

ANNEX 1: TABLE OVERVIEW OF THE IMPLEMENTATION OF THE ACTION PLAN

Report: Semi-annual report on the implementation of the Strategic Framework Action plan for Public Administration Reform in BiH 2018-2027

Reporting period: January 1st. - June 30th, 2024.

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AREA 1 – POLICY DEVELOPMENT AND COORDINATION

OBJECTIVE: Strengthening coherence, participation, efficiency, control and transparency in the development management system and the decision-making process in public administration

TARGET INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1.	<i>Information about laws and regulations (% of those who indicate full confidence and indicate confidence)</i>	43,00	60,00	43
2.	<i>Government effectiveness (Percentile rank)</i>	35,71	42,00	12,74
3.	<i>Regulatory Quality (Percentile Rank)</i>	48,57	56,00	45,75

MEASURE 1.1:

Strengthening the capacity of decision-makers at administrative levels in Bosnia and Herzegovina for the development of a competent and consistent decision-making system at all administrative levels

MEASURE INDICATORS		INDICATOR VALUES			
		BASELINE	TARGET	CURRENT	
1. The number of administrative levels that have established a legal and institutional framework for coordinating the content of policy proposals that are referred to decision makers for adoption Points	<i>Bosnia and Herzegovina</i>	0/1	4/4	0/4	
	<i>Institutions of BiH</i>	0/1	1/1	0/1	
	<i>FBiH</i>	0/1	1/1	0/1	
	<i>RS</i>	0/1	1/1	0/1	
	<i>BD BiH</i>	0/1	1/1	0/1	
2.	Consistency of government centers in setting and implementing procedures (points) – SIGMA	<i>Bosnia and Herzegovina</i>	1/4	4/4	2/4

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Points	<i>Institutions of BiH</i>	1/4	4/4	2/4
	<i>FBiH</i>	1/4	4/4	3/4
	<i>RS</i>	1/4	4/4	1/4
	<i>BD BiH</i>	1/4	4/4	3/4

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ACTIVITY 1.1.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Establish/improve the function of coordinating the content of policy proposals at all administrative levels:		BiH Council of Ministers, FBiH Government, RS Government, BD BiH Government					Iq2027.				
	- Develop an analysis of legal frameworks regarding the establishment/improvement of the function of coordinating the content of policy proposals and making recommendations in accordance with SIGMA principles		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	- Based on the recommendations from the analysis, provide support for the development of new or improvement of existing legal frameworks for the coordination of the content of policy proposals		INDICATORS		INDICATOR VALUES:			<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	An analysis with recommendations is made				BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
					TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
					CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
	Legal frameworks for coordinating the content of policy proposals are established i.e., improved				BASELINE	<i>ne</i>	<i>ne</i>	<i>ne</i>	<i>ne</i>	<i>ne</i>	<i>ne</i>	
					TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
					CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement	In the reporting period, there was no progress in the implementation of activities. The realization of this activity is planned through the EU project for the public administration reform of Bosnia and Herzegovina (EU4PAR), which is being implemented. The project is financed from IPA II funds. The project team started activities on the preparation of an analytical report and recommendations for improving the quality control function and coordination of policy proposals.											
Risks/Problems	Level of BiH institutions: Undetermined resources and capacities. Reform management. EU integration.											
Next steps	Level of BiH institutions: Confirm the audit of activities as part of the audit of the Action plan. Compose an implementation team from the competent institutions and issue a plan for the implementation of the steps for the implementation of the activities, and with the support of the EU4PAR project, implement the steps foreseen for the year 2024.											

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ACTIVITY 1.1.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop and implement a training plan to implement the function of coordinating the content of policy proposals at all administrative levels		BiH Civil Service Agency, FBiH Civil Service Agency, Republika Srpska Civil Service Agency, the HR Sub-Division of Brčko District of Bosnia and Herzegovina					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
			Degree of the training plan implementation					Inst.BiH	FBiH	RS	BD	BiH
							BASELINE	0%	0%	0%	0%	0%
							TARGET	90%	90%	90%	90%	90%
							CURRENT	0%	0%	0%	0%	0%
Description of achievement	In the reporting period, there was no progress in the implementation of this activity, because the preconditions for its realization were not created. The implementation of this activity is related to the implementation of activity 1.1.1.											
Risks/Problems	Untimely implementation of activity 1.1.1., without the implementation of which there is no basis for creating and implementing a training plan. Undetermined resources and capacities. EU integration.											
Next steps	Confirm the revision of activities as part of the revision of the Action plan, and with the support of the EU4PAR project and the Civil Service Agency, develop a sustainable and embeddable modular training program by implementing the previous steps of activities of needs analysis, trainer training and similar.											

MEASURE 1.2:

Improvement of the system of strategic, medium-term and annual planning in Bosnia and Herzegovina at every administrative level through inter-institutional cooperation and compliance with the budgeting process and available public financial resources and the requirements of European integration, respecting the constitutional and legal structure of Bosnia and Herzegovina

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Adequacy of the legal framework for policy planning at each administrative level - SIGMA	<i>Bosnia and Herzegovina</i>	<i>3/7</i>	<i>7/7</i>	<i>6/7</i>
	<i>Institutions of BiH</i>	<i>3/7</i>	<i>7/7</i>	<i>4/7</i>
	<i>FBiH</i>	<i>3/7</i>	<i>7/7</i>	<i>7/7</i>
	<i>RS</i>	<i>3/7</i>	<i>7/7</i>	<i>6/7</i>
	<i>BD BiH</i>	<i>3/7</i>	<i>7/7</i>	<i>7/7</i>
2. The legal framework at each administrative level enables proper monitoring and reporting - SIGMA	<i>Bosnia and Herzegovina</i>	<i>3/8</i>	<i>8/8</i>	<i>4/8</i>
	<i>Institutions of BiH</i>	<i>3/8</i>	<i>8/8</i>	<i>3/8</i>
	<i>FBiH</i>	<i>3/8</i>	<i>8/8</i>	<i>4/8</i>
	<i>RS</i>	<i>3/8</i>	<i>8/8</i>	<i>5/8</i>
	<i>BD BiH</i>	<i>3/8</i>	<i>8/8</i>	<i>4/8</i>

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ACTIVITY 1.2.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:	
	Adopt/improve the legal framework for strategic, medium-term and annual planning, monitoring and reporting at all administrative levels in BiH -		Ministry of Justice of BiH, Directorate for Economic Planning of BiH, Ministry of Finance and Treasury of BiH, General Secretariat of the Council of Ministers of BiH, Federal Ministry of Justice, Federal Institute for Development Programming, Ministry of Administration and Local Self-Government of the Republika Srpska, General Secretariat of the Government of the Republika Srpska, Secretariat of the Government of Brčko District Bosnia and Herzegovina					IIq2026.	
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●
			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	An analysis with recommendations is made		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
			CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	Legal frameworks are established i.e., improved		BASELINE	<i>0/1</i>	<i>1/1</i>	<i>0/1</i>	<i>0/1</i>	<i>1/4</i>	
			TARGET	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>4/4</i>	
			CURRENT	<i>0/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>3/4</i>	
Quality of reporting documents - SIGMA		BASELINE	<i>0/12</i>	<i>0/12</i>	<i>0/12</i>	<i>0/12</i>	<i>0/12</i>		
		TARGET	<i>5/12</i>	<i>5/12</i>	<i>5/12</i>	<i>5/12</i>	<i>5/12</i>		
		CURRENT	<i>0/12</i>	<i>2/12</i>	<i>0/12</i>	<i>2/12</i>	<i>1/12</i>		
Public availability of government reports - SIGMA		BASELINE	<i>3/5</i>	<i>3/5</i>	<i>3/5</i>	<i>3/5</i>	<i>3/5</i>		
		TARGET	<i>4/5</i>	<i>4/5</i>	<i>4/5</i>	<i>4/5</i>	<i>4/5</i>		
		CURRENT	<i>1/5</i>	<i>1/5</i>	<i>1/5</i>	<i>0/5</i>	<i>1/5</i>		
Description of achievement	On May 20, 2024, at its 49th session at the level of BiH institutions, the Council of Ministers adopted the Decision on the procedure for medium-term planning, monitoring and reporting in the institutions of Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina", number 48/24). Within the framework of the EU project for the public administration reform of Bosnia and Herzegovina, activities have been launched that will analyze and revise the existing legal framework for strategic planning in order to develop a long-term methodology, as well as the revision								

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	<p>of the legal framework for medium-term and annual planning, monitoring and reporting. The plan is to unify mid-term and annual planning in the first phase, which initiative will be led by the Ministry of Finance and Treasury of BiH in cooperation with the Ministry of Justice of BiH, the Directorate for Economic Planning of BiH and the General Secretariat of the Council of Ministers of BiH.</p> <p>There was no progress on the creation of a legal framework for long-term, that is, sectoral planning. Information on the implementation of activities in the reporting period were not submitted for the Federation of BiH and Brčko District of BiH. In the Republika Srpska, there were no changes in the reporting period compared to the previous reporting period.</p>
<p>Risks/Problems</p>	<p>Level of BiH institutions:</p> <p>Non-compliance with the Decision regulating the annual work planning in BiH institutions.</p> <p>Lack of resources (budget adoption and capacity to carry out activities).</p> <p>Political instability required for regulation.</p> <p>Multi-institutional cooperation.</p>
<p>Next steps</p>	<p>Level of BiH institutions:</p> <p>Harmonization of the regulation on annual planning with the new regulation on medium-term planning of work in BiH institutions.</p> <p>Implement the initiative of analysis and revision of the existing legal framework of strategic planning.</p> <p>Confirm the proposal for the revision of the Action plan and, with the support of the EU4PAR project, implement the steps to realize the activities.</p>

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ACTIVITY 1.2.2	<p>ACTIVITY:</p> <p>Train institutions for the process of planning, monitoring and reporting - develop a training program and plan, implement a training program, assess the degree of maturity at the end of the period.</p>	<p>RESPONSIBLE INSTITUTIONS:</p> <p>BiH Civil Service Agency, FBiH Civil Service Agency, Republika Srpska Civil Service Agency, the HR Sub-Division of Brčko District of Bosnia and Herzegovina</p>	<p>IMPLEMENTATION DEADLINE:</p> <p>IVq2026.</p>				
	<p>ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p>						
	<p>INDICATOR VALUES:</p>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	<p>INDICATORS</p> <p>Degree of maturity of institutions for the planning, monitoring and reporting processPossible values:</p> <p>Phase 1 - establishment (launch and ad hoc); Phase 2 - the functions are performed (structure and proactivity); Phase 3 - managed (focused management); Phase 4 - optimisation and improvement</p> <p>BLV: Phase 1 - establishment (cumulative for all levels - mean)</p> <p>TV: Phase 2 - the functions are performed</p>	<p>BASELINE</p> <p>TARGET</p> <p>CURRENT</p>	<p>1.phase</p> <p>2.phase</p> <p>1.phase</p>	<p>1.phase</p> <p>2.phase</p> <p>2.phase</p>	<p>1.phase</p> <p>2.phase</p> <p>2.phase</p>	<p>1.phase</p> <p>2.phase</p> <p>2.phase</p>	<p>1.phase</p> <p>2.phase</p> <p>1.phase</p>
<p>Description of achievement</p>	<p>At the level of BiH institutions, trainings were implemented on the following topics: 1. Strategic planning and reporting (for managerial civil servants); 2. Creation of the Annual Work Program and Report on the Work of the Institutions of Bosnia and Herzegovina (webinar); 3. Strategic planning (e-course) available on the Learning Management System.</p> <p>In FBiH, a two-day training was organized for 26 participants on the topic: "Practical application of the Law on Development Planning and Development Management in the Federation of BiH". Also, a two-day training was organized for 24 participants on the topic: "Development of the program budget in the Federation of Bosnia and Herzegovina".</p> <p>On June 4th and 5th, 2024, in Dobož, in the Republika Srpska the ninth meeting of the Network of Practitioners for Strategic Planning was held, which consists of representatives of all ministries of the Republika Srpska. Experiences in this field were exchanged, and special emphasis was given to mid-term and annual planning, creation of strategies and indicators, reporting and evaluation of strategic documents. The meeting was held with the support of UNDP.</p> <p>Data for the reporting period have not been submitted for the Brčko District of BiH.</p>						

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<p>Risks/Problems</p>	<p>Level of BiH institutions: Willingness to attend training and target audience. Analytical capacities, resources and recognition of the function in institutions. Practitioner network and system monitoring function establishment. EU integration.</p>
<p>Next steps</p>	<p>Level of BiH institutions: A meeting of competent institutions for the function of planning, monitoring and management in order to achieve a plan on the development of human resources for the function of management. Realization of the CSA BiH training plan and program on the mentioned topic.</p>

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ACTIVITY 1.2.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Adopt/improve the methodology for long-term/sectoral planning at all administrative levels in BiH		BiH Directorate for Economic Planning, Federal Institute for Development Programming, Secretariat general of the Republika Srpska Government, Secretariat for Legislation of the Republika Srpska Government , Secretariat of the Government of the Brčko District					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS									
		INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
		Document adopted					BASELINE	0/1	1/1	0/1	0/1	1/4
							TARGET	1/1	1/1	1/1	1/1	4/4
							CURRENT	0/1	1/1	1/1	1/1	3/4
Description of achievement	At the level of BiH institutions, there was no progress in the reporting period.											
Risks/Problems	/											
Next steps	/											

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ACTIVITY 1.2.4	ACTIVITY: Adopt/improve the IT support for planning, monitoring and reporting at all administrative levels in BiH.		RESPONSIBLE INSTITUTIONS: <i>BiH Ministry of Finance and Treasury, Secretariat General of the BiH Council of Ministers, BiH Directorate for Economic Planning, Federal Institute for Development Programming, Secretariat General of the FBiH Government, Secretariat General of the Republika Srpska Government, Secretariat of the Brčko District Government, Brčko District Finance Directorate</i>					IMPLEMENTATION DEADLINE: IVq2026.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Operational information system		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievement	Information on the implementation of activities at the level of BiH institutions, in the Federation of BiH, Republika Srpska and Brčko District of BiH were not submitted for the reporting period, and there was no change in the value of the indicator.											
Risks/Problems	/											
Next steps	/											

MEASURE 1.3:

Strengthening the evidence-based decision-making system and enhancing analytical capacities at all administrative levels through improved application of analytical tools for decision-making based on arguments and evidence

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Percentage of draft laws, by laws, public policies and regulations that have undergone the regulatory impact assessment	Bosnia and Herzegovina	n/a	50%	0%
	<i>Institutions of BiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
	<i>FBiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
	<i>RS</i>	<i>n/a</i>	<i>50%</i>	<i>77%</i>
	<i>BD BiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
2. Use of RIA – SIGMA	Bosnia and Herzegovina	0/3	2/3	1/3
	<i>Institutions of BiH</i>	<i>0/3</i>	<i>2/3</i>	<i>1/3</i>
	<i>FBiH</i>	<i>0/3</i>	<i>2/3</i>	<i>1/3</i>
	<i>RS</i>	<i>0/3</i>	<i>2/3</i>	<i>1/3</i>
	<i>BD BiH</i>	<i>0/3</i>	<i>2/3</i>	<i>1/3</i>

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ACTIVITY 1.3.1	<p>ACTIVITY:</p> <p>Establish a mechanism for collecting, recording and submitting data on:</p> <ul style="list-style-type: none"> - the number of legal acts submitted to decision makers for consideration (the BiH Council of Ministers / FBiH Government / Government of Republika Srpska / Government of Brčko District of BiH) along with underpinning RIA developed in line with the procedures; - the total number of legal acts submitted to decision makers for consideration (the BiH Council of Ministers / FBiH Government / Government of Republika Srpska / Government of Brčko District of BiH) - note: this number refers only to the legal acts submitted for the first time Legal acts that have been sent back for revision and resubmitted for consideration, regardless of the incidence rate, shall be counted as one. 		<p>RESPONSIBLE INSTITUTIONS:</p> <p>Secretariat General of the BiH Council of Ministers, Ministry of Economy and Entrepreneurship of the Republika Srpska, Secretariat General of the FBiH Government, Secretariat of the Government of the Brčko District</p>					<p>IMPLEMENTATION DEADLINE:</p> <p>Iq2026. + continuously until the end of 2027.</p>				
			<p>ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p>			●	●	●	●	●		
			<p style="text-align: center;">INDICATOR VALUES:</p>			<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
			INDICATORS	Data for determining the value of indicators at the level of Measure 3 are available	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
		CURRENT		<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievement		<p>To determine the value of the indicator in question, data for the entire calendar year is taken into account, so that there was no change in the value of this indicator.</p> <p>In the Republika Srpska, all laws, except for laws under urgent procedure, have been prepared with a regulatory impact assessment (RIA) and the opinion of the control body on the RIA is given. A total of 17 laws were considered and RIA was prepared for all of them and the opinion of the control body was given. Within the reporting period, 12 laws were considered under an urgent procedure and, in accordance with the Decision on the assessment of the impact of regulations ("Official Gazette of the Republika Srpska", number 08/23), the methodology of assessing the impact of regulations is not applied to them. In the reporting period, the methodology for assessing the impact of regulations was implemented on 16 by-laws (regulations and ordinances that elaborate formalities).</p>										
Risks/Problems		/										
Next steps		Republika Srpska:										

