing a more efficient, effective and just social protection system and quality services for the poor and vulnerable.

[Strategy for the Development of the Justice System Information and Communication Technology 2021-2023](#)

The new [Strategy for the Development of the Justice System Information and Communication Technology 2021-2023](#) was adopted by the Montenegrin government in October 2020. It sets out the directions for the future development of a single judicial information system, the operational goals and the course of action for the implementation of the strategy. The operational objectives focus on the development of software solutions for the judicial information system, amending the existing legislative framework, developing and improving new systems in the existing ICT infrastructure and improving the security standards of the information systems.

3.5 Emerging Technologies

No political communication has been adopted in this field to date.



4

Digital Public
Administration
Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Law on Electronic Administration

The **Law on Electronic Administration** (Official Gazette of Montenegro, No. 72/19) was adopted on 3 January 2020, entering into force six months after its adoption on 4 April 2020. The law aims at further regulating the field of eGovernment in Montenegro in accordance with the current and future needs of the international integration processes. Moreover, it seeks to improve the environment in which the public administration provides services to citizens and businesses, for instance, by eliminating the administrative barriers between citizens and businesses and the public administration. In addition, the Law on Electronic Administration regulates the establishment of the **Council for eGovernment**, which will improve the coordination of the application of information and communication technologies in public administrative entities while facilitating the use of public administration services.

4.2 Interoperability

Law on Electronic Administration

In Montenegro, interoperability among public administration systems and services is regulated by the **Law on Electronic Administration**.

4.3 Key enablers

4.3.1 Access to public information

Electronic Document Act

The **Electronic Document Act** (Official Gazette of Montenegro, No. 005/08 and No. 040/11) regulates the use of electronic documents in legal transactions, administrative, judicial and other procedures, as well as rights, obligations and responsibilities of companies, entrepreneurs, legal and natural persons, State bodies, State administration bodies, local self-government authorities and organisations exercising public authority in relation to electronic documents, unless otherwise provided by law.

A new Law on eDocument is planned to be adopted in the third quarter of 2021.

Law on Administrative Procedure

The **Law on Administrative Procedure** (Official Gazette of Montenegro, No. 56/2014, No. 20/2015, No. 40/2016 and No. 37/2017) applies to State and local government bodies when, in administrative matters and in direct application of the regulations, they are called upon deciding on the rights, obligations or legal interests of natural persons, legal persons or other parties, as well as when performing other tasks set out in this Law.

Article 13 stipulates that when deciding in the administrative procedure, the Public Law Authority, *ex officio*, inspects, obtains and processes data from official records and registers kept by a given public authority or other competent authority, unless access to such data should be restricted by the law.

Regulation on the Manner of Management and Other Issues of Importance for the Functioning of the Unified System for Electronic Data Exchange

On 25 November 2020, the Regulation on the Manner of Management and Other Issues of Importance for the Functioning of the Unified System for Electronic Data Exchange (Official Gazette of Montenegro, No. 113/2020) was adopted, based on the Law on Electronic Administration. This regulation defines the way the single information system for data exchange is managed.

Rulebook on Technical Conditions and Security Standards for Access to the Unified System for Electronic Data Exchange

Based on the Law on Electronic Administration, the implementation of which began on 4 July 2020, the Rulebook on Technical Conditions and Security Standards for Access to the Unified System for Electronic Data Exchange was published in the Official Gazette of Montenegro, No. 108/2020 of 6 November 2020, and entered into force on 14 November 2020. This Rulebook prescribes technical conditions and security standards which must be complied with in order to exchange data through a single system for electronic data exchange.

For example, State bodies must keep registers and records within their competence in electronic form (hereinafter: electronic registers), manage their information systems, the appearance and content of the application forms for the fulfilment of technical conditions and security standards, the appearance and content of the application forms for access of employees to the Unified System for Electronic Data Exchange, and the application forms for termination of that access.

Rulebook on the Manner of Publishing Information in Open Format

The Rulebook on the Manner of Publishing Information in Open Format, published in the Official Gazette of Montenegro, No. 53/2018, prescribes the manner of publishing information in an open format.

Regulation on the Mode of Work, Content and Management by the eGovernment Portal

This Regulation regulates the content of the eGovernment internet portal, the authentication and authorisation of users, the management of the eGovernment portal, the obligations of State bodies, State administration bodies, local self-government bodies, local government bodies, public services, legal entities and public authorities regarding the use of this portal, the obligations of the main administrator of the eGovernment portal and other issues of importance for the functioning thereof.

Rulebook on the Management and Functioning of the Document Management Information System

The Rulebook on the Management and Functioning of the Document Management Information System describes the way the document management information system (eDMS information system) operates and must be managed, as well as the reception, classification and submission of documents among State administration bodies and between State administration bodies and the Secretariat-General of the government.

Rulebook on the Web Portal and Sub-Portals of the Government of Montenegro

The Rulebook on the Web Portal and Sub-Portals of the Government of Montenegro, published in the Official Gazette of Montenegro, No. 34/2013, prescribes the manner of work and conditions for access to the government web portal.