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	Monitoring the implementation of the Decision on RIA in practice.
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ACTIVITY 1.3.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop/improve the methodological framework (methodology, manual, guidelines) for assessing RIA at each administrative level		BiH Ministry of Justice, FBiH Ministry of Justice, Ministry of Administration and Local Self-Government of the Republika Srpska, Ministry of Economy and Entrepreneurship of the Republika Srpska, Legislative Office of the Brčko District Mayor					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		A set of methodological documents completed		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>yes</i>	<i>yes</i>	<i>no</i>	<i>no</i>		
Description of achievement		<p>At the level of BiH institutions, the subject activity was proposed for the revision of the dynamics of the public administration reform Action plan until 2027. Steps to implement activities in the reporting period due to lack of resources (budget adoption, inactive public administration reform fund) were not taken. As part of the ReSPA mechanism Mobility Scheme, the General Secretariat of the Council of Ministers of BiH, the Office for Legislation of the Council of Ministers of BiH and the Ministry of Justice of BiH conducted a study visit to institutes in Croatia and Slovenia to assess the impact of regulations that will be used to implement activities.</p> <p>In the Federation of Bosnia and Herzegovina, the activity has been completed.</p> <p>In the Republika Srpska, a new methodological manual for assessing the impact of regulations was adopted in March 2024. It was published on the Single Contact Point for Business portal, on the Regulatory Impact Assessment page. In the preparation of the methodological manual, documents of the European Commission were used, such as the Guide for better regulation, the tool set for better regulation, as well as a number of other documents that were adopted in the previous period within this field, both in neighboring countries and by international organizations.</p> <p>During the preparation of the manual, emphasis was also placed on the experience in the application of regulatory impact assessment in the Republika Srpska from the previous period, as well as the experience and scope of the application of regulatory impact assessment in neighboring countries.</p> <p>For the the Brčko District of BiH data have not been submitted in the reporting period.</p>										
Risks/Problems		<p>Level of BiH institutions:</p> <p>Lack of resources.</p>										

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	<p>Political instability.</p> <p>Initiation of the negotiation process for the accession of Bosnia and Herzegovina to the EU and the implementation of the Stabilization and Integration Agreement.</p> <p>Republika Srpska:</p> <p>Migration of personnel who have undergone training on the methodology of assessing the impact of regulations.</p>
<p>Next steps</p>	<p>Level of BiH institutions:</p> <p>Determine a realistic framework for the implementation of activities through the revision of the Action plan for the public administration reform.</p> <p>Identify ways to overcome risks and challenges, and take advantage of opportunities to implement activities.</p> <p>Republika Srpska:</p> <p>Continual familiarization of regulations implementers (through the provision of professional assistance, training) with the existence of an updated methodological manual, which can be of great help in implementing the methodology for assessing the impact of regulations.</p>

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ACTIVITY 1.3.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop rules for the development of public policies and other general acts at all administrative levels in BiH		BiH Ministry of Justice, Secretariat General of the BiH Council of Ministers, Legislative Office of the BiH Council of Ministers, Secretariat General of the FBiH Government, Secretariat General of the RS Government, Secretariat for Legislation of RS Government, Secretariat of Brčko District					1q2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Document adopted		BASELINE		0/1	0/1	0/1	0/1	0/4		
				TARGET		1/1	1/1	1/1	1/1	4/4		
				CURRENT		0/1	0/1	1/1	0/1	0/4		
Description of achievement		At the level of institutions of BiH, the Ministry of Justice of BiH in cooperation with other relevant institutions through the project EU support for the public administration reform of Bosnia and Herzegovina considered the implementation of activities for which it is first necessary to carry out an analysis of the legal framework, make recommendations and implement them accordingly that the legal systems of BiH do not have a certain definition of the term public policy. In Republika Srpska, the activity is completed. Information on the implementation of activities in the reporting period were not submitted for the Federation of BiH and Brčko District of BiH.										
Risks/Problems		Level of BiH institutions: Heterogeneous environment and a large number of institutions. Political instability. Lack of resources. EU integration (Initiation of the negotiation process and implementation of the integration program, as well as the implementation of the Stabilization and Association Agreement).										

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Next steps	<p>Level of BiH institutions:</p> <p>Analyze the risks and take measures to eliminate them, according to which the activity in the Action plan for the public administration reform should be revised with realistic dynamics for implementation through the support of the project EU support for the public administration reform of Bosnia and Herzegovina.</p>
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ACTIVITY 1.3.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	Develop a training plan and organize trainings courses for civil servants conducting RIA and civil servants controlling the completed RIAs	BiH Civil Service Agency, FBiH Civil Service Agency, Republika Srpska Civil Service Agency, the HR Sub-Division of Brčko District of Bosnia and Herzegovina	IVq2026. + continuously until the end of 2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						
	INDICATORS	INDICATOR VALUES:	<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Degree of the training plan implementation	BASELINE	0%	0%	0%	0%	0%
		TARGET	90%	90%	90%	90%	90%
		CURRENT	100%	0%	100%	0%	50%
Description of achievement	<p>Data on planned trainings in the area of regulatory impact assessment were not submitted for the reporting period for the level of institutions of BiH, the Federation of BiH and the Brčko District of BiH. For this reason, the rating of the indicator value is zero for these levels.</p> <p>At the level of BiH institutions, training in impact assessment is part of the training program and catalog of the Civil Service Agency of BiH. The training can also be attended on request as a distance learning module. In the reporting period, one training session was held for 5 participants on the topic: "Assessment of the impact of regulations (e-course). CEF, with the support of the EU, provides, among others, training on the topic of impact assessment. During the reporting period, representatives of the BiH Ministry of Justice attended training on the topic of the Impact Assessment Manual. Representatives of the control institutions of the impact assessment procedure in the reporting period (March 6 and 7 - Slovenia; March 21 and 22 - Croatia) conducted a study visit to the impact assessment systems of Slovenia and Croatia.</p>						

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	<p>In the Federation of Bosnia and Herzegovina, a one-day training was organized for 7 participants on the topic: "Fiscal assessment of regulations and statement of fiscal responsibility". Also, a two-day training was organized for 18 participants on the topic: "Assessment of the impact of regulations and compliance with EU regulations".</p> <p>In the Republika Srpska, the training plan was implemented. Officials of the control body for PUP participated in a study visit to the Ministry of Public Administration of the Republic of Slovenia, on the topic "regulatory impact assessment", organized by RESPA, which took place on March 6-7, 2024, as well as to the institutions of Croatia on the same occasion, which was realized on March 21-22, 2024. The goal of the visit was to exchange experiences and information, as well as examples of good practice that could be undertaken in the Republika Srpska with the aim of improving the process and quality of implementing the regulatory impact assessment.</p> <p>The Ministry of Economy and Entrepreneurship, in cooperation with the Agency for State Administration, organized trainings on the regulatory impact assessment for civil servants (processors of regulations) who work on the regulatory impact assessment by other republican administrative bodies. The training was held on June 20-21, 2024, where processors were presented with the methodology for assessing the impact of regulations, along with practical examples and exercises for filling out PUP forms (form 1 and 2).</p> <p>For the Brčko District of BiH, data have not been submitted in the reporting period.</p>
<p>Risks/Problems</p>	<p>Level of BiH institutions:</p> <p>Insufficient means and resources.</p> <p>Human resources management system.</p> <p>Analytical capacities.</p> <p>System of development of better regulation.</p>
<p>Next steps</p>	<p>Level of BiH institutions:</p> <p>Perform an audit steps in the implementation of the activity and identify a way to support the implementation of the activity.</p> <p>Republika Srpska:</p> <p>Organize continuous training for all civil servants of the institutions of the Republika Srpska who process regulations, and ensure continuous monitoring and training for the control body regarding SIGMA, OECD principles and experiences from the environment and the EU.</p>

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ACTIVITY 1.3.5	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Establish a publicly available database of all legal regulations adopted by the authorities at all administrative levels in BiH (note: this activity is related to activity 4.2.25)		Legislative Office of the BiH Council of Ministers, F BiH Government Office for Legislation and Alignment with the EU Acquis, Secretariat for Legislation of the RS Government, Legislative Office of the Brčko District Mayor					IVq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS		<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Regulations database is operational and publically available		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
TARGET					<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
CURRENT					<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievements	There was no progress in the reporting period.											
Risks/Problems	Availability of financial resources for the implementation of activities.											
Next steps	/											

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ACTIVITY 1.3.6	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop software to support legislative drafting process		Legislative Office of the BiH Council of Ministers, FBiH Government Office for Legislation and Alignment with the EU Acquis, Secretariat for Legislation of the RS Government, Legislative Office of the Brčko District Mayor					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS		<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Information system is operational		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
TARGET					<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievements	There was no progress in the reporting period.											
Risks/Problems	Availability of financial resources for the implementation of activities.											
Next steps	/											

MEASURE 1.4:

Ensuring inclusive approach and involvement of public in creating, implementing and monitoring strategic plans, public policies and regulations

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Percentage of strategic plans, public policies and regulations in which the rules of public participation have been fully complied with in the public consultation process	Bosnia and Herzegovina	n/a	50%	0%
	<i>Institutions of BiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
	<i>FBiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
	<i>RS</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
	<i>BD BiH</i>	<i>n/a</i>	<i>50%</i>	<i>0%</i>
2. Quality assurance of the public consultation process - SIGMA	Bosnia and Herzegovina	0/3	3/3	0/3
	<i>Institutions of BiH</i>	<i>0/3</i>	<i>3/3</i>	<i>0/3</i>
	<i>FBiH</i>	<i>0/3</i>	<i>3/3</i>	<i>1/3</i>
	<i>RS</i>	<i>0/3</i>	<i>3/3</i>	<i>0/3</i>
	<i>BD BiH</i>	<i>0/3</i>	<i>3/3</i>	<i>0/3</i>

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ACTIVITY 1.4.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:								
	<p>Improve the public consultations process in the development of public policies and other general acts (timeliness and proactivity in announcing public consultations and public hearings; organize consultations with civil society and the general public already in the stage of policy drafting; provide additional consultations when discussing important issues for civil society and the public; publish reports on public consultations)</p>	<p><i>BiH Ministry of Justice, FBiH Ministry of Justice, Ministry of Economy and Entrepreneurship of Republika Srpska, Secretariat General of the RS Government, Secretariat for Legislation of the RS Government, Secretariat of the Government of Brčko District, Department for Technical and Administrative Affairs of Brčko District</i></p>					<p>IIq2026.</p>				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
<p>Adequacy of the regulatory framework for an effective public consultation process - SIGMA</p>		BASELINE	3/10	3/10	3/10	3/10	3/10	3/10			
		TARGET	10/10	10/10	10/10	10/10	10/10	10/10			
		CURRENT	5/10	5/10	4/10	9/10	5/10				
Description of achievement	<p>At the level of BiH institutions, the activity is connected with the implementation of the activities of the previous measure (1.3). Along with these activities, its implementation was considered with the EU project support for the public administration reform of Bosnia and Herzegovina.</p> <p>Data for the reporting period were not submitted for the Federation of BiH and Brčko District.</p> <p>In the Republika Srpska, after the Government of the Republika Srpska adopted the Guidelines for Consultations in the Drafting of Regulations and Other General Acts ("Official Gazette of the Republika Srpska", No. 86/22) on the basis of which it is envisaged to conduct consultations through the e-consultation portal, the creation of of this portal has been started. In mid-July 2024, the portal was created and the first training for its application was held. This will enable more transparent consultations and public participation in the drafting of regulations.</p>										
Risks/Problems	<p>Level of BiH institutions:</p> <p>Underdeveloped legal framework and systemic organization of civil society organizations that would cooperate on the same issue.</p> <p>Agreement on Cooperation of the Council of Ministers and Civil Society - The Sector for Legal Aid and Civil Society Development is working on the implementation of the Agreement and the creation of the Civil Society Development Strategy.</p> <p>EU integration.</p> <p>Lack of resources.</p> <p>Republika Srpska:</p>										

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	<p>Insufficient training of civil servants to use the portal.</p> <p>Insufficient public interest in participating in e-consultations.</p>
Next steps	<p>Level of BiH institutions:</p> <p>Revise the activity within the framework of the Action plan and establish a realistic framework for implementation by identifying resources and using opportunities for implementation.</p> <p>Incorporate promotion steps into the activity, and include regulations, development of guidelines for participation in the public consultation process, using a digital first approach.</p> <p>Republika Srpska:</p> <p>Further training of civil servants who will work on data entry into the portal and promotion of the portal to the general public.</p>

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ACTIVITY 1.4.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:																
	<p>Improve the public consultations process in the development of regulations (timeliness and proactivity in announcing public consultations and public hearings; organize consultations with civil society and the general public already in the stage of policy drafting; provide additional consultations when discussing important issues for civil society and the public; publish reports on public consultations)</p>		<p>BiH Ministry of Justice, FBiH Ministry of Justice, Ministry of Economy and Entrepreneurship of Republika Srpska, Secretariat General of the RS Government, Secretariat for Legislation of the RS Government, Secretariat of the Government of Brčko District, Department for Technical and Administrative Affairs of Brčko District</p>					<p>IIq2026.</p>																
													ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
													INDICATORS	INDICATOR VALUES:						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
<p>Adequacy of the regulatory framework for an effective public consultation process - SIGMA</p>		BASELINE		3/10	3/10	3/10	3/10	3/10	3/10															
		TARGET		10/10	10/10	10/10	10/10	10/10	10/10															
		CURRENT		5/10	5/10	4/10	9/10	5/10																
Description of achievement	<p>At the level of BiH institutions, the implementation of the activity in question was discussed within the framework of the EU support project for the public administration reform of Bosnia and Herzegovina. Through the revision process of the Action plan for public administration reform, it was proposed to combine activities with the same one related to public policies.</p> <p>For the Federation of BiH and the Brčko District of BiH, data for the reporting period were not submitted.</p> <p>In the Republika Srpska, in accordance with the Guidelines for Consultations in the Drafting of Regulations and Other General Acts ("Official Gazette of the Republika Srpska", No. 86/22), the Government of the Republika Srpska and other republican administrative bodies are required, when drafting regulations and other general acts, to carry out consultations with the public. In this way, the participation of the interested public in the process of drafting regulations and other general acts is ensured. Also, the Guidelines envisage the obligation to apply these guidelines in the sense of public participation during the drafting of legal regulations and general acts, and also the authorities of local self-government units, institutions, business associations, public enterprises, civil society organizations and other legal entities, which ensures public participation for the widest possible circle of entities that make regulations in all areas. The guidelines envisage the monitoring of the public consultation process in the drafting of regulations and through the e-consultation web application. The web application or E-consultation portal was created and training was conducted for its use. This has created the prerequisites for a more transparent implementation of the consultation process in the drafting of laws and other regulations.</p>																							
Risks/Problems	<p>Level of BiH institutions:</p> <p>The degree of development and systematic organization of civil society organizations.</p>																							

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	<p>Agreement on Cooperation of the Council of Ministers and Non-Governmental Organizations - The Sector for Legal Aid and Development of Civil Society, as part of the implementation of the Agreement, is working on the development of the Civil Society Development Strategy.</p> <p>EU integration.</p> <p>Republika Srpska:</p> <p>Insufficient public interest.</p> <p>Insufficient training of civil servants.</p>
<p>Next steps</p>	<p>Level of BiH institutions:</p> <p>Through the revision of the Action plan for the public administration reform, the activity will be combined with the related activity for public policies.</p> <p>Republika Srpska:</p> <p>Promotion of e-consultation and implementation of employee training.</p>

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ACTIVITY 1.4.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Improve/establish an e-Consultation portal at each administrative level		BiH Ministry of Justice, FBiH Ministry of Justice, Secretariat for Legislation of the RS Government, Secretariat of the Government of Brčko District, Department for Technical and Administrative Affairs of Brčko District					IIIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		E-consultation portal operational at all administrative levels		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>		
Description of achievement		At the level of BiH institutions, implementation activities were not undertaken due to limited human potential and resources. For the Federation of BiH and the Brčko District of BiH, data for the reporting period were not submitted. A portal for e-consultations has been established in the Republika Srpska. For its application training was held for employees of the Government of the Republika Srpska.										
Risks/Problems		Level of BiH institutions: Limited resources and human potential. EU integration. Republika Srpska: Insufficient training of civil servants and insufficient public interest										
Next steps		Level of BiH institutions: Revise the dynamics of the implementation of activities in the Action plan, identify support for implementation, and create a plan for implementation. Republika Srpska: Monitoring the implementation and the need for refining the portal.										

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ACTIVITY 1.4.4	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	<p>- the number of strategic plans, public policies and regulations submitted to decision makers for consideration (the BiH Council of Ministers / FBiH Government / Government of Republika Srpska / Government of Brčko District of BiH) for which, during the first submission, the necessary evidence of the conducted public consultations was submitted;</p> <p>- the total number of strategic plans, public policies and regulations submitted to decision makers for consideration (the BiH Council of Ministers / FBiH Government / Government of Republika Srpska / Government of Brčko District of BiH) - <i>note: this number refers only to the materials submitted for the first time Materials that have been sent back for revision and resubmitted for consideration, regardless of the incidence rate, shall be counted as one;</i></p> <p><i>(Note for all data: The measurement will include strategic, planning, programming documents and legal acts that are submitted to decision makers for consideration).</i></p>		<p>Secretariat General of the BiH Council of Ministers, Secretariat for Legislation of the RS Government, Secretariat General of the FBiH Government, Secretariat of the Government of the Brčko District</p>					<p>1q2026. + continuously until the end of 2027.</p>				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY					●	●	●	●	●
			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		INDICATORS	Available data for determining the value of indicators at the level of Measure 4		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
					TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
					CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement		To determine the value of the indicator in question, data for the entire calendar year are taken into account, so that there was no change in the value of this indicator.										
Risks/Problems		/										
Next steps		/										

MEASURE 1.5:

Increasing efficiency and consistency through inter-institutional functional linkages within the administrative levels and harmonised action in policy making and implementation between ministries, between “centres of government” and ministries, and between executive and legislative bodies

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Test of interministerial consultation practices – SIGMA	Bosnia and Herzegovina	0/12	8/12	4/12
	<i>Institutions of BiH</i>	<i>0/12</i>	<i>8/12</i>	<i>5/12</i>
	<i>FBiH</i>	<i>0/12</i>	<i>8/12</i>	<i>4/12</i>
	<i>RS</i>	<i>0/12</i>	<i>8/12</i>	<i>4/12</i>
	<i>BD BiH</i>	<i>0/12</i>	<i>8/12</i>	<i>9/12</i>
2. Percentage of draft policies, plans and/or regulations returned by the government due to incomplete inter-institutional consultations	Bosnia and Herzegovina	n/a	20%	0%
	<i>Institutions of BiH</i>	<i>n/a</i>	<i>20%</i>	<i>0%</i>
	<i>FBiH</i>	<i>n/a</i>	<i>20%</i>	<i>0%</i>
	<i>RS</i>	<i>n/a</i>	<i>20%</i>	<i>0%</i>
	<i>BD BiH</i>	<i>n/a</i>	<i>20%</i>	<i>0%</i>

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ACTIVITY 1.5.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	<p>Improve the coordination of work between executive and legislative bodies at all administrative levels through consultations and exchange of plans/programs in the process of adopting public policies, other general acts and regulations</p>	<p><i>BiH Parliamentary Assembly, Parliament of the Federation of BiH, National Assembly of the Republika Srpska, Assembly of the Brčko District, BiH Council of Ministers, Government of the Federation of BiH, Government of the Republika Srpska, Government of the Brčko District</i></p>	<p><i>1q2027.</i></p>					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●
		INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Coordination of governmental and parliamentary decision-making processes - SIGMA	BASELINE	<i>1/2</i>	<i>1/2</i>	<i>1/2</i>	<i>1/2</i>	<i>1/2</i>	
		TARGET	<i>2/2</i>	<i>2/2</i>	<i>2/2</i>	<i>2/2</i>	<i>2/2</i>	
		CURRENT	<i>0/2</i>	<i>1/2</i>	<i>1/2</i>	<i>1/2</i>	<i>1/2</i>	
	Description of achievement	<p>Before drafting the annual work plan, the Houses of the Parliamentary Assembly of BiH (hereinafter: PA BiH) ask the Presidency of BiH and the Council of Ministers of BiH to submit proposals and opinions, and after adopting the work plans, the Houses deliver them to the aforementioned institutions.</p> <p>The Council of Ministers of BiH submits to the PA BiH annual work program with the scheduled deadlines for submitting the draft law to the parliamentary procedure.</p> <p>If the Council of Ministers is not the proposer of the law, the PA of BiH sends the proposal to the Council of Ministers of BiH, which is obliged to submit an opinion within 20 days from the day of receipt. The PA BiH submits amendments to the proposed laws to the BiH Council of Ministers.</p> <p>If the proposer of the law is a deputy or delegate, the opinion of the Directorate for European Integration on the compatibility of the law with EU legislation is obtained by the collegiums of the Houses of the PA BiH.</p> <p>For the Federation of Bosnia and Herzegovina, Republika Srpska and Brčko District of Bosnia and Herzegovina, data for the reporting period have not been submitted.</p>						
	Risks/Problems	<p>Untimely submission of the the BiH Council of Ministers plan.</p> <p>Non-implementation of the annual plan of the Council of Ministers of BiH - The Council of Ministers of BiH submits a significantly lower number of proposed laws than the number that is envisaged by the plan.</p> <p>Untimely submission of opinions by the Council of Ministers of BiH for those proposals of laws for which they are not the proponents.</p>						

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	Non-compliance with the deadlines for the submission of draft laws by the Council of Ministers of Bosnia and Herzegovina in accordance with their plan.
Next steps	Improve cooperation between the Secretariat of the Parliamentary Assembly of BiH and the General Secretariat of the Council of Ministers of BiH. Preparation of the annual schedule of sessions of the Houses of the Parliamentary Assembly of BiH.

ACTIVITY 1.5.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	Improve the cooperation mechanism between executive and legislative bodies at all administrative levels in BiH to reduce the use of the urgent procedure for the adoption of laws and provide for regular monitoring and reporting on its use	BiH Parliamentary Assembly, Parliament of the Federation of BiH, National Assembly of the Republika Srpska, Assembly of the Brčko District, BiH Council of Ministers, Government of the Federation of BiH, Government of the Republika Srpska, Government of the Brčko District	IIq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						
		INDICATORS	INDICATOR VALUES:	<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Use of the urgent procedure for the approval of laws proposed by the government - SIGMA	BASELINE	0/5	0/5	0/5	0/5	0/5	
		TARGET	3/5	3/5	3/5	3/5	3/5	
		CURRENT	0/5	0/5	0/5	2/5	0/5	
Description of achievement	<p>The rules of procedure of both houses of the PA BiH (Rules of the House of Representatives, Article 133, Rules of Procedure of the House of Peoples, Article 124) stipulate that the houses decide on the request of the proposer, in this case the Council of Ministers of BiH, that the proposal is considered under an urgent procedure. If the houses do not support the proposal of the BiH Council of Ministers for consideration under an urgent procedure, the proposed law is considered under a shortened or regular legislative procedure.</p> <p>In the reporting period, the Council of Ministers of Bosnia and Herzegovina sent eight draft laws to the parliamentary procedure, of which two draft laws were considered under the urgent procedure.</p> <p>For the Federation of Bosnia and Herzegovina, Republika Srpska and Brčko District of Bosnia and Herzegovina, data for the reporting period have not been submitted.</p>							
Risks/Problems	Untimely submission of the BiH Council of Ministers plan.							

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	<p>Non-implementation of the annual plan of the Council of Ministers of BiH - The Council of Ministers of BiH submits a significantly lower number of draft laws than the number that is envisaged by the plan.</p> <p>Untimely submission of opinions by the Council of Ministers of BiH for those proposals for laws for which they are not the proponents.</p> <p>Non-compliance with the deadlines for the submission of draft laws by the Council of Ministers of Bosnia and Herzegovina in accordance with their plan.</p>
<p>Next steps</p>	<p>Improve cooperation between the Secretariat of the Parliamentary Assembly of BiH and the General Secretariat of the Council of Ministers of BiH.</p> <p>Preparation of the annual schedule of sessions of the Houses of the Parliamentary Assembly of BiH.</p>

ACTIVITY 1.5.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	<p>Establish a mechanism for collecting, recording and submitting data on:</p> <ul style="list-style-type: none"> - number of draft policies, plans and/ r regulations submitted to decision makers for consideration (BiH Council of Ministers / FBiH Government / RS Government / Government of Brčko District of BiH) for which, during the first submission, no evidence of inter-institutional consultations was submitted, and which the Secretariat returned to the author for revision; - number of draft policies, plans and/or regulations submitted to decision makers for consideration (BiH Council of Ministers / FBiH Government / RS Government / Government of Brčko District of BiH) for which, during the first submission, no evidence of inter-institutional consultations was submitted (opinions of competent institutions), and which the committees that consider them before the sessions of the governments sent back to the author(s) for revision. - Total number of draft policies, plans and/or regulations submitted to decision makers for consideration (BiH Council of Ministers / FBiH Government / RS Government / Government of Brčko District of BiH) - note: this number includes only the materials submitted for the first time. Materials that have been sent back for revision and resubmitted for consideration, regardless of the incidence rate, shall be counted as one; <p>(Note for all data: The measurement will include strategic, planning, programming documents and legal acts that are submitted to decision makers for consideration).</p>		<p>Secretariat General of the BiH Council of Ministers, Secretariat General of the RS Government, Secretariat for Legislation of the RS Government, Secretariat General of the FBiH Government, Secretariat of the Government of the Brčko District</p>					<p>Iq2026. + continuously until the end of 2027.</p>				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		BASELINE					<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		TARGET					<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
		CURRENT					<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		INDICATOR					<i>INDICATOR: Available data for determining the value of indicators at the level of Measure 5</i>					
Description of achievement		To determine the value of the indicator in question, data for the entire calendar year are taken into account, so there was no change in the value of this indicator.										
Risks/Problems		/										
Next steps		/										

AREA 2 – PUBLIC SERVICE AND HUMAN RESOURCE MANAGEMENT

OBJECTIVE: Legal framework established and capacities built for development of the human resource management function based on the principles of professionalism, merit and efficiency.

TARGET INDICATORS	INDICATOR VALUES		
	BASELINE	TARGET	CURRENT
1. <i>Appropriateness of the scope for the senior civil service in legislation (points) - SIGMA</i>	1/2	2/2	2/2
2. <i>Adequacy of the horizontal scope of the public service in the HRM area at all administrative levels (points) – SIGMA</i>	0/6	3/6	3/6

MEASURE 2.1:

Improving human resource management policies and legal framework and building capacities for their efficient implementation

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Percentage of administrative bodies/institutions at all administrative levels that have a stand-alone HRM function	Bosnia and Herzegovina	n/a	80%	51.5%
	<i>Institutions of BiH</i>	n/a	80%	66% ¹
	<i>FBiH</i>	n/a	80%	3.3%

¹ Calculated on the basis of the responses of 47 institutions out of a total of 66 that were covered by the methodology determined by the corresponding passport of indicators. Of these, 31 institutions state that they have an independently determined HR function (department or workplace), which would indicate that at the level of BiH institutions, 65.96% of institutions have adequately determined this function.

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	<i>RS</i>	<i>n/a</i>	80%	90.3% ²
	<i>BD BiH</i>	<i>n/a</i>	80%	100%
2. Percentage of administration bodies/ institutions that consistently apply the HRM policy in all HRM areas	<i>Bosnia and Herzegovina</i>	<i>n/a</i>	70%	0%
	<i>Institutions of BiH</i>	<i>n/a</i>	70%	0% ³
	<i>FBiH</i>	<i>n/a</i>	70%	0% ⁴
	<i>RS</i>	<i>n/a</i>	70%	0% ⁵
	<i>BD BiH</i>	<i>n/a</i>	70%	0%

² Calculation based on the responses of 31 administrative bodies out of a total of 45 included in the methodology. Of these, 28 bodies submitted information that they have an civil servant/department/sector that is dealing with human resources management.

³ Calculation based on the responses of 45 institutions that submitted data. Of these, 12 institutions have some kind of HRM plans (employment plan, training plan, etc.), while only 5 institutions state that they have a separate HRM plan or strategy or a HRM plan integrated into the annual work program (which could not be confirmed through verification sources). 4 institutions state that they prepare reports from the field of HRM (mainly evaluation reports), while only one institution states that it prepares regular reports on the implementation of the HRM plan (it did not submit a report for verification). Given the methodology established by the passport of the indicator, the assigned value is 0%.

⁴ The holder of data collection (CSA FBiH) has no data for this indicator.

⁵ No data provided.

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ACTIVITY 2.1.1.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:				IMPLEMENTATION DEADLINE:				
	Adopt a Policy Framework for the development of HRM in public administration structures in BiH at the level of RS and BD BiH	RS Government, Government of Brčko District of BiH				IVq2025.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●
	INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Agreed Policy Framework adopted	BASELINE	/	/	no	no	no		
		TARGET	/	/	yes	yes	yes			
		CURRENT	/	/	yes	yes	yes			
Description of achievements	Realized at the levels responsible for the implementation of this activity.									
Risks/Problems										
Next steps										

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ACTIVITY 2.1.1.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Establish inter-ministerial working groups (IMWGs) to draft the necessary reform regulations for each civil service structure in BiH and provide coordination in the work of the IMWGs through information sharing and concrete solutions		Council of Ministers/Governments, Key HRM institutions					1q2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	INDICATORS		IMWGs established	BASELINE		1	1	1	1	3/4		
				TARGET		1	1	1	1	4/4		
				CURRENT		1	0	1	1	3/4		
			Method of coordination harmonised and applied in practice	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
Description of achievement		There were no changes compared to the previous reporting period. The work program of the National Assembly of the Republika Srpska for 2024 ("Official Gazette of the Republika Srpska", number: 24/24) foresees the adoption of a new Law on Civil Servants.										
Risks/Problems		The work of the National Assembly adapted to the activities related to the conduct of local elections.										
Next steps												

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ACTIVITY 2.1.1.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Analyse civil service legislation at individual administrative levels, make recommendations to achieve its compliance with the Principles of Public Administration and suggest areas that require harmonisation between different administrative levels		Key HRM institutions, IMWG					IIIq2025.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
			Analysis with recommendations is made					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
							BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
							TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
							CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
Description of achievement	The activity was previously implemented at all administrative levels (within the project "Strengthening human resources management in Bosnia and Herzegovina").											
	On May 7, the Federal Ministry of Justice, together with the CSA FBiH, and with relevant cantonal ministries held a joint meeting in which agreement was reached regarding the initiation of the process of harmonization of civil service regulations in FBiH.											
Risks/Problems	Insufficient commitment of competent authorities to accept recommendations from the analysis.											
	Unfavorable political environment for the implementation of recommendations.											
Next steps	Incorporate the recommendations from the analysis in question into the new civil service laws.											

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ACTIVITY 2.1.1.4	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	Prepare drafts of necessary regulations in accordance with the Public Administration Principles, the Policy Framework for the Development of Human Resources Management in Public Administration Structures in BiH and current legislation in BiH (Law on Prohibition of Discrimination, Gender Equality Law, Labor Laws, etc.)		Key HRM institutions, IMWG					IIq2026.		
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●
			INDICATORS			INDICATOR VALUES:				
		Draft regulations (civil service laws and bylaws) prepared		BASELINE	0	0	0	0	0/4	
				TARGET	1	1	1	1	4/4	
				CURRENT	1	0	1⁶	1	3/4	
Description of achievement		The proposal of the Law on Amendments to the Law on Civil Service in the Institutions of Bosnia and Herzegovina was adopted at the 12th emergency session of the House of Representatives of the PA BiH and the 3rd emergency session of the House of Peoples of the PA BiH on March 8, 2024 ("Official Gazette of BiH", 18/24 from March 15, 2024). The reasons for the adoption of this law are the harmonization of the provisions with the Law on Salaries and Remuneration in the Institutions of BiH, which invalidated certain provisions of the Law on Civil Service in the Institutions of BiH. This law introduces a new category of civil servants - inspectors, and tries to enable a greater number of interested persons to apply for competitions by making it easier for them to submit documents, access the list of experts and speed up the employment process. It is easier for certain civil servants to advance by not having to go through the probationary period again, and it is also easier to advance to a higher pay grade based on positive grades in the event that they did not work for a certain period due to the listed justified circumstances. At the same time, the adoption of this law fulfills the obligation to implement the conclusion of the PA BiH, which ordered the Council of Ministers of BiH to take measures to establish a register of employees in the institutions of BiH.								

⁶ The indicator was changed in the previous period based on information from the competent authorities of the Republika Srpska that the Working Group for Drafting the Law on Civil Servants of the Republika Srpska prepared a working version of the Law on Civil Servants in April 2023 and submitted it to the Minister of the Ministry of Administration and Local Self-Government for reference in the adoption procedure. However, the Public Administration Reform Coordinator's Office did not have access to the above-mentioned draft, so it was not possible to assess whether it is in accordance with the Principles of Public Administration.