4.3.2 eID and Trust Services

Law on Electronic Identification and Electronic Signature

The Amendments to the [Law on Electronic Identification and Electronic Signature](#) (Official Gazette of Montenegro, No. 72/19) entered into force on 3 January 2020. The Amendments to the Law on Electronic Identification and Electronic Signature were made primarily to harmonise the Law on Electronic Identification and Electronic Signature to the Amendments of the Law on Identity Card (introducing the electronic identification document). These amendments include: the separation of electronic identification and trust services, which were referred to in the previous law as certification services for electronic transactions; the elimination of the word certification; clearer – and better – standardisation of electronic identification.

Rulebook on eID

On 20 March 2020, in accordance with the prescribed obligations arising from the [Law on Electronic Identification and Electronic Signature](#) (Official Gazette of Montenegro, no. 20/2020), the following instruments were adopted in order to regulate this matter more closely:

- Rulebook on detailed conditions that must be met by a qualified provider of electronic trust services;
- Rulebook on amendments to the Ordinance on detailed requirements that must be met by a qualified electronic registered delivery service;
- Rulebook on amendments to the Ordinance on minimum technical standards and accompanying procedures in relation to which the level of security of the electronic identification system is determined;
- Rulebook on amendments to the Ordinance on the manner of assessing the conformity of qualified means for the production of electronic signatures and electronic seals and the content of the list of certified qualified means for the production of electronic signatures and electronic seals;
- Rulebook on amendments to the Ordinance on measures and activities for the protection of certificates for electronic signatures and electronic seals;
- Rulebook on the manner of performing electronic trust services and qualified electronic trust services for State administration bodies;
- Rulebook on the minimum amount of liability insurance for damages arising from the provision of electronic trust services;
- Rulebook on technical and operational requirements related to the node - the place of connection of the electronic identification system and the process of establishing the framework for the interoperability of the electronic identification system; and
- Rulebook on the detailed content and manner of keeping records of electronic trust services providers and the register of qualified providers of electronic trust services.

4.3.3 Security aspects

Law on Information Security

Information security is provided through the application of information security measures and standards in accordance with the [Law on Information Security](#) (Official Gazette of Montenegro, No. 014/10 and No. 040/16).

Due to compliance with the [Law on Data Secrecy](#) regarding the organisational unit National Computer Incident Response (CIRT), the Draft Law of Amendments to the Law of Information Security has been prepared and will be adopted during this year.

Law on Personal Data Protection

Protection of personal data is provided under the conditions and in the manner prescribed by the [Law on Personal Data Protection](#) (Official Gazette of Montenegro, No. 079/08, No. 070/09, No. 044/12, and No. 022/17). This is done in accordance with the principles and standards contained in ratified international human rights treaties and in basic freedom and generally accepted international law practices.

Regulation on Information Security Measures

The [Regulation on Information Security Measures](#) (Official Gazette Montenegro, No. 058/10 and No. 055/15) sets out the information security measures which provide basic data protection at physical, technical and organisational level.

4.3.4 Interconnection of base registries

Law on Central Population Register

The Law on Central Population Register (Official Gazette of Montenegro, [No. 041/10](#), and [No. 55/16](#)) determines the content of the Central Population Register of Montenegro; it also applies to the exchange, management, maintenance, storage and use of data, the determination and use of the personal identification mark and other issues of relevance to the Central Population Register.

4.3.5 eProcurement

Law on Public Procurement of Montenegro

Articles 114-116 of the [Law on Public Procurement of Montenegro](#) provide for the possibility of conducting a public procurement procedure electronically, thus setting the basic preconditions for application of electronic means in public procurement, which has become equivalent to the approach based on paper documents. This solution was developed at the time when EU Directive 2004/18 was in force, which resulted in the fact that this solution only partially meets the requirements imposed by the new Directives.

Montenegro has drafted the new Law on Public Procurement, which pursues the largest possible degree of harmonisation with EU rules following other two laws on public private partnership and concessions.

4.4 Domain-specific legislation

Law on Services

The [Law on Services](#) provides the legal basis for the adoption of bylaws that will define the manner of cooperation and exchange of information with EEA countries; in particular, it focuses on the cooperation on the supervision of service provision by introducing warning measures and defining how the Ministry should operate in the IMI

system. The manner of cooperation and exchange of information with the Ministry of Economic Development on this issue will be prescribed by the Decree on a Single Point of Contact for Services planned for the IV quarter of 2020.

The Law on Services also serves as the legal basis for the establishment of a single point of contact for services through Article 8, which prescribes the obligation to establish an electronic single point of contact in Montenegro. The law determined the functioning of the single point of contact for services through a website, available in Montenegrin and English. The concerned people are provided with information on the procedures and conditions for access or the provision of services subject to the regulation of this law.

The Law is in line with the [Directive on Services 2006/123/EC](#).

Law on Health Data Collection

The [Law on Health Data Collection](#) (Official Gazette of Montenegro, No. 80/08 and No. 040/11) regulates the types, content and method of health data collection as elements of unique health statistics, as well as the way of collecting, processing, using, protecting and storing data.

Law on Patient Rights

Health services, provided for the purpose of preserving and improving health, preventing illness, administering treatments, health and rehabilitation services, were established by the [Law on Patient Rights](#) (Official Gazette of Montenegro, No. 40/2010). The rights established by this Law ensure respect, human dignity, physical and psychological integrity and the protection thereof.

Rulebook on Conditions, Mode and Procedure for Accessing Data in the Data Exchange Centre of the Montenegro Health Insurance Fund

Access to information provided by healthcare providers in accordance with the law to the Data Exchange Centre of the Montenegro Health Insurance Fund shall be provided under the conditions and in accordance with the procedure prescribed by this [Rulebook](#) (Official Gazette Montenegro, No. 070/15).

4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public
Administration
Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of Public Administration, Digital Society and Media

The Ministry of Public Administration, Digital Society and Media was established by the Amendment to the Regulation on Public Administration Organisation and Operation, which the government of Montenegro adopted on 7 December 2020.

The Ministry of Public Administration, Digital Society and Media is coordinating the development of eGovernment as well as the development of the information society in Montenegro. The Ministry participates in the drafting of regulations and policies related to electronic administration, as well as other regulations related to the field of information society.



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5.1.2 Coordination

Ministry of Public Administration, Digital Society and Media

The Ministry of Public Administration, Digital Society and Media is in charge of:

- Digitising the operation of public administration bodies through planning, development and support in the implementation of electronic services;
- Proposing and implementing the approved policy in the field of establishing and developing the information society;
- Planning, developing and supporting the implementation of the information and communication portal for citizens;
- Planning activities for the promotion of eGovernment and electronic services;
- Monitoring the development of electronic administration in Montenegro and the harmonisation with European standards and best practices in this field;
- Monitoring the methodologies and the collection of digitisation and electronic administration development parameters based on established development indexes;
- Coordinating research work on eGovernment development in Montenegro in cooperation with other bodies and institutions;
- Applying accepted standards and methodologies for monitoring the use of electronic services and user satisfaction;

- Recognising different user needs and proposing models to increase their satisfaction;
- Proposing and implementing measures to promote and encourage research in the field of information companies;
- Providing professional assistance in the application of information and communication technologies in State administration bodies;
- Managing and coordinating projects in the field of development of electronic administration and information society for the needs of State administration bodies and State bodies;
- Establishing a framework for the management of information systems of State administration bodies and State bodies in accordance with international standards;
- Establishment of technological and security information infrastructure in State administration bodies and State bodies; and
- Drafting the analysis and report on the state of eGovernment and other relevant data in this field, as well as other tasks within the scope of the Ministry.

5.1.3 Implementation

Ministry of Public Administration, Digital Society and Media

The Ministry of Public Administration, Digital Society and Media monitors the implementation of the Public Administration Reform Strategy in Montenegro and coordinates the development of all information technologies.

The Ministry also monitors the compliance with laws and regulations in the field of information technologies and State information infrastructure.

Information Security Council

Pursuant to Article 13a of the Law on Information Security (Official Gazette of Montenegro, No. 14/10 and No. 40/16), the government of Montenegro established the Information Security Council.

The Council's tasks are to:

- Inform the government of Montenegro about important issues related to information and cyber security;
- Initiate and propose measures to improve information and cyber security in the public and private sectors;
- Monitor the implementation of Montenegro's Cyber Security Strategy 2018-2021 and the action plans for its implementation;
- Monitor and coordinate activities in the field of information and cyber security;
- Propose measures for harmonising the legislative and administrative framework in order to improve the information and cyber security of Montenegro;
- Improve cooperation in the field of information and cyber security between State bodies, State administration bodies, local self-government units, legal entities exercising public authority, and other legal and natural persons that gain access to or process data pursuant to the law on information security.; Moreover, the Council coordinates the activities related to the above;
- Improve cooperation with the private sector in the field of information and cyber security;
- Improve international cooperation in the field of information and cyber security;
- Inform the National Security Council in case of large-scale threats and cyber-incidents; and
- Submit a report on all the above, at least once a year, to the government of Montenegro.

Electronic Government Council

Pursuant to Article 33 of the Law on Electronic Administration (Official Gazette of Montenegro, No. 72/19) the government of Montenegro established the **Electronic Government Council**.

The responsibilities of the Council are to:

- Inform the Government of Montenegro on all important issues related to the development of electronic administration and information and communication technologies;
- Direct, coordinate and monitor activities related to the development of e-government, between State bodies, State administration bodies, local self-government units, local government bodies and other bodies, in accordance with Art. 1 and 2 of the Law on Electronic Administration;
- Consider professional issues in the field of information and communication technologies, which are related to the development of eGovernment;
- Consider draft regulations, bylaws, strategic planning and other documents in the field of e-government and information and communication technologies;
- Initiate the amendment of the existing legal regulations in the field of electronic administration;
- Propose measures for harmonising the legislative and administrative framework with the goal of improving the development of eGovernment;
- Work on the improvement of cooperation in the field of electronic administration and information and communication technologies between State bodies, State administration bodies, local self-government units, local government bodies and other bodies, in accordance with Art. 1 and 2 of the Law on Electronic administration;
- Work on the improvement of international cooperation in the field of electronic administration and information and communication technologies;
- Form operational and professional working teams, as temporary bodies, in case of need; and
- Submit a report on all the above, at least once a year, to the government of Montenegro.

Public Administration Reform Council

In the area of political coordination within the reform processes, the Public Administration Reform Strategy 2016-2020 defines the competences of the **Public Administration Reform Council** (hereinafter: the Council). The Council was officially established on 29 December 2016 and adopted by the government of Montenegro on March 2021.