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	There was no progress at the FBiH level, where this activity is still unrealized. On May 7, as a preparatory activity, the Federal Ministry of Justice, together with the CSA FBiH, held a joint meeting with relevant cantonal ministries in which agreement was reached regarding the initiation of the process of harmonization of civil service regulations in FBiH.
Risks/Problems	
Next steps	

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ACTIVITY 2.1.5	ACTIVITY: Clearly define by regulations the roles and responsibilities of institutions in charge of civil service and HRM policy development, their implementation and supervision (link to activity 2.1.4)		RESPONSIBLE INSTITUTIONS: Key HRM institutions, IMWG					IMPLEMENTATION DEADLINE: IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
								<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
								BASELINE	0	0	0	0
							TARGET	1	1	1	1	4/4
							CURRENT	1	0	1	1	3/4
Description of achievement	The Law on Amendments to the Law on Civil Service in the Institutions of Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina", 18/24 of 15 March 2024) regulates the jurisdiction of the CSA BiH regarding the establishment and management of the register of employees in the institutions of Bosnia and Herzegovina. At the FBiH level, there was no progress in this reporting period.											
Risks/Problems	Non-harmonization of regulations at the FBiH level related to the function of HRM, insufficient political alignment and the will to introduce guidelines for HRM.											
Next steps	Develop uniform principles for the legal framework for HRM in FBiH.											

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ACTIVITY 2.1.6	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Build (improve) the capacity of key institutions to support other administrative bodies/institutions in the effective implementation of HRM policies and legal framework		Council of Ministers/Governments, Key HRM institutions					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
			Capacity building program of key HRM institutions implemented					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		BASELINE					0	0	0	0	0/4	
		TARGET					1	1	1	1	4/4	
		CURRENT					1	1	1	1	4/4	
Description of achievements		Activity realized in the previous period.										
Risks/Problems												
Next steps												

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ACTIVITY 2.1.7	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Ensure public availability of official data and reports on civil service (including the number of civil servants, their division by categories, age, gender and ethnic structure, data on training, recruitment procedures, evaluation, planning, etc.)		BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					Iq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:									
			INDICATORS					INDICATOR VALUES:				
			Reports of central HRM institutions are regularly (annually) published on the official websites					Inst.BiH	FBiH	RS	BD	BiH
		BASELINE					1	1	0	0	2/4	
		TARGET					1	1	1	1	4/4	
		CURRENT					1	1	0	0	2/4	
Description of achievement	After the meeting of the Forum of Directors, the Agency for State Administration of Republika Srpska started activities on the development of the Methodology for the collection and publication of data on HRM. As part of this activity, a request was sent to ReSPA for technical assistance in the development of the aforementioned methodology. There was no progress at the BD BiH level in this reporting period.											
Risks/Problems	Delay in the selection of experts for technical assistance in the development of the methodology.											
Next steps	Subject methodology is developed and implemented.											

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ACTIVITY 2.1.1.8	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE				
	Identify instruments for better cooperation and coordination between civil service agencies in the development and implementation of effective HRM practices and standardisation of HRM tools.	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH, PARCO					IIIq2025, continuously thereafter				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Number of meetings held per year	BASELINE					0	0	0	0	0
		TARGET					2	2	2	2	2
		CURRENT					1	1	1	1	1
Description of achievement	In the reporting period, two meetings of the Forum of Directors were held (February 29, 2024 in Sarajevo and June 12, 2024 in Banja Luka).										
Risks/Problems											
Next steps	The next meeting of the Forum of Directors is scheduled for the 12th month of the current year.										

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ACTIVITY 2.1.9	ACTIVITY: Establish an adequate stand-alone HRM function in administrative bodies/institutions and ensure that key HRM tasks and competencies are incorporated in job descriptions of staff in HRM units		RESPONSIBLE INSTITUTIONS: <i>Key HRM institutions, Individual institutions</i>					IMPLEMENTATION DEADLINE: <i>IVq2026.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Share of administrative bodies/institutions that have an adequate stand-alone HRM function		BASELINE		<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>		
				TARGET		80%	80%	80%	80%	80%		
CURRENT				66%	3.3%	90.3%	100%	51.5%				
Description of achievement	No progress was recorded in this reporting period. The activity was previously implemented at the level of RS and BD BiH.											
Risks/Problems	<p>Capacities and resources (lack of financial resources for the introduction of new jobs, unfilled jobs, insufficient understanding of managers about the need to more adequately define the HRM function)</p> <p>Amendment and adoption of by-laws on systematization (slow adoption)</p> <p>Inaccuracies in the job descriptions of employees in HR units related to key HR tasks and competencies</p>											
Next steps	Development of a catalog of jobs for general joint jobs in the civil service.											

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ACTIVITY 2.1.1.10	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	<p>Monitor and improve the consistency of HRM policy implementation in institutions:</p> <ul style="list-style-type: none"> - intensify the engagement in the development of HRM policies and plans, - provide professional assistance to individual institutions in the development of HRM plans, - Each institution should adopt its own HRM plan and report on its implementation 		<p>BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH, Individual institutions</p>					<p>IVq2026.</p>		
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●
			INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
Description of achievement		Share of administrative bodies/institutions that have an HRM plan		BASELINE	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	
				TARGET	70%	70%	70%	70%	70%	
				CURRENT	11%	0	0	0	0%	
Description of achievement		<p>An application was submitted to the Regional School for the Public Administration Reform (ReSPA) for the development of a human resources management strategy at the level of the institutions of BiH, RS, and BDBiH.</p> <p>The Agency for State Administration of the RS has initiated activities related to the development of the Human Resources Management Strategy, in accordance with the agreement from the meeting of the Forum of Directors. The Government of the Republika Srpska approved the development of the Strategy in question.</p>								
Risks/Problems		<p>Capacities and resources (lack and training of human resources, problems regarding the establishment of the HRM function in individual institutions)</p>								
Next steps		<p>Subject strategy is prepared.</p>								

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ACTIVITY 2.1.1.11	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Establish and provide continuous support to the work of the network of HRM professionals that will include all four administrative structures in BiH	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IIq2026, continuously thereafter				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>			
	The number of annual meetings of the network of HR professionals	BASELINE	0	0	0	0	0	0	0	0	
		TARGET	2	2	2	2	2	2	2	2	
		CURRENT	0	0	0	0	0	0	0	0	
	Description of achievement	There was no progress in this reporting period.									
	Risks/Problems										
	Next steps										

MEASURE 2.2:

Ensuring full compliance with the principles of meritocracy, equal treatment, transparency and political neutrality in all areas of human resources management

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Adequacy of the legislative framework for merit-based recruitment for civil service positions (points) – SIGMA	Bosnia and Herzegovina	11/18	16/18	11/18
	<i>Institutions of BiH</i>			15/18
	<i>FBiH</i>			11/18
	<i>RS</i>			6/18
	<i>BD BiH</i>			6/18
2. Application in practice of recruitment procedures for civil service positions (points) – SIGMA	Bosnia and Herzegovina	3/18	8/18	11/18
	<i>Institutions of BiH</i>			10/18
	<i>FBiH</i>			13/18
	<i>RS</i>			10/18
	<i>BD BiH</i>			2/8
3. Application in practice of recruitment procedures for the senior civil service - SIGMA	Bosnia and Herzegovina	1,5/9	5/9	4/9
	<i>Institutions of BiH</i>			3.5/9
	<i>FBiH</i>			5.5/9
	<i>RS</i>			3.5/9
	<i>BD BiH</i>			2.5/9

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ACTIVITY 2.2.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Amendments to the applicable civil service regulations, which will ensure consistent application of the principles of meritocracy (selection of the best candidate), equal treatment and transparency in all phases of the recruitment process (for appointments for a definite and indefinite period), performance appraisal of civil servants, their promotion and demotion (link to activity 2.1.4) for all categories of staff	Key HRM institutions					IIq2026.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		INDICATORS	Legally defined written and oral elements used for evaluation of candidates participating in the competition procedure (SIGMA)	BASELINE	/	/	/	/	/	0/1	
				TARGET	1/1	1/1	1/1	1/1	1/1	1/1	
			CURRENT	1/1	0/1	0/1	1/1	0 ⁷ /1			
INDICATORS	first-ranking candidate is appointed to the position (SIGMA)	BASELINE	/	/	/	/	0/2				
		TARGET	2/2	2/2	2/2	2/2	2/2				
		CURRENT	2/2	0/2	- ⁸	0/2	1 ⁹ /2				

⁷ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, FBiH and RS.

⁸ According to the SIGMA methodology, 2 points are awarded if the first-ranked candidate is appointed in all analyzed cases. During SIGMA's analysis, it turned out that this was the case in 7 analyzed cases. In one case, the best candidate was not appointed, based on Art. 40.paragraph 1.g) of the Law on Civil Servants - the institution responsible for the appointment did not appoint the selected candidate within 15 days. This referred to the position of inspector for agriculture in the RS Inspectorate. The analysis included 8 competitive procedures from the Ministry of Economy and Entrepreneurship, the Ministry of Health and Social Protection, the Administration for Geodetic and Property Legal Affairs and the RS Inspectorate. Due to the disagreement of the representative of Republika Srpska with the 0/2 rating assigned by SIGMA, the indicator remained unrated in this report

⁹ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, FBiH and RS.

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Description of achievement	In the reporting period, there was no progress in relation to the indicators.
Risks/Problems	Failure to adopt prepared draft regulations.
Next steps	Strengthen the capacities of institutions that work on the realization and monitoring of the implementation of the Law on Civil Service.

ACTIVITY 2.2.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	<p>Strengthen the mechanisms for selecting the most competent candidate for the job:</p> <ul style="list-style-type: none"> - modernize written tests, - deliver training to members of competency interview committees, - increase the degree of transparency in the work of recruitment committees, - limit the possibility of test question manipulation, - establish mechanisms to evaluate the tests based on anonymous and encrypted applications, 	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IVq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●	●	●	●
				<i>INDICATOR VALUES:</i>		<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		INDICATORS	Number of potential committee members who have been trained	BASELINE	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>		
				TARGET	<i>70%</i>	<i>70%</i>	<i>70%</i>	<i>70%</i>	<i>70%</i>	<i>70%</i>		
				CURRENT	<i>11%</i>	<i>0.8%</i>	<i>40%</i>	<i>0%</i>	<i>n/a¹⁰</i>			
			Written tests are anonymous (SIGMA)	BASELINE	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>		
				TARGET	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>		
				CURRENT	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>	<i>0/1</i>		
		BASELINE	<i>/</i>	<i>/</i>	<i>/</i>	<i>/</i>	<i>0/1</i>					
		TARGET	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>1/1</i>				

¹⁰ The value of the indicator calculated with regard to the prescribed composition of commissions by administrative levels and available data submitted by administrative levels. Given the different regulations on the composition of commissions at different levels and incomplete data, it is not possible to calculate the exact total value for the whole of Bosnia and Herzegovina.

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<p>- increase the use of on-line recruitment tools, - ensure the selection of the best ranking candidate</p>	<p>Web-portal used for publishing vacancies is easy to use and allows filtering function by vacancy or application to new vacancies</p>	<p>CURRENT</p>	<p>1/1</p>	<p>1/1</p>	<p>0/1</p>	<p>0/1</p>	<p>1¹¹</p>
<p>Description of achievement</p>	<p>There were no changes compared to the previous reporting period.</p>						
<p>Risks/Problems</p>	<p>Lack of interest of decision-makers in introducing changes. Insufficient financial resources for the training of committee members and the development of online tools.</p>						
<p>Next steps</p>							

¹¹ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, FBiH and RS.

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ACTIVITY 2.2.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Improve the capacity of the appeal board through additional recruitment and training		BiH Council of Ministers/Government, Civil Service Appeals Boards, Appellate Commission of BD BiH					IVq2026.				
			THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS		INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
		Capacity building programme for Appeals Boards implemented		BASELINE		0/1	0/1	0/1	0/1	0/4		
				TARGET		1/1	1/1	1/1	1/1	2/4		
				CURRENT		0/1	0/1	0/1	0/1	0/4		
Description of achievements		There was no information about the activities in this reporting period and no progress was recorded.										
Risks/Problems												
Next steps												

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ACTIVITY 2.2.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Provide a legal framework for compliance with the principle of political neutrality in the work of civil servants, especially those with managerial powers:	Key HRM institutions					IIq2026.					
	- revise the provisions of regulations governing the recruitment and dismissal of senior civil servants to limit political influence (link to activity 2.1.4)	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:										
	- organize seminars/discussions on protection of the principle of political neutrality of the civil service and protection of individual rights from managers	INDICATOR VALUES:										
	- prevent exclusion of senior civil servants position from the scope of the civil service	INDICATOR	Revised regulations	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>				
	BASELINE		0/1	0/1	0/1	0/1	0/4					
	TARGET		1/1	1/1	1/1	1/1	4/4					
	CURRENT		0/1	0/1	0/1	0/1	0/4					
	Min. 3 seminars on political neutrality were held		BASELINE	0/3	0/3	0/3	0/3	0/3				
	TARGET		3/3	3/3	3/3	3/3	3/3					
	CURRENT	2/3	0/3	0/3	2/3	1/3						
Description of achievements	There were no changes compared to the previous reporting period.											
Risks/Problems												
Next steps												

MEASURE 2.3:

Establishing modern HR planning and professional development of staff

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Percentage of institutions that effectively established and use one-year staffing plans relative to the total number of institutions at all administrative levels	Bosnia and Herzegovina	<i>n/a</i>	70%	24,1%
	<i>Institutions of BiH</i>	<i>n/a</i>	70%	<i>0%</i>
	<i>FBiH</i>	<i>n/a</i>	70%	<i>0%¹²</i>
	<i>RS</i>	<i>n/a</i>	70%	<i>100%</i>
	<i>BD BiH</i>	<i>n/a</i>	70%	<i>0%</i>
2. Development, implementation and monitoring of training plans (points) – SIGMA	Bosnia and Herzegovina	1/3	3/3	2/3
	<i>Institutions of BiH</i>			<i>3/3</i>
	<i>FBiH</i>			<i>3/3</i>
	<i>RS</i>			<i>2/3</i>
	<i>BD BiH</i>			<i>0/3</i>
3. Training expenditures in proportion to the annual salary budget (%) - (SIGMA)	Bosnia and Herzegovina	0/4	2/4	0/4
	<i>Institutions of BiH</i>			<i>0/4</i>
	<i>FBiH</i>			<i>0/4</i>
	<i>RS</i>			<i>0/4</i>
	<i>BD BiH</i>			<i>0/4</i>

¹² The FBiH level stated that there is no data.

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4. Existence of a functional HR database with data on the civil service (points) - (SIGMA)	<i>Bosnia and Herzegovina</i>	<i>0/4</i>	<i>3/4</i>	<i>1.5/4</i>
	<i>Institutions of BiH</i>			<i>0.5/4</i>
	<i>FBiH</i>			<i>2/4</i>
	<i>RS</i>			<i>1.5/4</i>
	<i>BD BiH</i>			<i>0.5/4</i>

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ACTIVITY 2.3.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	Amendments to the regulations governing the competencies of the institutions responsible for the HR planning process at the level of BiH and FBiH	Council of Ministers, FBiH Government	IIq2026.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●			●
	INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Competence of HR planning institutions established	BASELINE	0/1	0/1	/	/	2/4
		TARGET	1/1	1/1	/	/	4/4
		CURRENT	0/1	0/1	/	/	2/4
Description of achievements	There was no progress in this reporting period in relation to the indicators.						
Risks/Problems							
Next steps							

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ACTIVITY 2.3.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Standardise the HR planning process (for each level separately by adopting new or amending existing regulations, taking into account the optimisation of necessary resources) and provide training for HR staff from individual institutions (this activity in RS and BD BiH should be focused on improving the existing planning processes)	Institutions in charge of HR planning					IIq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:										
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			HR planning improved through the use of HR plans	BASELINE	<i>0/1</i>	<i>0/1</i>	<i>1/1</i>	<i>1/1</i>	<i>2/4</i>			
TARGET	<i>1/1</i>			<i>1/1</i>	<i>1/1</i>	<i>1/1</i>	<i>4/4</i>					
	CURRENT	<i>0/1</i>	<i>0/1</i>	<i>1/1</i>	<i>0/1</i>	<i>1/4</i>						
Description of achievement	At the level of BiH institutions, trainings on the topic "Management of human resources" (for managerial civil servants) were implemented; and the module "Management of human resources" as part of mandatory training for newly employed civil servants. There was no progress in this reporting period in relation to the indicators.											
Risks/Problems												
Next steps	Adopt adequate legal solutions and implementing acts.											