The Council is composed of the President of Council, the Prime Minister of Montenegro, the Minister of Public Administration, Digital Society and Media, the Minister of the Interior, the Minister of Finance and Social Welfare, the Minister of Economic Development, the Chief Negotiator for the negotiations on the accession of Montenegro to the European Union, the President of the Union of Municipalities of Montenegro, the Director of the Human Resources Administration, the Director of the Agency for Free Access to Information and Personal Data Protection, two representatives of non-governmental organisations and the Representative of the University of Montenegro.

The establishment of this advisory body is necessary, given the extent and importance of the public administration reform in the forthcoming period. It will be focused on activities carried out by public administration bodies in order to achieve PAR principles, which are the basis of this strategic document.

The key tasks of the Council will be to monitor the implementation of the 2022-2026 Strategy and the Action Plan, as well as other activities related to the public administration reform in Montenegro (consideration of draft regulations, strategic, planning and analytical documents related to the public administration reform, etc.). The Ministry of Public Administration, Digital Society and Media provides professional and administrative support to the work of the Public Administration Reform Council.

National Computer Incident Response Team

On November 2019, and in accordance with the Amendments to the Law on Data Secrecy, the [National Computer Incident Response Team \(CS/CIRT\)](#) was transferred from the Ministry of Public Administration to the National Security Authority, also known as the Directorate for the Protection of Classified Information.

The CIRT is the central body for the coordination, prevention and protection against internet security incidents and other security risks to information systems for the territory of Montenegro. In accordance with its responsibilities, the CIRT acts:

- In a proactive manner - through education, by raising awareness and providing useful information and advice on internet security, and
- In a reactive manner - through analysis and by conducting detailed investigations in case of online incidents at the national level.

In addition to this, the CIRT carries out activities to establish and promote partnerships both at the national (with relevant authorities, private sector partners, and the academic community) and international level, in order to respond to cyber threats in a better and more efficient manner.

Ministry of the Interior

The [Ministry of the Interior](#) is a registered qualified service provider; it established a qualified certification body to provide electronic qualified trust services -[TrustME](#).

TrustME provides services such as issuing digital certificates for qualified electronic signatures and digital certificates as means of electronic identification, in accordance with the Law on Electronic Identification and Electronic Signature.

Personal Data Protection Agency

The [Agency for Personal Data Protection and Free Access to Information](#) acts as the supervisory body pursuant to the Law on Personal Data Protection. In carrying out the tasks within its scope, the Agency is independent. The Agency has the status of a legal entity.

It is within the competence of the Agency to carry out administrative and professional tasks related to the protection of personal data.

The other tasks include:

- Supervising the implementation of personal data protection in accordance with this law;
- Defining the requirements for the protection of rights;
- Giving opinions on the application of this law;
- Approving the establishment of personal data collection;
- Giving an opinion in case of suspicion whether a particular set of personal data may be considered a collection under the applicable law;
- Monitoring the implementation of organisational and technical measures for the protection of personal data and suggesting improvements thereto;
- Offering suggestions and recommendations for improving the protection of personal data;
- Giving an opinion on whether a particular way of processing personal data violates any personal rights and freedoms;
- Cooperating with the authorities in charge of overseeing the protection of personal data in other countries;

- Cooperating with the competent State authorities in the process of drafting regulations related to the protection of personal data;
- Proposing to assess the constitutionality of laws or the constitutionality and legality of other regulations and general acts concerning the processing of personal data; and
- Performing other activities in accordance with this Law (Article 50 of the Law on Personal Data Protection, Official Gazette of Montenegro No. 79/08 and No. 70/09).

Ministry of Economic Development

The Department for Regional Trade Cooperation and Market Access in Services, established within the Directorate for Trade Cooperation and Economic Foreign Relations of the **Ministry of Economic Development**, is in charge of establishing a single point of contact for services that will function in accordance with the Law on Electronic Administration. In accordance with this, the electronic point of contact will be the **National eGovernment Portal**, managed by the Ministry of Public Administration, Digital Society and Media.

Moreover, the Ministry of Economic Development is in charge of telecommunications development.

Ministry of Health

The **Ministry of Health** is in charge of:

- Managing, implementing, improving, operating, designing and planning the Integrated Health Information System in accordance with the defined standards;
- Establishing a logical organisation of business processes, data, software applications and IT infrastructure so that they meet the integration and standardisation needs for an Integrated Health Information System, and giving consent for the development and implementation of information systems that work with it;
- Supervising over the use of established standards, data models, use of common coders and parameters for exchanging and unifying data;
- Establishing a health system interoperability framework on which the Integrated Health Information System is based, as well as health system registers and records;
- Planning, developing and improving the eHealth system in Montenegro;
- Monitoring the use of the Integrated Health Information System and eHealth while planning, evaluating and designing opportunities for developing new parts of these systems, or improving existing ones, monitoring trends and introducing new eServices for citizens;
- Taking part in the drafting of laws and by-laws focused on ICT applications in the health system of Montenegro; and
- Taking part in the international cooperation focused on ICT applications in the health system of Montenegro and the field of eHealth.

Ministry of Justice, Human and Minority Rights

The **Ministry of Justice, Human and Minority Rights** is responsible for monitoring the implementation process of the Strategy for the Development of the Justice System Information and Communication Technology 2021-2023, with the aim of establishing a unified Justice Information System and introducing a centralised management of a unified Justice Information System, in cooperation and synergy with all ICT departments of the judicial institutions in the country.

The Ministry is also in charge of providing the conditions for constant planned improvement and development of all subsystems of the Justice Information System and their interoperability.

Statistical office of Montenegro – MONSTAT

The **Montenegro Directorate for Statistics - MONSTAT** is the official body for producing official statistics. MONSTAT's role as a provider of official statistics in the Montenegrin statistical system has been recognised nationally and internationally.

As a statistical leader, MONSTAT is obliged to perform data collection, processing and dissemination of Montenegrin statistics in an independent, transparent and highly professional manner.

Electronic Communications Agency

The **Electronic Communications and Postal Services Agency** (hereinafter referred to as the Agency) was established on 8 March 2001 as an independent regulatory body in the field of electronic communications and postal services. The basic tasks that the Agency carries out in terms of sectoral regulation procedures are: providing a safe and predictable environment for operators and their significant investments, laying the groundwork for the implementation and development of new technologies across Montenegro and encouraging the rational use of limited resources (radio-frequency and numbering/address), encouraging competition to prevent market distortions among operators, resolving disputes between operators, and ensuring the continuous improvement of consumer protection interests. The Agency is not required to seek instructions from governmental and other bodies and organisations or other persons in carrying out regulatory and other tasks.

Montenegro Post – Registration Certification Authority

The **Montenegro Post Certifying Body** issues the following types of electronic certificates:

- Qualified digital certificate for advanced electronic signature issued on a token;
- Qualified digital certification for electronic signature; and
- Qualified digital certificate for SSL servers.

5.1.4 Support

No responsible organisations have been reported to date.

5.1.5 Interoperability coordination

Ministry of Public Administration, Digital Society and Media

The governmental body in charge of interoperability activities in Montenegro is the **Ministry of Public Administration, Digital Society and Media**.

5.1.6 Base registry coordination

Metaregistry

The department for eGovernment development in the **Ministry of Public Administration, Digital Society and Media** is the central government body in charge of the Metaregistry. The Metaregistry contains the records of all registries in the institutions that provide eRegistries according to the Law of Electronic Administration. The Ministry of Public Administration, Digital Society and Media formed an inter-department expert team for the interoperability of registers, which coordinates the activities related to electronic data exchange and significantly improved the cooperation of bodies developing eGovernment in order to rationally use resources and interoperability.

5.1.7 Audit

State Audit Office

The **State Audit Institution** is a supreme control body being tasked with auditing the budgets of State property, local government units, funds, the Central Bank of Montenegro and all other legal entities that the State holds ownership in.

The Institution independently determines the audited entities and well as the content, volume and type of audit. Once a year, the Institution is obliged to audit the annual balance sheet of the Republic of Montenegro.

The State Audit Institution supervises the regularity, parsimony, efficacy and efficiency of budget expenditures and State property management.

5.1.8 Data Protection

Personal Data Protection Agency

The **Personal Data Protection Agency** is the supervisory authority pursuant to the Law on Personal Data Protection. In performing the task within its scope, the Agency is autonomous and independent. The Agency has the status of a legal person.

The competences of the Agency include performing administrative and technical tasks in the area of personal data protection.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

No responsible organisations have been reported to date.

5.2.2 Coordination

Ministry of Public Administration, Digital Society and Media

The **Ministry of Public Administration, Digital Society and Media** performs administrative tasks related to the monitoring and coordination of information-communication technologies (ICT) at the State and local level.

Union of Municipalities of Montenegro

The **Union of Municipalities of Montenegro** is a national association of local communities for the territory of Montenegro, in which local self-government units voluntarily join for an indefinite period of time.

The mission of the Union of Municipalities of Montenegro is to work on the development and improvement of local self-government, more efficient performance of their competencies in the interest of the local population, and the protection and realisation of common interests of members through the representation of jointly determined interests of its members before State bodies and international organisations.

5.2.3 Implementation

No responsible organisations have been reported to date.

5.2.4 Support

No responsible organisations have been reported to date.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

No responsible organisations have been reported to date.

5.2.8 Data Protection

No responsible organisations have been reported to date.



6

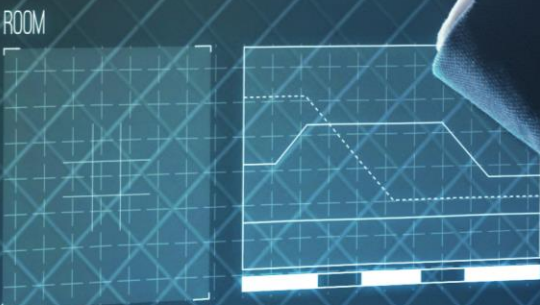
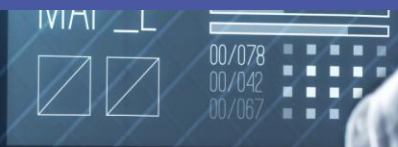
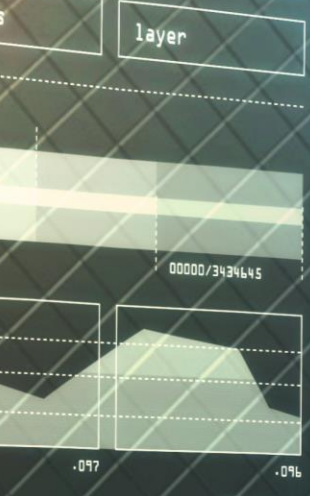
Digital Public Administration Infrastructure