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ACTIVITY 2.3.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	Link the HR planning system with budget plans and programming budgeting system, as well as with the general effort to optimise the number of staff in administrative structures	Institutions in charge of HR planning, Finance Ministries	IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		HR planning harmonised with the time frame for the preparation of the Budget Law	BASELINE	0	0	1	1	2/4
TARGET			1	1	1	1	4/4	
CURRENT			0	0	1	0	1/4	
Description of achievement	The activity is related to the previous one, and therefore there was no progress in its implementation.							
Risks/Problems								
Naredni koraci								

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ACTIVITY 2.3.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:						IMPLEMENTATION DEADLINE:			
	Establish functional and reliable HRM software systems and ensure their interoperability	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IVq2027.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:					<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
	Percentage of administrative bodies/institutions that regularly (on a monthly basis) feed the data into the HRM information system in relation to the total number of administrative bodies/institutions	BASELINE					<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
		TARGET					70%	70%	70%	70%	70%
		CURRENT					0%	90%¹³	100%	100%	58.1%
Description of achievement	The activity was previously implemented at three administrative levels (FBiH, RS and BD BiH), while at the level of BiH institutions, the adoption of the Law on Amendments to the Law on Civil Service in BiH institutions enabled the initiation of activities on the establishment of the employee register at this administrative level as well.										
Risks/Problems											
Next steps											

¹³ The data represents the CSA FBiH assessment of the percentage of bodies that regularly submit up-to-date data, given that in accordance with the Regulation on the Content and Method of Keeping the Register of Employees in Civil Service Bodies in the Federation of BiH "Official Gazette of the Federation of BiH" 51/20 (Article 3) CSA FBiH performs input and further processing and control of data, while civil service authorities have authorized access to the Register. Data is provided on a daily basis. All authorities at the federal level have access to the register, and there are plans to enable them to enter data directly in the future.

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ACTIVITY 2.3.5	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	Revise existing/prepare new strategic documents for professional development and provide funds in the budget to support the implementation of strategic documents (provide consolidated data on training courses financed from the budgets of central HRM units and individual institutions at each administrative level)	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH	depending on the validity period of existing strategic documents					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							
	INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		There are continuously valid strategic documents of professional development	BASELINE	1/1	1/1	1/1	1/1	4/4
			TARGET	1/1	1/1	1/1	1/1	4/4
			CURRENT	1/1	1/1	1/1	0/1	3/4
		Established records of training courses financed from the budget	BASELINE	0/1	0/1	0/1	0/1	0/4
			TARGET	1/1	1/1	1/1	1/1	4/4
	CURRENT		0/1	0/1	0/1	0/1	0/4	
Description of achievement	At the level of BiH institutions, activities have begun on the drafting of the Decision on amendments and additions to the Decision on the manner of conducting training of civil servants in the institutions of Bosnia and Herzegovina and the Decision on amendments and additions to the Decision on the adoption of training programs for newly employed civil servants in the institutions of Bosnia and Herzegovina. The effective Training Strategy for employees in the republican administrative bodies of the Republika Srpska for the period from 2023 to 2029 was adopted by the Government of the Republika Srpska (Decision No. 04/1-012-2-318/23 of 01/26/2023).							
Risks/Problems	Insufficient financial resources for the implementation of training and professional development programs.							
Next steps	Conducting training in accordance with the relevant Strategy. Increase funds from the training budget.							

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ACTIVITY 2.3.6	ACTIVITY: Intensify inspection and other types of supervisions over the implementation of regulations on performance appraisal of civil servants	RESPONSIBLE INSTITUTIONS: <i>BiH MoJ, FBiH MoJ, RS Ministry of administration and local self-governance, and Department for technical and administrative affairs of Brčko District</i>					IMPLEMENTATION DEADLINE: <i>IIq2026.</i>
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●
	INDICATORS	INDICATOR VALUES:					BiH
	Performance appraisal completed for at least 70% of staff (SIGMA)	BASELINE		TARGET		0/1	
	CURRENT	0	1	1	1	1¹⁴/1	
Description of achievement	<p>At the level of the institutions of Bosnia and Herzegovina, there was an amendment to the Law on Civil Service in the Institutions of Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina", 18/24 of March 15, 2024), according to which the evaluation of civil servants is carried out once a year, not twice as previously predicted. At the 53rd session held on June 27, 2024, the CoM BiH adopted the Summary Report on the evaluation of civil servants in the institutions of Bosnia and Herzegovina for the period January - June 2023 and July - December 2023, which was proposed by the BiH Civil Service Agency. With the conclusion of the CoM BiH, the institutions are tasked to perform the evaluation of civil servants in a timely manner in the following evaluation period and submit reports to the CSA BiH, in accordance with the Rulebook on the method of evaluating the work of civil servants in the institutions of Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina", number 59/11, 24/21 and 79/22).</p> <p>In this reporting period, the Federal Administrative Inspection, which is part of the Federal Ministry of Justice, carried out administrative supervision based on submitted applications, and a small number of inspections were carried out without the submission of applications by citizens.</p> <p>At the level of the republican administration of the Republika Srpska, in 2023, performance evaluation was carried out for a total of 93% of civil servants and state employees, which was compiled in the Summary reports on the evaluation of civil servants and state employees employed in the republican administration bodies of the Republika Srpska for the period January 1st.- June 30st. 2023, and the period July 1st.- December 31st. 2023, and were adopted by the Conclusions of the Government of the Republika Srpska. The reports are published on the official website of CSA RS.</p>						

¹⁴ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, FBiH and RS.

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Risks/Problems	The Federal Administrative Inspection does not have the necessary personnel capacity.
Next steps	Continuation of assessment for the next period. It is necessary to fill the systematized positions of the administrative inspectorate in FBiH.

ACTIVITY 2.3.7	ACTIVITY: Conduct training courses for managers (evaluators) on monitoring and appraising the work (with emphasis on formulating work objectives)	RESPONSIBLE INSTITUTIONS: <i>BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH</i>	IMPLEMENTATION DEADLINE: <i>IIq2026.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						
	INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Performance appraisal completed for at least 70% of staff (SIGMA)	BASELINE					0/1
		TARGET					1/1
	CURRENT	0/1	1/1	1/1	1/1	1¹⁵1	
Description of achievement	No progress was recorded in relation to the semi-annual report.						
Risks/Problems							
Next steps							

¹⁵ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, FBiH and RS.

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ACTIVITY 2.3.8	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Ensure the implementation of an enhanced training needs analysis process related to performance appraisal and introduce regular evaluation of the impact of training on performance	BiH CSA, F BiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IIq2027.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS		INDICATOR VALUES:				<i>Inst. BiH</i>	<i>F BiH</i>	<i>RS</i>	<i>BD</i>
		Linkage between performance appraisals and measures designed to enhance professional achievement (SIGMA)	BASELINE								0/4
			TARGET								2/4
			CURRENT				0/4	4/4	4/4	4/4	3¹⁶/4
	Description of achievement	The activity was collectively marked for BiH as implemented in the previous period, although there was no progress at the level of BiH institutions in relation to the indicator. At this administrative level as well, the link between evaluation and training was formally established and included in the TNA process, but CSA BiH still does not have complete data on the implementation of evaluation in all individual institutions, so it is not possible to evaluate how many civil servants go through the evaluation process in practice. In the process of the evaluation procedure, proposals for training in the following period are determined, which are analyzed by the Agency for State Administration of the RS and included in the training plans for the following period.									
	Risks/Problems										
	Next steps	Training plan is prepared in accordance with established training needs.									






¹⁶ Taking into account the SIGMA methodology, this indicator was calculated as the average level of institutions in BiH, F BiH and RS.

MEASURE 2.4:

Establish a fair and transparent remuneration system

<i>MEASURE INDICATORS</i>		<i>INDICATOR VALUES</i>		
		<i>BASELINE</i>	<i>TARGET</i>	<i>CURRENT</i>
1. Fairness in the allocation of base salaries in the job classification system (points) - (SIGMA)	<i>Bosnia and Herzegovina</i>	<i>1/4</i>	<i>3/4</i>	<i>1/4</i>
	<i>Institutions of BiH</i>			<i>1/4</i>
	<i>FBiH</i>			<i>0/4</i>
	<i>RS</i>			<i>1/4</i>
	<i>BD BiH</i>			<i>1/4</i>
2. Availability of salary information (points) - (SIGMA)	<i>Bosnia and Herzegovina</i>	<i>0/3</i>	<i>2/3</i>	<i>1/3</i>
	<i>Institutions of BiH</i>			<i>1/3</i>
	<i>FBiH</i>			<i>1/3</i>
	<i>RS</i>			<i>0/3</i>
	<i>BD BiH</i>			<i>3/3</i>

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ACTIVITY 2.4.1	ACTIVITY: Define by regulation an obligation to carry out an analysis of jobs and make a comprehensive analytical assessment of jobs; methodology for analytical assessment, classification and grading of jobs (evaluate, and if need be, revise the existing regulations at the State level)		RESPONSIBLE INTITUTIONS: <i>BiH MoJ, FBIH MoJ, RS Ministry of administration and local self-governance, and Department for technical and administrative affairs of Brčko District</i>					IMPLEMENTATION DEADLINE: <i>IIq2026.</i>				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:									
			INDICATORS					INDICATOR VALUES:				
								<i>Inst.BiH</i>	<i>FBIH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			The obligation to conduct a job analysis and the methodology for analytical assessment, classification and gradation of jobs prescribed					BASELINE	1/1	0/1	0/1	0/1
							TARGET	1/1	1/1	1/1	1/1	4/4
							CURRENT	1/1	0/1	0/1	0/1	1/4
Description of achievement	There was no progress in this reporting period.											
Risks/Problems	Insufficient personnel capacity for the implementation of activities in FBIH.											
Next steps	It is necessary to provide assistance for the implementation of activities at the FBIH level, and to pass appropriate regulations that will regulate this area.											

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ACTIVITY 2.4.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Carry out analytical assessment and classification of jobs as a basis for a new remuneration system and amend acts on systematisation and organisation of jobs	BiH MoJ, FBiH MoJ, RS Ministry of administration and local self-governance, and Department for technical and administrative affairs of Brčko District					IIq2027.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Percentage of administrative bodies that conducted a job analysis and prepared job descriptions in accordance with the improved methodology for job analysis and job description	BASELINE					<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	
	TARGET					50%	50%	50%	50%	50%	
	CURRENT					48.8%¹⁷	0%	0%	0%	19.2%¹⁸	
Description of achievement	There was no progress in the realization of this activity in this reporting period.										
Risks/Problems											
Next steps											

¹⁷ Calculation based on the responses of 43 institutions, which represents a sample of about 57% of institutions at the BiH level. According to the submitted answers, 21 institutions conducted job analysis and created job descriptions in accordance with the valid decisions of the BiH Council of Ministers, from which it follows that about 48% of institutions at the BiH level have fulfilled this obligation.

¹⁸ Calculated on the basis of estimated data for the BiH level.

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ACTIVITY 2.4.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:						
	Amend regulations to allow for the establishment of a remuneration system based on the appropriate analytical assessment and classification of jobs	BiH MoJ, FBiH MoJ, RS Ministry of administration and local self-governance, and Department for technical and administrative affairs of Brčko District	IIq2027.						
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							
		INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Basic salary allocation procedures comply with the principles of merits, fairness and equal treatment – SIGMA	BASELINE					
TARGET								1/1	
	CURRENT		1/1	0/1	0/1	0/1	0/1		
Description of achievement	No progress was made in the implementation of this activity because the analytical assessment and qualification of the jobs were not carried out.								
Risks/Problems									
Next steps									

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ACTIVITY 2.4.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Ensure the availability of data on the salary and remuneration system	BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IIq2026.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
	INDICATORS	Information on the salary is available in the job vacancy (SIGMA)	BASELINE					0/1				
			TARGET					1/1				
			CURRENT					1	1	0	1	1/1
		General information on pay grades are easily accessible on the website (SIGMA)	BASELINE					0/1				
			TARGET					1/1				
			CURRENT					0	0	0	1	0/1
Description of achievements	At the level of the RS from February 1, 2024, during the announcement of the competition, data on the amount of salary for the position to which the competition in question applies is also submitted.											
Risks/Problems												
Next steps	Regular publication of data in all published competitions.											

MEASURE 2.5:

Ensuring compliance with the norms of code of ethical conduct for staff in administrative structures

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Disciplinary decisions confirmed by the courts (%) - SIGMA	Bosnia and Herzegovina	0/4	2/4	4/4
	<i>Institutions of BiH</i>			4/4
	<i>FBiH</i>			4/4
	<i>RS</i>			4/4
	<i>BD BiH</i>			4/4
2. Existence of legal frameworks for public sector integrity (points) – SIGMA	Bosnia and Herzegovina	0/5	3/5	0/5
	<i>Institutions of BiH</i>			1/5
	<i>FBiH</i>			0/5
	<i>RS</i>			0/5
	<i>BD BiH</i>			0/5
3. Established public sector integrity plans (points) – SIGMA	Bosnia and Herzegovina	0/4	4/4	1/4
	<i>Institutions of BiH</i>	0/4	1/4	0/4
	<i>FBiH</i>	0/4	1/4	0/4
	<i>RS</i>	0/4	1/4	1/4
	<i>BD BiH</i>	0/4	1/4	0/4

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ACTIVITY 2.5.1	ACTIVITY: Raising the awareness of the managerial staff about the need to sanction any misconduct in a fair and timely manner.	RESPONSIBLE INSTITUTIONS: <i>BiH CSA, F BiH CSA, RS CSA, HR Sub-division of Brčko District of BiH</i>					IMPLEMENTATION DEADLINE: <i>IIq2026.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●	●	●	●
	INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>F BiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Min. 2 workshops held	BASELINE					0	0	0	0
		TARGET					2	2	2	2	2/2
		CURRENT					1	1	1	0	1/2
Description of achievement	There was no progress compared to the previous period.										
Risks/Problems											
Next steps											

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ACTIVITY 2.5.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:									
	Improve the implementation of disciplinary procedures and ensure the implementation of the code of ethical conduct for staff (through amendments to the regulations and training)	Key HRM institutions					IVq2026.									
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:										●	●	●	●	●
		INDICATORS	INDICATOR VALUES:		<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>							
			Share of disciplinary committee members who have undergone a specialised training on conducting disciplinary proceedings		BASELINE	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>					
			TARGET	50%	50%	50%	50%	50%								
		CURRENT	20%	84.6¹⁹%	0%	0%	n/a²⁰									
Description of achievement	At the level of institutions of Bosnia and Herzegovina, trainings were implemented on the following topics: 1. Ethics in public administration (for managerial civil servants); 2. Ethics in public administration and code of civil servants; 3. Disciplinary procedure in administrative bodies; and the modules "Ethics in Public Administration" and "Code of Civil Servants and Disciplinary Responsibility" as part of mandatory training for newly employed civil servants. At the level of the RS, through proposals for solutions that will include the new Law on Civil Servants, it is planned that the disciplinary procedure will be carried out by independent bodies for all administrative bodies.															
Risks/Problems	Non-enactment of the Law in question at the level of the RS.															
Next steps	Adoption of the proposed legal solutions at the level of RS.															

¹⁹ The value of the indicator was taken from the previous reporting period, given that the number of participants was not submitted for the trainings held in this reporting period, nor were they on the list of experts from which the members of the disciplinary commissions are appointed.

²⁰ Due to the lack of data, it is not possible to determine the total value for BiH.

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ACTIVITY 2.5.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Provide a legal basis for the adoption of integrity plans (through regulations or strategic documents) and build capacities for their development at the level of individual institutions	APIK, BiH MoJ, FBIH MoJ, RS MoJ, Department for technical and administrative affairs of Brčko District					IVq2026.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS	INDICATOR VALUES:					<i>Inst. BiH</i>	<i>FBIH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Percentage of institutions that have adopted integrity plans at each administrative level	BASELINE					<i>n/a</i>				
		TARGET					80%				
		CURRENT					34.8%	60%	98%	0%	58.3%
Description of achievement	The Council of Ministers of Bosnia and Herzegovina held its 52nd session on June 18th. In 2024, it adopted the Strategy for the fight against corruption 2024-2028 and the Action plan for its implementation.										
Risks/Problems											
Next steps											

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ACTIVITY 2.5.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	Ensure regular monitoring of the implementation of integrity plans	APIK, RS MoJ, anti-corruption bodies in the FBiH and Brčko District	IIq2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●
	INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Availability of integrity plan implementation reports at each administrative level	BASELINE	0	0	0	0	0/4
		TARGET					2/4
		CURRENT	0	0	0	0	0/4
Description of achievement	There is no data on progress in the implementation of this activity at any administrative level.						
Risks/Problems							
Next steps							

MEASURE 2.6:

Improving the quality of general management in civil service structures

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Number of senior civil servants who received training on managerial knowledge and skills at all administrative levels	Bosnia and Herzegovina	<i>n/a</i>	90%	0%²¹
	<i>Institutions of BiH</i>	<i>n/a</i>	90%	10%
	<i>FBiH</i>	<i>n/a</i>	90%	7.8%
	<i>RS</i>	<i>n/a</i>	90%	0%
	<i>BD BiH</i>	<i>n/a</i>	90%	92.2%
2. Percentage of managers whose performance was appraised by the competent bodies	Bosnia and Herzegovina	<i>n/a</i>	90%	25%
	<i>Institutions of BiH</i>	<i>n/a</i>	90%	0%
	<i>FBiH</i>	<i>n/a</i>	90%	0%²²
	<i>RS</i>	<i>n/a</i>	90%	80%
	<i>BD BiH</i>	<i>n/a</i>	90%	100%

²¹ According to the methodology established by the indicator passport as in the total value for BiH, the value of the level with the lowest percentage of trained managerial civil servants is taken (unless it is Brčko District of BiH).