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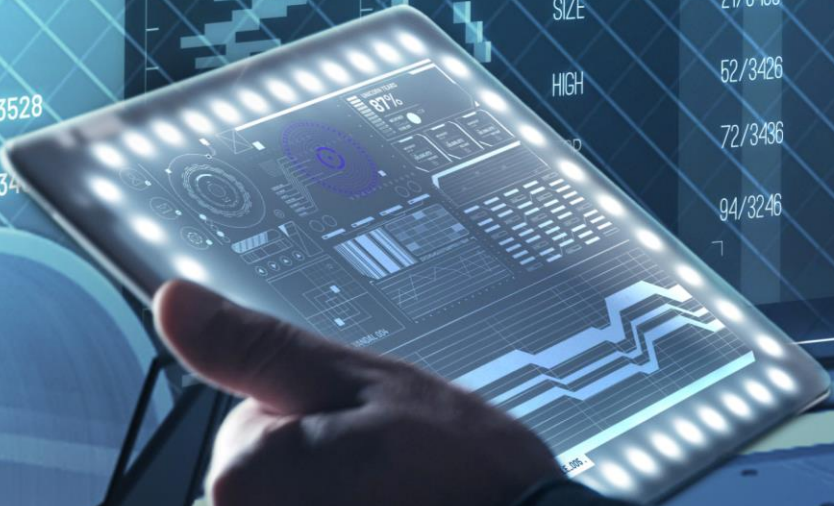
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	72/3436
	94/3246

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53.25534



6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

eGovernment Portal

The Montenegrin eGovernment Portal groups together various services for individuals, businesses and public administrations. These relate to, for example, health, tourism, finance, education and public procurement. In 2021, with the development of the new government and Ministry website, the new eGovernment portal, and the new fully-digitised enhanced eServices, the range of what citizens can do online should increase.

The eGovernment Portal also allows citizens to actively participate in the drafting of laws and policy documents, by expressing their opinions and attitudes in the public debate.

Citizens' Voice ePetition

The citizens of Montenegro can submit petitions for initiatives within the competence of the government of Montenegro.

Open Data Portal

The aim of the Open Data Portal is to allow searching, linking, retrieving and using public data for commercial and non-commercial purposes through a common catalogue of metadata. Since June 2020, the open data portal has been integrated with the European open data portal.

Business eLicences

On the eGovernment Portal, which represents the central point for State administration bodies to provide electronic services, electronic services for business licensing (eLicence) have been created in order to transparently inform concerned persons about all administrative procedures for obtaining and renewing licences for performing economic activity, with the possibility of submitting online requests for individual licenses.

eLicences are part of the project 'Establishment of the Single Point of Contact for Services through IPA II 2016'.

Government web portal

The Web Portal of the Government of Montenegro includes internet descriptions of the government, the General Secretariat of the government, the Prime Minister, the Deputy Prime Minister, ministries, the administrative bodies within the ministries, as well as the independent administrative bodies. The new Government and Ministry website was launched in April 2021.

ESV

The government's Electronic Session project started in 2009, and the first electronic session was held on 18 February 2010. The goal of the project was to optimise government processes by transitioning from conventional to electronic means. This resulted in the government of Montenegro having high quality and efficient internal processes. Project beneficiaries included members of the government, commissions

and councils, as well as representatives of ministries in charge of preparing materials for sessions.

The project achieved the following goals: more efficient preparation of the participants of the sessions, more efficient distribution of materials for government, commissions and councils sessions, efficient distribution of the materials by the government and its commissions and councils, possibility of easily viewing all relevant data and materials required for the participants of the sessions, faster communication among participants in different stages of material processing and reduction of administrative costs.

eDMS

The Electronic Document Management System (eDMS) is intended for electronic office operations, which imply the proper recording and electronic archiving of documentation that arises in business administration processes, as well as document management and business procedures.

The eDMS provides greater efficiency in resolving issues and implementing business processes, in accordance with applicable regulations. By integrating with other software solutions applied in eGovernment, the eDMS builds a functional information base for the development of new electronic services.

eTax

Through the [ePrijava Portal](#), taxpayers can submit tax returns electronically for the purpose of faster process implementation. Moreover, this solution provides for easier access to data and forms for all necessary procedures for businesses and citizens.

eHealth

This portal enables the use and provision of information for businesses and citizens on electronic services in the health system of Montenegro.

Access to the portal is possible [online](#) or via the mobile application ([eZdravlje.me](#)). Registration is done by entering the health card number (the ten-digit number registered on the first page of the health card) and the PIN code.

eCadastre

The Real Estate Administration within the Land Administration and Management Authority implements an information system that enables all users to quickly and efficiently view cadastral records data in accordance with legal regulations.

Education Information System of Montenegro

The Education Information System of Montenegro (MEIS) started on 13 February 2004. It appeared as a need for the integration of new and smaller projects, such as projects to foster the logical and physical architecture of the education information system and the Montenegrin Education Network, as a kind of upgrade of the main project. This portal offers the possibility of enrolling children in primary and secondary schools as well as enrolment in preschool education. Students also have an insight into their grades through this system.

My Personal Case History Portal

Through this [Portal](#), civil servants can have access to all their data contained in the personal file. This portal enables communication with the person in charge of personnel affairs in the State body.

Additionally, the portal includes the overview of all planned trainings in the calendar period, facilitating the application process for their attendance, and providing quick and easy registration. The goal of this portal is also to be an up-to-date Central Personnel Record.

COVID Response Portal

The **official portal** of the government of Montenegro and the Council for the fight against COVID-19 was made in cooperation with the Ministry of Health and the Ministry of Public Administration, Digital Society and Media. On this portal, Montenegrin citizens can view all current measures related to COVID-19 and apply for vaccination. The Portal provides timely and accurate information regarding the coronavirus, the immunisation of citizens and activities in the fight against COVID-19.

6.1.2 Subnational Portals

System48

Some local governments have also developed a special platform, System48, which is a service for citizens where they can easily report utility problems as well as other problems under the scope of local government and local public enterprises. With the help of this platform, citizens can easily submit their requests to local government bodies (including a description of the issue, its classification, pictures, etc.), and monitor the implementation or resolution of these requests by the local government. System48 was introduced in the municipalities of **Podgorica**, **Kotor**, **Herseg Novi** and **Tivat**. Citizens benefit from the ability to report problems in one place, available 24 hours every day, as well as the ability to monitor the status of the problem by the local government.

6.2 Networks

Broadband

In 2020, work began on drafting the project 'Development of Infrastructure for Broadband Internet Access in Montenegro'. The goal of the project is to ensure the construction of adequate infrastructure for fast and secure internet access to all households, businesses, educational institutions and health care institutions, in order to support the digital transformation of the Montenegrin society and economy. According to the measurements published by the company Cable.co.uk, the average speed of internet access in Montenegro is 25.07 Mb/s (for a sample of 20,245 measurements), ranking Montenegro in 63rd place.

Network of State Bodies

The Ministry manages the network of State bodies. The integration of different information systems is becoming increasingly more complex and translates into higher requirements in terms of network quality.

Data Centre

The Ministry manages the data centre, where a large number of servers and relevant equipment is installed. It is used for the needs of the information infrastructure of State bodies and management bodies.

PKI system – Internal CA

The Ministry manages the infrastructure of public keys (GOV.ME-PKI) for internal government needs. GOV.ME-PKI includes a certification body with a self-signed certificate for the purpose of providing certification services. Certificates are issued to government officials of the Ministry as well as to other officials in the State administration.

Active Directory

The Active Directory (AD) is a service that manages user accounts and resources on behalf of State bodies, i.e. on the domain isu.gov.me. The Domain isu.gov.me complies with the defined rules for all categories of users, thereby achieving uniformity, more efficient monitoring, and increased security.

Private Cloud system

The Private Cloud System is available to all public administration bodies via the Self-Service Portal and a virtual server environment, consistently with the applicable requirements and necessary licences. Activities have been completed to install and configure hardware and to install network communications equipment. A Private Cloud System Centre is also available.

Trans European Services for Telematics between Administrations

Montenegro uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among EU agencies, institutions and Member States.

6.3 Data Exchange

Unified System for Electronic Data Exchange Between Registries

The Unified System for Electronic Data Exchange Between Registries (JISERP) between State bodies, State administration bodies and other entities recognised by the Law on Electronic Administration, is a significant shared system, established by the Ministry of Public Administration.

Through the JISERP, the following institutions actively exchange data: the Ministry of Finance and Social Welfare, the Ministry of Education, Culture, Science and Sports, the Ministry of the Interior, the Revenue Administration, the Health Insurance Fund and the Capital Podgorica. The Ministry of Justice, Human and Minority Rights has registered exchange registers, but exchanges with them have not yet begun.

Through the JISERP, data are exchanged between registers and information systems: the Central Population Register (CRS), the Register of Education of Montenegro, the Social Card information system, the Central Register of Taxpayers and Insured Persons (CROO) and the Health Insurance Fund information system.

Electronic Mail Service

The government manages the electronic mail service (email) for users in State bodies and management bodies. Emails are routed via the Exchange Server, which is highly integrated in the Active Directory. In addition to the primary receiving/sending feature, it includes address book sharing, calendar, antispam protection, auto backup, web-based mail, and so on.

6.4 eID and Trust Services

National Electronic Identification System

The Ministry of Public Administration, Digital Society and Media is the State administration authority responsible for electronic government and electronic business. It initiated the implementation of an information system for electronic identification (NS-EID), which will be used as a 'building block' by all public administration bodies. The electronic identification portal aims to provide the conditions for a secure and reliable application to the public administration information systems in one single place.

The information system allows for electronic identification, authentication and authorisation of users when using electronic services at the national level.

Electronic identification should be possible with different identifiers - i.e. domestic and foreign users - as well as using the certification services of different service providers registered in Montenegro.

The electronic identification system was put in place with the [Law on Electronic Administration](#).

ID Card

In 2020, the [ID Card](#) was put into operation, enabling insured persons to use the new ID card as a health card.

Additionally, citizens who have already received a new electronic ID card on the website of the Ministry of the Interior will be able to use some of the electronic services that the Ministry of the Interior plans to improve and develop new ones.