²² The FBiH level stated that there is no data.

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ACTIVITY 2.6.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:			
	Conduct training courses for senior civil servants at all organisational levels on basic managerial knowledge and skills		BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IIq2026.			
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●	
			INDICATORS		INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Percentage of senior civil servants who have undergone management training		BASELINE		<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
				TARGET		90%	90%	90%	90%	90%	
				CURRENT		10²³%	9.3%	0%	92.2%	12.3%²⁴	
Description of achievements		No progress has been recorded in the implementation of this activity at any administrative level.									
Risks/Problems											
Next steps											

²³ Given that there is no personnel register at the level of BiH institutions, and accurate data on the total number of managerial civil servants in institutions at this administrative level is not available, the value of the indicator is derived from the statistical data available to CSA BiH (according to which there are a total of 378 managerial civil servants), which are introduced by the institutions themselves and there are possible deviations from the real situation. The value of the indicator has been corrected in relation to the previous report in accordance with the data correction by CSA BiH.

²⁴ Aggregate value reduced due to correction of data for the level of BiH institutions.

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ACTIVITY 2.6.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:									
	Amend the existing/adopt new provisions of regulations governing the performance appraisal of senior civil servants based on the assessment of managerial skills (link with activity 2.1.4.)	BiH CSA, F BiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IVq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	INDICATOR VALUES:					<i>Inst. BiH</i>	<i>F BiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		The regulations provide for the verification of managerial competencies of senior civil servants through evaluation	BASELINE					0	0	0	0	0/4
	TARGET					1	1	1	1	4/4		
	CURRENT					0	1	0	0	1/4		
Description of achievement	The activity was previously implemented at the F BiH level, while there is no information on the progress in its implementation at the other administrative levels.											
Risks/Problems												
Next steps												

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ACTIVITY 2.6.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Amend the existing/adopt new provisions of regulations governing the monitoring and evaluation of the work of heads of institutions/administrative organisations (link with activity 2.1.4.)	BiH CSA, F BiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					IVq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>F BiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Adequately prescribed regular monitoring and evaluation of the work of heads of institutions / administrative organisations					BASELINE	0	0	0	0
					TARGET	1	1	1	1	4/4		
					CURRENT	0	0	0	0	0/4		
Description of achievement	There were no changes to the regulations on the evaluation of managers at any administrative level. In accordance with the valid regulations at the level of the RS, in 2023, the managerial civil servants were evaluated. The evaluation covered 97% of the managerial civil servants.											
Risks/Problems	Non-implementation of the evaluation procedure for all managerial civil servants.											
Next steps	Continue the process of evaluating all managerial civil servants.											

AREA 3 - ACCOUNTABILITY

OBJECTIVE: Organisationally and functionally aligned and transparent public administration system, with improved internal and external supervision over the work of public administration

MEASURE INDICATORS	INDICATOR VALUES		
	BASELINE	TARGET	CURRENT
1. <i>Public trust in administration (% of those who completely and somewhat trust) Balkans Barometer</i>	15%	40%	21%
2. <i>Requests for access to information in the possession of a government agency (institution) are accommodated in a timely manner (% of those who agree and those who fully agree) Balkans Barometer</i>	30%	55%	-

MEASURE 3.1:

Improving the organisational structure of the public administration system at all administrative levels:

MEASURE INDICATORS	INDICATOR VALUES		
	BASELINE	TARGET	CURRENT
1. Adequacy of the policy and regulatory framework to manage central government institutions (points) SIGMA	Bosnia and Herzegovina	3/5	2/5
	<i>Institutions of BiH</i>		2/5
	<i>FBiH</i>		2/5
	<i>RS</i>		2/5
	<i>BD BiH</i>		2/5
	1/5		

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2. Accountability in reporting between central government bodies and competent ministry at administrative levels (points) SIGMA	<i>Bosnia and Herzegovina</i>			0/4
	<i>Institutions of BiH</i>		2/4	0/4
	<i>FBiH</i>	0/4		0/4
	<i>RS</i>			0/4
	<i>BD BiH</i>			0/4
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ACTIVITY 3.1.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:				IMPLEMENTATION DEADLINE:			
	Prepare a methodology for carrying out the analysis of regulations on the public administration organisation against the requirements of SIGMA Principles of Public Administration		Lead (responsible) institution: PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BiH Mayor's Office				IIIq2026.			
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●		
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Methodology developed		BASELINE		no	no	no	no	no
		TARGET		yes	yes	yes	yes	yes		
		CURRENT		no	no	no	no	no		
Description of achievement	This activity is included in the technical support project financed from IPA II (IPA 2019), which is under implementation. In the reporting period, the indicator at the level of activity was reached, the document "Methodology of deficiency analysis" was prepared.									
Risks/Problems	-									
Next steps	To ensure the full participation of representatives of all relevant institutions in the technical support project and through the project to strengthen human and material resources for further improvements.									

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ACTIVITY 3.1.1.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	Develop a systematic analysis of the organisational structure of public administration with recommendations for improving the situation, including the development of a uniform typology of administrative bodies and organizations		PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, and BiH Mayor's Office					IVq2026.		
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Analysis and a uniform typology developed		BASELINE		no	no	no	no	no
		TARGET		yes	yes	yes	yes	yes		
		CURRENT		no	no	no	yes	no		
Description of achievement	<p>This activity is implemented through the ongoing technical support project for public administration reform "EU4PAR" financed from IPA II (IPA 2019) for all four levels of administration.</p> <p>In this reporting period, the project team started data collection activities for drafting analysis.</p> <p>In the previous reporting period, progress was made in the implementation of this activity in the BD BiH. At the end of 2019, SIGMA prepared the scenario for the reorganization of the administration of the Brčko District of BiH, which represents a kind of analysis of the current situation in public administration, and therefore of the regulations that are regulating the organization of public administration, and points to certain problems and inconsistencies when it comes to the functioning of public administration bodies and provides framework guidelines for its reorganization.</p>									
Risks/Problems	Lack of capacity in competent institutions can affect the quality of implementation of technical support activities.									
Next steps	To ensure the full participation of representatives of all relevant institutions in the technical support project and through the project strengthen human and material resources for further improvements.									

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ACTIVITY 3.1.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Prepare a plan for further improvement of the public administration organisation and institutional development and align the organisation with the identified model and typology (including amendments to the organisational regulations)		PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs;					IIIq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	INDICATORS		Improvement plan prepared and adopted	BASELINE		no	no	no	no	no		
				TARGET		yes	yes	yes	yes	yes		
				CURRENT		no	no	no	no	no		
			% of plan realization	BASELINE		0%	0%	0%	0%	0%		
				TARGET		25%	25%	25%	25%	25%		
				CURRENT		0%	0%	0%	0%	0%		
Description of achievement	No data were submitted from any level of administration. The activity is planned to be implemented through the current technical support project "EU4PAR" financed from IPA II (IPA 2019). In accordance with the project dynamics, no actions were taken to implement this activity for this reporting period.											
Risks/Problems	Lack of human and material resources for the implementation of activities in competent institutions can affect the implementation of activities.											
Next steps	To ensure the full participation of representatives of all relevant institutions in the technical support project and through the project strengthen human and material resources for further improvements.											

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ACTIVITY 3.1.4	ACTIVITY: Develop a guide/guidelines for conducting an ex-ante analysis for planning, changing and creating public administration bodies and organisations		RESPONSIBLE INSTITUTIONS: <i>PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs</i>					IMPLEMENTATION DEADLINE: <i>IVq2026.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Guide/guidelines prepared and published on the website of the competent institution		BASELINE		no	no	no	no	no		
				TARGET		yes	yes	yes	yes	yes		
		CURRENT		no	no	no	no	no				
Description of achievement	No data were submitted from any level of administration. Like the previous activity, this one is planned to be implemented through the current technical support project "EU4PAR" financed from IPA II (IPA 2019). In accordance with the project dynamics, no actions were taken to implement this activity for this reporting period.											
Risks/Problems	Lack of human and material resources for the implementation of activities in competent institutions can affect the implementation of activities.											
Next steps	To ensure the full participation of representatives of all relevant institutions in the technical support project and through the project strengthen human and material resources for further improvements.											

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ACTIVITY 3.1.5	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Improve regulations on the internal organisation of administrative bodies, including clear criteria for the formation of new internal units, critical requirements for the establishment of new units, minimum number of staff		BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs					1q2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Regulations governing the internal organisation amended		BASELINE		no	no	no	no	no		
				TARGET		yes	yes	yes	yes	yes		
				CURRENT		no	no	no	no	no		
Description of achievement		No progress was made in the reporting period. No data were submitted from any level of government.										
Risks/Problems		The lack of human and material resources for the implementation of activities in competent institutions can affect the implementation of activities.										
Next steps		Ensure support for the implementation of activities and strengthen the capacities of competent institutions for further reforms.										

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ACTIVITY 3.1.6	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Improve the internal organisation and systematisation of administrative bodies in accordance with the improved regulations		All administrative bodies and organisations at all levels					IVq2027.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Internal organisation improved		BASELINE		0%	0%	0%	0%	0%	0%	0%	
		TARGET		35%	35%	35%	35%	35%	35%	35%			
		CURRENT		0%	0%	0%	0%	0%	0%	0%			
Description of achievement	<p>Considering that the previous activity 3.1.5. was not implemented, i.e. the by-laws on internal organization had not been improved, this activity could not have been implemented.</p> <p>In this reporting period at the state level, out of a total of 59 institutions, 5 submitted data on the compliance of the rulebook on internal organization with the valid by-law. In some cases, the regulations of the institutions are not harmonized with the existing by-laws, while in most cases harmonization has been carried out and the institutions are working on improving the regulations on internal organization.</p>												
Risks/Problems	<ul style="list-style-type: none"> - The implementation of the activity is conditioned by the implementation of 3.1.5. - Lack of capacity to implement activities in smaller institutions. - The slow procedure of obtaining the opinions of competent institutions on the new proposal of the Rulebook on internal organization. 												
Next steps	<ul style="list-style-type: none"> - The implementation of the activity is conditioned by the implementation of 3.1.5. 												

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ACTIVITY 3.1.7	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop and adopt a methodology for the development of electronic registers of administrative bodies and organisations		PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Methodology prepared		BASELINE		no	no	no	no	<i>no</i>				
		TARGET		yes	yes	yes	yes	<i>yes</i>				
		CURRENT		yes	yes	yes	yes	<i>yes</i>				
Description of achievement	Progress was achieved in the previous reporting period. A methodology was prepared within the framework of the project "Support to Public Administration Reform in BiH" (IPA 2015) - "DATABASE ANALYSIS AND DESIGN FOR 4.2.1 ACTIVITY", which analyzed the existing Access catalogs of public administration (according to levels), and the proposed design solution. The design software is based on the MariaDB relational database management system (RDBMS). Based on the design, existing data was migrated (data organized in Access were collected during 2011 and periodically updated). With the support of the project, the data were updated during 2020 and 2021.											
Risks/Problems	-											
Next steps	-											

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.1.8	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Draft and adopt regulations on the establishment of electronic registers of administrative bodies and organisations at all levels, which will regulate the obligation to regularly update the registers		PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
						<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Regulations drafted and adopted at all levels		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
Description of achievement		There was no change in the reporting period. Some progress was achieved in the previous period when drafts of four decisions on the establishment of an electronic catalog of public institutions of BiH, FBiH, RS and BDBiH were prepared, which were presented at a workshop held in June 2021. Draft documents were prepared in cooperation with the technical support project "Support to public administration reform in Bosnia and Herzegovina" (IPA 2015).										
Risks/Problems		<ul style="list-style-type: none"> - Existence of technical and financial obstacles for establishing/maintaining the registry - Unclear roles of relevant institutions 										
Next steps		Responsible institutions should complete drafting and adopt by-laws at all levels.										

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.1.9	ACTIVITY: Develop software solutions at all administrative levels and make them operational		RESPONSIBLE INSTITUTIONS: <i>PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs</i>					IMPLEMENTATION DEADLINE: <i>IIIq2026.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Software solutions at all administrative levels developed and operational		BASELINE		no	no	no	no	<i>no</i>		
TARGET				yes	yes	yes	yes	<i>yes</i>				
		CURRENT		no	no	no	no	no				
Description of achievement	No activities were undertaken that would lead to the implementation of 3.1.9. In the previous period, through the project "Support to public administration reform in BiH" (IIPA 2015), a software solution was prepared and a Catalog of public administration institutions in BiH was made, however, the Catalog is not yet operational.											
Risks/Problems	Absence of the PAR structure necessary to complete the activity.											
Next steps	Establish a PAR structure and, taking into account the achieved progress, complete the activity as a priority.											

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.1.10	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Make the registers accessible to the public	<i>PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs</i>					IVq2026.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Registers are accessible to public	BASELINE		no	no	no	no	no	no		
TARGET			yes	yes	yes	yes	yes					
CURRENT			no	no	no	no	no					
Description of achievement	No progress was made in the implementation of activities in the reporting period. In the previous period, a software solution was developed, but the catalog of institutions is not operational, nor publicly available.											
Risks/Problems	Absence of the PAR structure necessary to complete the activity.											
Next steps	Establish a PAR structure and, taking into account the achieved progress, complete the activity as a priority.											

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.1.1.11	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	Analyze regulations and practices for improving the accountability of senior staff (managerial accountability) in public administration, and prepare recommendations to increase the accountability and submit them to the CoM/Governments	PARCO; BiH Ministry of Justice; FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs					IIq2026.		
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	
							●	●	
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>
			Analysis developed and agreed at all levels	BASELINE	no	no	no	no	no
				TARGET	yes	yes	yes	yes	yes
				CURRENT	no	no	no	no	no
			Governments at all levels informed about the recommendations	BASELINE	no	no	no	no	no
				TARGET	yes	yes	yes	yes	yes
CURRENT		no		no	no	no	no		
Description of achievement	In the reporting period, no activities were undertaken in order to realize the activities. Some progress was made in the previous period within the framework of the technical assistance project "Support to Public Administration Reform in BiH" (IPA 2015). Three workshops were held and a "Policy Proposal for Necessary Reforms to Improve Managerial Accountability in BiH" was prepared, which contains fundamental recommendations for improving managerial accountability. The continuation of the implementation of the activity is planned through the current technical support project "EU4PAR" financed from IPA II (IPA 2019). In accordance with the project dynamics, no actions were taken to implement this activity for this reporting period.								
Risks/Problems	- Lack of knowledge about the concept of managerial accountability.								
Next steps	- Ensure the involvement of all relevant institutions (human resources, internal audit, management organization) in the implementation of activities through technical support in order to increase the exchange of knowledge about the concept of managerial accountability.								

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.1.1.12	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:						
	<p>Promote the concept of executive staff accountability (managerial accountability) and accountability in public administration</p> <p>- hold at least 3 workshops/roundtable discussions for executives (managers)</p> <p>- prepare curricula and train the trainers on the managerial accountability subject</p>	<p>PARCO, BiH Ministry of Justice, FBiH Ministry of Justice; Ministry of Administration and Local Self-Government, BD Mayor's Office and BD BiH Department for technical and administrative affairs, CSA BiH, FBiH CSA, RS CSA, HR Sub-division</p>					<p>IIIq2026.</p>						
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●		
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
			Training included in annual plans of CSAs at all levels	BASELINE					no	no	no	no	<i>no</i>
				TARGET					yes	yes	yes	yes	<i>yes</i>
				CURRENT					no	no	no	no	<i>no</i>
			Satisfaction of managers with the delivered training courses i.e., roundtable discussions	BASELINE					no	no	no	no	<i>no</i>
				TARGET					yes	yes	yes	yes	<i>yes</i>
				CURRENT					no	no	no	no	<i>no</i>
Description of achievement			There was no change in the reporting period. The implementation of the activity is planned through the IPA 2019 project "EU4PAR". Trainings and increased awareness of managers and civil servants about the importance of accountability and increased knowledge about managerial accountability are planned. In accordance with the project dynamics, no actions were taken to implement this activity for this reporting period.										
Risks/Problems	- Lack of interest and insufficient participation of competent institutions, including CSA/A												
Next steps	Ensure the participation of the management staff of all relevant institutions (human resources, internal audit, management organization) in the implementation of activities through technical support in order to increase knowledge about the concept of managerial accountability.												