6.5 eProcurement

Electronic Procurement System in Montenegro

Currently, the initial implementation phase of the [Electronic Public Procurement System in Montenegro](#) is in progress.

With the introduction of electronic procurement, the electronic means of communication in public procurement procedures will be applied in a comprehensive way, as a substitute for procedures based on paper documents.

An important segment in the development of eGovernment is the establishment of an Electronic Public Procurement System. The system is a means to improve the efficiency of the goods, services and labour procurement process while achieving savings in the public sector.

eProcurement involves the introduction of electronic processes in support of the various phases of the procurement process and consists of the following modules: pre-awarding procedures (eAnnouncements, eTender documentation, eSubmission, eReview and evaluation offers, eAwarding of public procurement) and post-awarding procedures (eOrders, eInvoices and ePayments).

Parallel to the above-mentioned modules, eProcurement is completed with various mechanisms and tools. One of them is an eCatalogue, which implies an electronic bid form for certain types of procedures. eAuctions is a mechanism by which the eProcurement process can be completed (open, restricted, negotiated procedure with the publication of procurement notices and a competitive request for procurement).

eInvoice

The Ministry of Public Administration, Digital Society and Media, in cooperation with the Ministry of Finance and Social Welfare, worked on the development of the eInvoice platform, which aims to enable small businesses and entrepreneurs to enter the process of electronic accounting and digitalisation in a simple manner and free of charge. This platform will provide all small and medium-sized enterprises, which express interest, with accounting of their invoices without additional costs, a system of records on issued invoices and monitoring of their business operations, in accordance with the [Law on Accounting in Trade in Products and Services](#) (Official Gazette of Montenegro, No. 8/2021 of 26 January 2021).

6.6 ePayment

National System for Administrative Fees Payment

The Ministry of Public Administration, Digital Society and Media cooperates with the Ministry of Finance and Social Welfare in the *Nacionalni Sistem-Naplata administrativnih taksti* (NS-NAT), the competent body implementing the information system for the collection of administrative fees. The NS-NAT system will enable in-person payment to State administration bodies and local self-government bodies via the card, as well as the payment of fees electronically on the electronic services web portal.

The solution supports financial transactions that involve the classification of payments within a single transaction and the mechanism of multiple authentication (multiple signature) of the transaction as well as the fee charged by the card user.

The basic goals of the system are: to enable monitoring and easy checking of all transactions related to the collection of administrative and court fees; to reduce the number of abuses occurring in this part of the payment system; to enable payment by electronic money, regardless of commission costs, the provider or user of the service, and so on.

The electronic payment for services provided by State authorities will be available for the first time, which is not the case now as users only have the in-person payment option. The implementation of this system has begun with the [Law on Electronic Administration](#).

6.7 Knowledge Management

No particular infrastructure in this field has been reported to date.

6.8 Cross-border platforms

Electronic Data Exchange Protocol Between the Customs Administrations of Montenegro, the Republic of Serbia and the Republic of Albania

The Protocol establishes a minimum set of customs declarations data to be exchanged electronically between the contracting parties, specifically for exports, transit and empty road transport vehicles. The protocol has been operating successfully.

6.9 Base registries

METAREGISTRY

The Ministry of Public Administration, Digital Society and Media established the Unified System for Electronic Data Exchange between registries based on a main register of registers (METAREGISTRY). METAREGISTAR MPA stores the information concerning all registries and manages the data stored in all such registries.

JISERP

Base registries are connected through the [Unified Information System for Electronic Data Exchange \(JISERP\)](#) in order to exchange data.

In 2020 the exchange of data between institutions took place between the following registers, in different directions: the Central Register of Population (CRS), the Register of Beneficiaries of Material Benefits, the Register of Education of Montenegro, the Central Register of Taxpayers and Insured Persons, and the Register of Health Fund Insured Persons. The following registers have also been registered on the Unified System for Electronic Data Exchange (JISERP): the Central Register of Business

Entities, the Register of Criminal Records of Natural Persons, the Register of Criminal Records of Legal Entities, the Juvenile Criminal Records. Among them no exchanges are occurring yet, although all the conditions on the part of the system are met. Therefore, in the coming period a significant flow of data is expected from the above registers. Also, last year the system has been enhanced with functional monitoring.

6.10 Emerging Technologies

No particular infrastructure in this field has been reported to date.



7

Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. **Your Europe** is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- **Travel** (e.g. Documents needed for travelling in Europe);
- **Work and retirement** (e.g. Unemployment and Benefits);
- **Vehicles** (e.g. Registration);
- **Residence formalities** (e.g. Elections abroad);
- **Education and youth** (e.g. Researchers);
- **Health** (e.g. Medical Treatment abroad);
- **Family** (e.g. Couples);
- **Consumers** (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- **Running a business** (e.g. Developing a business);
- **Taxation** (e.g. Business tax);
- **Selling in the EU** (e.g. Public contracts);
- **Human Resources** (e.g. Employment contracts);
- **Product requirements** (e.g. Standards);
- **Financing and Funding** (e.g. Accounting);
- **Dealing with Customers** (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Milica Vucinic and Mirjana Begovic (Ministry of Public Administration, Digital Society and Media).



The Digital Public Administration factsheets are prepared for the European Commission by [Wavestone](#).

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the [Digital Europe Programme](#).

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