MEASURE 3.2:

Increasing the accessibility of information held by public administration

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Comprehensiveness of monitoring on the implementation of legislation on access to public information (points) SIGMA	Bosnia and Herzegovina	0/5	3/5	0/5
	<i>Institutions of BiH</i>			1/5
	<i>FBiH</i>			0/5
	<i>RS</i>			0/5
	<i>BD BiH</i>			0/5
2. Proactivity in disclosure of information by state administration bodies on their websites (points)	Bosnia and Herzegovina	2/5	4/5	2/5
	<i>Institutions of BiH</i>			3/5
	<i>FBiH</i>			2/5
	<i>RS</i>			1/5
	<i>BD BiH</i>			1/5

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.2.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Analyse the legal and institutional framework in the area of free access to public information to ensure compliance with SIGMA PAR principles (by ensuring legal review and remedies, and mechanisms for consistent application of regulations; by using the existing control mechanisms and institutional capacity to monitor enforcement, and stipulating sanctions)		BiH Ministry of Justice, FBiH Ministry of Justice and competent institution in RS					IIq2025.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Analysis developed and agreed		BASELINE					no	no	no	no	<i>no</i>
		TARGET					yes	yes	yes	yes	<i>yes</i>		
		CURRENT					yes	yes	yes	yes	<i>yes</i>		
Description of achievement	The activity has been implemented. At the state level, an analysis of the legislation on freedom of access to information was prepared in the previous period (Expert report "Improving the right to access information in Bosnia and Herzegovina" from February 19, 2018). In 2019, SIGMA created the document "Improving the legislative framework for access to public information in Bosnia and Herzegovina", which contains a comprehensive analysis of the legislation on access to public information in Bosnia and Herzegovina at the level of Bosnia and Herzegovina, the Federation of Bosnia and Herzegovina and the Republika Srpska ²⁵ . Based on the analysis, a model of the law on freedom of access to information was created based on PAR principles and offered to all levels as a guide for drafting new laws. In the Federation of BiH in the previous reporting period, an analysis was also carried out (the analysis of the law on freedom of access was prepared by SIGMA), and the text of the new Law on Freedom of Access to Information of the FBiH was prepared, which is harmonized with the SIGMA PAR principles.												
Risks/Problems	-												
Next steps	-												

²⁵ Given that the Law on Freedom of Access to Information of BiH was in force in the Brčko District of BiH at that time, this analysis applies analogously to the level of BD BiH (representatives of competent institutions of BD BiH were involved in the activities and prepared documents were delivered to them).

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.2.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Improve the protection of the right to access information by drafting and adopting aligned amended i.e., new laws on freedom of access to information at all levels (in line with the recommendations arising from the analysis)	BiH Ministry of Justice, FBiH Ministry of Justice and competent institution in RS					IIq2026.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
INDICATORS	New i.e., amended laws drafted in accordance with the ToR and referred to the procedure for adoption					BASELINE	no	no	no	no	<i>no</i>
						TARGET	yes	yes	yes	yes	<i>yes</i>
						CURRENT	no	no	no	no	<i>no</i>
ACTIVITY 3.2.2	Description of achievement	<p>At the state level, the new Law on Freedom of Access to Information is in force.²⁶ At its 42nd session, held on March 12, 2024, the Council of Ministers of BiH passed a Decision on amending the Decision on the Formation of the Appeals Council at the Council of Ministers of BiH (Official Gazette of BiH, 24/24), which prescribes the conditions for appointing a member of the Appeals Council (graduate in law who must have at least five years of work experience in administrative bodies, the judiciary, the bar or other relevant experience in the profession, of which at least three years after passing the bar exam). Otherwise, in accordance with the Law on Freedom of Access to Information in the Institutions of BiH (Official Gazette of BiH, 61/23), the Appeals Council is in charge of resolving appeals in the second instance procedure under this law.</p> <p>In accordance with the Law on Freedom of Access to Information in the Institutions of Bosnia and Herzegovina, the Council of Ministers of Bosnia and Herzegovina adopted the Guide for Access to Information (44th Session of April 4, 2024), and the Minister of Justice of Bosnia and Herzegovina adopted the Rulebook on the Content and Method of Keeping the Register of Requests for Access to Information (Official Gazette BiH, 35/24), which stipulates that the institutions of Bosnia and Herzegovina are obliged to establish a Register of requests for freedom of access to information, which is kept in the form of a Register, while Article 4 stipulates that this register is kept in electronic form.</p> <p>In the Federation of BiH and Republika Srpska in this reporting period, there was no progress in the implementation of activities.</p> <p>Taking into account that the new law of BiH is not completely in accordance with the recommendations from the analyzes prepared previously, as well as that due to the absence of other laws it is impossible to confirm the harmonization of the legislation, so the score for the indicator has not changed.</p>									






²⁶ "Official Gazette of BiH" number: 61/23

Annex 1: Tabular overview of the implementation of the Action plan

Risks/Problems	A non-harmonized approach to law making.
Next steps	Ensure a coordinated approach to the drafting of legislation in order to ensure harmonized provisions and ways of exercising rights.

ACTIVITY 3.2.3	ACTIVITY: Draft, based on the adopted laws on freedom of access to information, and adopt implementing regulations on proactive transparency standards	RESPONSIBLE INSTITUTIONS: <i>BiH Ministry of Justice, FBiH Ministry of Justice and competent institution in RS</i>	IMPLEMENTATION DEADLINE: <i>11q2027.</i>					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
	INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Implementing regulations adopted	BASELINE	no	no	no	no	no
			TARGET	yes	yes	yes	yes	yes
CURRENT			yes	no	no	no	no	
Description of achievement	In relation to the information from the previous annual progress report, no information was submitted from any level of administration in this reporting period.							
Risks/Problems	Lack of personnel, technical and financial capacities.							
Next steps	Adopt by-laws at levels where this has not been done so far.							

Annex 1: Tabular overview of the implementation of the Action plan

ACTIVITY 3.2.4	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:																																											
	Develop mechanisms to monitor proactive transparency by establishing on-line tool for monitoring the level of compliance with the proactive transparency standards		PARCO , Statistics Agency in BiH, Ministry of Justice of FBiH, competent institution in RS					IIIq2027.																																											
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:																																																
			<table border="1"> <thead> <tr> <th rowspan="2" style="writing-mode: vertical-rl; transform: rotate(180deg);">INDICATORS</th> <th colspan="5">INDICATOR VALUES:</th> <th><i>Inst.BiH</i></th> <th><i>FBiH</i></th> <th><i>RS</i></th> <th><i>BD</i></th> <th><i>BiH</i></th> </tr> </thead> <tbody> <tr> <td rowspan="3">On-line tool established and delivered to the competent Entity ministries</td> <td colspan="5">BASELINE</td> <td>no</td> <td>no</td> <td>no</td> <td>no</td> <td>no</td> </tr> <tr> <td colspan="5">TARGET</td> <td>yes</td> <td>yes</td> <td>yes</td> <td>yes</td> <td>yes</td> </tr> <tr> <td colspan="5">CURRENT</td> <td>yes</td> <td>no</td> <td>no</td> <td>no</td> <td>No</td> </tr> </tbody> </table>								INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	On-line tool established and delivered to the competent Entity ministries	BASELINE					no	no	no	no	no	TARGET					yes	yes	yes	yes	yes	CURRENT					yes	no	no	no
INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>																																									
	On-line tool established and delivered to the competent Entity ministries	BASELINE					no	no	no	no	no																																								
TARGET					yes	yes	yes	yes	yes																																										
CURRENT					yes	no	no	no	No																																										
Description of achievement	In this reporting period, there was no progress in the implementation of this activity or the achievement of indicators compared to the previous situation.																																																		
Risks/Problems	The slow preparation and adoption of the law on freedom of access to information at the other three levels of FBiH, RS and BD BiH affects the implementation of activities.																																																		
Next steps	Speed up the drafting of the law on freedom of access to information.																																																		

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ACTIVITY 3.2.5	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	Make an ex ante assessment of the rationale for establishing a new body or assigning functions to an existing body with the aim of establishing/strengthening a supervisory i.e., inspection function in accordance with the laws on freedom of access to information		Ministry of Justice of BiH, Ministry of Justice of FBiH ,and competent institution in RS					Iq2027.		
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●
			INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Ex ante assessment prepared		BASELINE		no	no	no	no	no
				TARGET		yes	yes	yes	yes	yes
				CURRENT		no	no	no	no	no
Description of achievement		No information were delivered from any level of administration.								
Risks/Problems		-								
Next steps		-								

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ACTIVITY 3.2.6	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Align the legal framework governing the function of a new i.e., existing supervisory body with FOIA (an act on the establishment of a new i.e., existing supervisory body, rulebook on internal organisation, etc.)		BiH Ministry of Justice, FBiH Ministry of Justice ,and competent institution in RS					IIq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
			Legal framework aligned					BASELINE	no	no	no	no
							TARGET	yes	yes	yes	yes	yes
							CURRENT	no	no	no	no	no
Description of achievement		In the reporting period, no steps were taken to implement this activity at any level.										
Risks/Problems		- Lack of resources and capacity										
Next steps		- Provide the necessary funds and capacities for the implementation of activities										

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ACTIVITY 3.2.7	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Strengthen the capacity of staff through the implementation of at least two training events on standards for monitoring the implementation of FOIA in EU countries	BiH Ministry of Justice, FBiH Ministry of Justice ,and competent institution in RS					IIIq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Capacities of staff working on supervision tasks strengthened through trainings	BASELINE					0%	0%	0%	0%
	TARGET					45%	45%	45%	45%	45%		
	CURRENT					0%	0%	0%	0%	0%		
Description of achievement	No progress was made in the reporting period. Taking into account that the previous activity (3.2.6) has not been implemented, the preconditions for the implementation of this activity have not been created.											
Risks/Problems	Slowness in creating preconditions for the realization of activities											
Next steps	Accelerate the creation of prerequisites for the realization of this activity											

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ACTIVITY 3.2.8	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Align job descriptions of information officers with the provisions of the new i.e., amended laws on freedom of access to information at all levels through amendments to the rulebook on internal organisation and job systematisation		All administrative bodies and organisations at all levels					IIIq2027.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Rulebooks on internal organisation aligned with the law		BASELINE		0%	0%	0%	0%	0%	0%	0%	
		TARGET		50%	50%	50%	50%	50%	50%	50%			
		CURRENT		0%	0%	0%	0%	0%	0%	0%			
Description of achievement	No progress has been made in the implementation of this activity. At the state level, the new Law on Freedom of Access to Information contains provisions related to the obligations of public relations civil servants, however, aggregate data on the compliance of information civil servants' job descriptions with the new law has not been delivered. According to the data submitted by state institutions in the previous reporting period (out of a total of 60 institutions, 16 submitted data on compliance of the position of public relations civil servants with the current Law on Freedom of Access to Information), the current status indicates different solutions: a) not all positions of public relations civil servants are aligned with the current valid law on freedom of access to information; b) in some institutions, the positions of public relations civil servants are not envisaged by systematization at all c) part of the positions of public relations civil servants are not filled even though they are in compliance with the current law on freedom of access to information d) some institutions do not have systematized positions, but they have determined by internal acts civil servants who are in charge of acting in accordance with the FOIA. Progress in the reporting period has not been confirmed in the entities and BD BiH.												
Risks/Problems	-												
Next steps	-												

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ACTIVITY 3.2.9	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Define standard data for uniform databases of information access requests		BiH Ministry of Justice; FBiH Ministry of Justice; Competent institution in RS; and all administrative bodies and organisations at all levels					IIq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Standard data document agreed		BASELINE		no	no	no	no	no		
		TARGET		yes	yes	yes	yes	yes				
		CURRENT		yes	no	no	no	no				
Description of achievement	At the state level, the new Law on Freedom of Access to Information foresees the establishment of a register of requests for access to information, which is published on the websites of institutions, and which contains entries on procedural steps, on the resolution of requests, as well as information on appeals and court proceedings. The Minister of Justice of Bosnia and Herzegovina issued a Rulebook on the content and manner of keeping the register of requests for access to information (Official Gazette of BiH, 35/24), which stipulates that the institutions of Bosnia and Herzegovina are obliged to establish a Register of requests for freedom of access to information, which is kept in the form of a Register , while Article 4 stipulates that this register is kept in electronic form. There was no progress in the entities and in the BD BiH.											
Risks/Problems	Risk of non-harmonised approach											
Next steps	Ensure harmonization of solutions											

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ACTIVITY 3.2.10	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop an IT solution for databases on information access requests	BiH Ministry of Justice; F BiH Ministry of Justice; Competent institution in RS; and all administrative bodies and organisations at all levels					IIIq2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●			
	INDICATORS	INDICATOR VALUES:						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
IT solution developed and tested		BASELINE		no	no	no	no	no			
		TARGET		yes	yes	yes	yes	yes			
		CURRENT		no	no	no	no	no			
Description of achievement	The realization of the activity is conditioned by the completion of the previous activity 3.2.9. No development was achieved in the reporting period.										
Risks/Problems	-										
Next steps	-										

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ACTIVITY 3.2.11	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	Establish uniform databases of information access requests	BiH Ministry of Justice; FBiH Ministry of Justice; Competent institution in RS; and all administrative bodies and organisations at all levels	IVq2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
The databases operational		BASELINE	no	no	no	no	no
		TARGET	yes	yes	yes	yes	yes
		CURRENT	no	no	no	no	no
Description of achievement	No progress has been made in the implementation of activities because the prerequisites (previous activities) have not been achieved at any level of administration.						
Risks/Problems	Lack of financial resources and capacity						
Next steps	Ensure money and technical support for the implementation of activities						

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ACTIVITY 3.2.12	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:			
	Establish a single register of information access requests and replies (Human Rights Ombudsman) and statistical reports on the enforcement of FOIA.		The Institution of HR Ombudsman of BiH					Iq2027.			
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●		
			INDICATORS		INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			The register is operational and publicly accessible		BASELINE		no				no
				TARGET		yes				yes	
				CURRENT		no				no	
Description of achievement		No progress was made in the reporting period. The human rights ombudsman institution does not have an established register of requests for access to information and responses, it only has through its database the number of complaints received related to the Law on Freedom of Access to Information and they were sent to the Ombudsman Institution.									
Risks/Problems		- Lack of financial resources for the establishment of the registry									
Next steps		- The method of establishing the register of personnel, budgetary and IT support, i.e. possible amendments to the Law on Freedom of Access to Information in BiH									

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ACTIVITY 3.2.13	ACTIVITY:		RESPONSIBLE INSTITUTIONS:				IMPLEMENTATION DEADLINE:				
	Analyse the level of readiness of public administration to disclose open format data (define the starting position, the existing legal framework, possible obstacles to the publication of open format data, etc.)		PARCO, BiH Ministry of Justice, Secretariat general of the FBiH Government, Secretariat General of the RS Government, Secretariat of the Government of BD BiH				IVq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●	
			INDICATORS		INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Analysis prepared		BASELINE		no	no	no	no	no
				TARGET		yes	yes	yes	yes	yes	
				CURRENT		yes	yes	no	no	no	
Description of achievement	In the reporting period, no progress was made in RS and BDBiH. In the previous period, progress was achieved at the level of the state and institutions of FBiH. As part of the Public Institutions Strengthening Program SPI, which was financed by the German GiZ, an assessment of readiness for open data was carried out. The Open Data Readiness Assessment (ODRA) was prepared for the BiH level and it is based on the World Bank methodology (World Bank methodology version 3.1). The assessment of readiness for open data in the Federation of Bosnia and Herzegovina was made in May 2021. The analysis showed that the FBiH is in a very early stage of readiness for opening data, which at the same time presents certain challenges, but also opens up opportunities for a systematic approach to planning the process of opening data.										
Risks/Problems	- Lack of funds for the preparation of ODRA for other levels										
Next steps	- Provide financial resources and support for the preparation of analysis for RS and BD BiH										

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ACTIVITY 3.2.14	ACTIVITY:		RESPONSIBLE INSTITUTIONS:				IMPLEMENTATION DEADLINE:			
	Develop an open format data policy		PARCO, BiH Ministry of Justice, Secretariat general of the FBiH Government, Secretariat General of the RS Government, Secretariat of the Government of BD BiH				IIIq2027.			
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●		
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Policy developed and adopted		BASELINE		no	no	no	no	no
		TARGET		yes	yes	yes	yes	yes		
		CURRENT		no	no	no	no	no		
Description of achievement	No progress was made in the reporting period.									
Risks/Problems	- Lack of resources to prepare an open data policy									
Next steps	- Ensure completion of ODRA for RS and BD and financial resources and support for policy development									

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ACTIVITY 3.2.15	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	Develop an open format data guide	PARCO, BiH Ministry of Justice, Secretariat general of the FBiH Government, Secretariat General of the RS Government, Secretariat of the Government of BD BiH	IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		A guide prepared	BASELINE	no	no	no	no	no
TARGET			yes	yes	yes	yes	yes	
CURRENT			no	no	no	no	no	
Description of achievement	Given that this activity is a continuation of the previous activity in the reporting period, there was no progress in its implementation.							
Risks/Problems	- Lack of resources and capacity							
Next steps	- Ensure financial resources and support for the implementation of activities							

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ACTIVITY 3.2.16	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Improve and adopt the improved website maintenance procedures that will incorporate technical standards of proactive transparency		BiH Ministry of Transport and Communications; Secretariat General of the BiH CoM (e-Government), Secretariat General of the FBiH Government, Secretariat General of the RS Government, Secretariat of the Government of BD BiH					IVq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Procedures published in official journals		BASELINE		no	no	no	no	no				
		TARGET		yes	yes	yes	yes	yes				
		CURRENT		no	no	no	no	no				
Description of achievement	Compared to the data for the previous annual progress report, there was no progress in the implementation of activities.											
Risks/Problems	Lack of resources (personnel, material and technical) in FBiH											
Next steps	Further improve regulations and capacitate resources in FBiH											

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ACTIVITY 3.2.17	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Develop a communication plan to raise awareness and promote freedom of access to information, including the promotion of proactive transparency and data openness. As part of the promotion effort:		PARCO; the Institution of the Human Rights Ombudsman of BiH; Secretariat General of the BiH CoM (Information Service), Secretariat General of the FBiH Government (PR Office of the FBiH Government), Secretariat General of the RS Government (PR Office of the RS Government), Secretariat of the Government of the BD BiH (Information Sector of the BH BiH Government)					IVq2027.				
	- hold at least 2 roundtable discussions with representatives of the non-governmental sector;		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	- hold at least one regional conference on freedom of access, proactive transparency and open data to facilitate experience exchange)		INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Communications plan implemented		BASELINE	0%	0%	0%	0%	0%			
				TARGET	50%	50%	50%	50%	50%			
				CURRENT	0%	0%	0%	0%	0%			
Description of achievement	No information has been submitted confirming that progress has been made in the implementation of this activity.											
Risks/Problems	Lack of capacity and funds, and failure to adopt improved legislation											
Next steps	Implement the Plan in FBiH, and cooperate and participate in the organization of gatherings in cooperation with other competent and relevant institutions and organizations.											

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ACTIVITY 3.2.18	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Build the capacity of public administration through training of managers and staff handling requests under FOIA: (develop a training programme on the right of access to information, proactive transparency and open format data and include such programmes in training plans of CSAs at all levels - conduct at least one training event for heads of institutions at all four administrative levels - conduct at least 3 training events for staff acting under FOIA of all levels)		BiH CSA, FBiH CSA, RS CSA, HR Sub-division of Brčko District of BiH					Iiq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	INDICATORS		Trainings programmes incorporated in the annual training plans of CSAs i.e., Subdivision of BD	BASELINE	no	no	no	no	no	no		
				TARGET	yes	yes	yes	yes	yes			
				CURRENT	no	no	no	no	no			
			Satisfaction of managers and staff with the delivered training programmes	BASELINE	0%	0%	0%	0%	0%	0%		
				TARGET	45%	45%	45%	45%	45%			
				CURRENT	0%	0%	0%	0%	0%			
Description of achievement	In the reporting period, no indicators were achieved at the level of this activity at any level of administration. According to the information provided by the Civil Service Agency at the level of BiH, trainings were implemented on the following topics: 1. "Application of the Law on Freedom of Access to Information at the Institutional Level of Bosnia and Herzegovina" (for information civil servants, appointed by decision of the head of the institution, in accordance with the Law on Freedom of Access to Information); 2. "Transparency, accountability and open data - the key to building trust" (for managerial civil servants), however, the data are not complete to be able to assess the level of implementation and for this reason the rating of the indicator remains unchanged.											
Risks/Problems	-											
Next steps	-											

MEASURE 3.3:

Improve the mechanism for protection of the right of the individual to good administration and the public interest

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. Rate of implementation of Ombudsman recommendations	Bosnia and Herzegovina	45,12%	55%	49,5%
	<i>Institutions of BiH</i>			
	<i>FBiH</i>			
	<i>RS</i>			
	<i>BD BiH</i>			
2. Number of public administration cases (administrative acts) confirmed by the competent court	Bosnia and Herzegovina	53%	61%	47%
	<i>Institutions of BiH</i>			
	<i>FBiH</i>			
	<i>RS</i>			
	<i>BD BiH</i>			

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ACTIVITY 3.3.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Analyse the rate of fulfillment of recommendations issued by supervisory institutions and trends and propose a set of measures to increase the rate of implementation		The Institution of Ombudsman, SAIs (Supreme Audit Institutions)					IIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY					●	●	●	●	●
			INDICATORS		<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
			The analysis discussed at sessions of parliaments/assemblies		BASELINE		no	no	no	no	no	
				TARGET		yes	yes	yes	yes	yes		
				CURRENT		no	no	no	no	no		
Description of achievement		No progress was made in the reporting period. Every year, in the annual report, the institution of the ombudsman for human rights creates comprehensive statistics of the number of issued recommendations, realized recommendations, recommendations in which cooperation was achieved and unrealized recommendations. Audit institutions keep records on the fulfillment of recommendations and analyze the findings. Despite the existence of the report, and taking into account that no comprehensive discussion was organized and no analysis prepared on the reasons why public administration institutions do not sufficiently implement the recommendations of public bodies with recommendations, the value of the indicator is unchanged.										
Risks/Problems		Lack of money to implement activities.										
Next steps		Provide support for the drafting of analysis and strengthening of public institutions' awareness of the importance of following the recommendations of independent institutions.										

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ACTIVITY 3.3.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Strengthen the independence of supervisory institutions (the Institution of Ombudsman, SAIs) by amending and harmonising legislation	The Institution of Human Rights Ombudsman of BiH, SAIs					Iq2027.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Financial independence of supervisory institutions established by law	BASELINE					no	no	no	no	no	
	TARGET					yes	yes	yes	yes	yes	
	CURRENT					no	no	no	no	no	
Description of achievement	In relation to the data from the annual progress report for the 2023, there was no progress in the realization of this activity.										
Risks/Problems	-										
Next steps	-										

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ACTIVITY 3.3.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:						
	Produce a brochure for parliaments explaining the role and importance of public sector audit services	SA/s					IVq2026.						
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:												
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>					
		A brochure for parliaments produced	BASELINE	no	no	no	no	no					
		TARGET	yes	yes	yes	yes	yes						
		CURRENT	yes	no	no	no	no						
Description of achievement	In the reporting period, no progress was made at any level of administration. In the previous period, a brochure for the old convocation of the Parliamentary Assembly of Bosnia and Herzegovina was prepared at the state level as part of the Program for Strengthening Public Institutions.												
Risks/Problems	-												
Next steps	-												

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ACTIVITY 3.3.4	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Hold roundtable discussions/workshops for heads of institutions on the importance and role of the Institution of Ombudsman and SAs in the development of the public sector and the importance of compliance with their recommendations		The Institution of Human Rights Ombudsman of BiH, SAs					IIIq2026.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY					●	●	●	●	●
			INDICATORS		<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
			4 round table discussions/workshops for heads of institutions held		BASELINE		no	no	no	no	no	
				TARGET		yes	yes	yes	yes	yes		
				CURRENT		no	no	no	no	no		
Description of achievement		No progress was made in the reporting period.										
Risks/Problems		- Lack of financial resources										
Next steps		- Provide financial resources and support for the implementation of activities										

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ACTIVITY 3.3.5	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:										
	<p>Raise awareness and knowledge of civil servants, including senior civil servants, on relevant regulations, the role and importance of implementing the recommendations of independent bodies</p> <ul style="list-style-type: none"> - develop syllabi for training, - hold at least three training events - include training programmes in the training plans of CSAs) 	CSA BiH, CSA FBiH, CSA RS and HR Sub-division of BD Government in cooperation with the Institution of the Human Rights Ombudsman of BiH and SAIs	IIIq2026.										
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●		
				<i>INDICATOR VALUES:</i>					<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		INDICATORS	Number of training courses held	BASELINE	0	0	0	0	0				
				TARGET	3	3	3	3	3				
				CURRENT	2	0	0	0	0,5 ²⁷				
			Brochures on the role and importance of audit/Ombudsman Institution produced and published on the websites of these institutions	BASELINE	no	no	no	no	no				
				TARGET	yes	yes	yes	yes	yes				
				CURRENT	yes	no	no	no	no				
Description of achievement		Compared to the data from the previous annual progress report, there was no progress in the implementation of activities.											
Risks/Problems	-												
Next steps	-												

²⁷ Taking into account that the trainings were held only for state-level civil servants, the average number of trainings was given in the calculation for the total value of the indicator at the BiH level.

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ACTIVITY 3.3.6	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:								
	Develop an analysis of administrative inspections function with recommendations for improvements	<i>BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BiH Mayor's Office - Administrative Inspection</i>			<i>1q2027.</i>						
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
			BASELINE		no	no	no	no	no		
TARGET			yes	yes	yes	yes	yes				
CURRENT		no	no	no	no	no					
Description of achievement	In the reporting period, no steps were taken to implement this activity at any level of government.										
Risks/Problems	- Lack of human resources and lack of financial resources										
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities										

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ACTIVITY 3.3.7	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:									
	Prepare a plan for aligning the organisation and work of administrative inspections with the recommendations (including amendments to the legislative framework and strengthening of the functions)	BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BiH Mayor's Office - Administrative Inspection					IIq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			The alignment plan prepared	BASELINE					no	no	no	no
TARGET					yes	yes	yes	yes	yes			
CURRENT					no	no	no	no	no			
Description of achievement	There was no progress at any level.											
Risks/Problems	- Lack of human resources and lack of financial resources											
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities											

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ACTIVITY 3.3.8	ACTIVITY: Align and organise the work of the administrative inspection as per recommendations (implementation of the plan)	RESPONSIBLE INSTITUTIONS: <i>BiH Ministry of Justice; F BiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BiH Mayor's Office - Administrative Inspection</i>					IMPLEMENTATION DEADLINE: <i>IIIq2027.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:					<i>Inst. BiH</i>	<i>F BiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		% of implemented recommendations					BASELINE	0%	0%	0%	0%
					TARGET	75%	75%	75%	75%	75%	
					CURRENT	0%	0%	0%	0%	0%	
Description of achievement	There was no progress at any level.										
Risks/Problems	- Lack of human resources and lack of financial resources										
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities										

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ACTIVITY 3.3.9	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Build the capacities of administrative inspection at all levels (through training programmes relevant to their competence, study visits to the relevant country, etc.)		BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government; Office of the BD Mayor - Administrative Inspection of BD; in cooperation with the Entity CSAs and HR Subdivision of BD BiH					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
			3 training events for administrative inspectors held, plus one study visit		BASELINE	no	no	no	no	no		
				TARGET	yes	yes	yes	yes	yes			
				CURRENT	no	no	no	no	no			
Description of achievement		There was no progress at any level.										
Risks/Problems		- Lack of human resources and lack of financial resources										
Next steps		- It is necessary to provide funds for personnel strengthening and support for the implementation of activities										

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ACTIVITY 3.3.10	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Make an analysis of regulations on administrative disputes with recommendations for improvement		BiH Ministry of Justice; F BiH Ministry of Justice; RS Ministry of Justice and Judicial Commission of BD BiH					IIq2026.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Analysis produced		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievement	There was no progress at any level.												
Risks/Problems	- Lack of human resources and lack of financial resources												
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities												

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ACTIVITY 3.3.11	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Align the legal framework with the identified and agreed recommendations including:		BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Justice and Judicial Commission of BD BiH					11q2027.				
	- Reduce fees for initiating litigation by amending the regulations and aligning them with the European practice		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	- Review and improve the effectiveness of legal remedies against excessive length of judicial administrative proceedings by amending the legal framework		INDICATORS									
		<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>				
		BASELINE		0%	0%	0%	0%	0%				
		TARGET		80%	80%	80%	80%	80%				
		CURRENT		0%	0%	0%	0%	0%				
Description of achievement	There was no progress at any level.											
Risks/Problems	- Lack of human resources and lack of financial resources											
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities											

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ACTIVITY 3.3.12	<p>ACTIVITY:</p> <p>Establish electronic records/registers of administrative decisions, including data on administrative disputes (at all levels of public administration) containing at least:</p> <ul style="list-style-type: none"> - number of submitted requests in administrative procedure, number of initiated proceedings ex officio, manner and deadlines for resolving administrative matters in first- and second-instance proceedings, number of annulled and revoked administrative acts, number of rejected requests and number of suspended proceedings. - number of administrative disputes initiated under final administrative acts (decisions and conclusions), number of administrative disputes in which the court rejected the request of the parties and upheld the administrative act, number of annulled administrative acts in administrative dispute, number of administrative disputes in which the court ordered an administrative body to compensate the parties for the damage and the amount of damage paid by the administrative bodies on the basis of judgments in administrative disputes 		<p>RESPONSIBLE INSTITUTIONS:</p> <p><i>BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BD BiH Mayor's Office - Appellate Commission of BD BiH</i></p>			<p>IMPLEMENTATION DEADLINE:</p> <p><i>1q2027.</i></p>	
	<p>ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p>		●	●	●	●	●
	<p style="text-align: right;"><i>INDICATOR VALUES:</i></p>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	INDICATORS	The register is operational, as per described functionalities	BASELINE	no	no	no	no
TARGET			yes	yes	yes	yes	yes
CURRENT			no	no	no	no	no
Description of achievement	There was no progress at any level.						
Risks/Problems	- Lack of human resources and lack of financial resources						
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities						

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ACTIVITY 3.3.13	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Prepare guidelines for monitoring and reporting on administrative decisions and the status of judicial reviews, with quantitative and qualitative analysis and reasons for revoking the challenged administrative acts, etc. in order to eliminate errors in administrative procedures and harmonise the practice of administrative decision-making, and ultimately, reduce the number of administrative disputes.	BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BD BiH Mayor's Office and Appellate Commission of BD BiH					IIIq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Guidelines for monitoring and reporting approved	BASELINE					no	no	no	no
TARGET					yes	yes	yes	yes	yes			
CURRENT					no	no	no	no	no			
Description of achievement	There was no progress at any level.											
Risks/Problems	- Lack of human resources and lack of financial resources											
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities											

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ACTIVITY 3.3.14	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Strengthen the capacity of competent institutions for record keeping, monitoring and reporting (training, etc.)		BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, BD BiH Mayor's Office and Appellate Commission of BD BiH					IVq2027.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		4 training courses held		BASELINE		0	0	0	0	0	0		
		TARGET		1	1	1	1	1	4				
		CURRENT		0	0	0	0	0	0				
Description of achievement	There was no progress at any level												
Risks/Problems	- Lack of human resources and lack of financial resources												
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities												

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ACTIVITY 3.3.15	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Education of judges deciding administrative disputes	Judicial training centres					IVq2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:										
	INDICATORS	INDICATOR VALUES:									
			<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>				
Number of training courses held		BASELINE	0	0	0	0	0				
		TARGET	3	3	3	3	3				
	CURRENT	0	0	0	0	0					
Description of achievement	No data indicating progress in the reporting period have been submitted. According to the data from the previous reporting period, in the 2023 training program, the FBiH Education Center planned a seminar on "Court practice in administrative disputes" and a seminar on "Current issues in regional administration", while the 2023 training program of the RS Education Center one training "Practice of the Supreme Court of the Republika Srpska on administrative report" was planned.										
Risks/Problems	-										
Next steps	-										

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ACTIVITY 3.3.16	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Make an analysis of the legal framework governing indemnification of citizens in case of improper work of administrative bodies, with recommendations for improvement	BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government and RS Ministry of Justice, BD BiH Mayor's Office and BD BiH Department for technical and administrative affairs					IIIq2026.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Analysis produced	BASELINE					no	no	no	no	no	
	TARGET					yes	yes	yes	yes	yes	
	CURRENT					no	no	no	no	no	
Description of achievement	There was no progress at any level.										
Risks/Problems	- Lack of human resources and lack of financial resources										
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities										

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ACTIVITY 3.3.17	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	Aligning regulations in accordance with the recommendations		BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government and RS Ministry of Justice, BD BiH Mayor's Office and BD BiH Department for technical and administrative affairs					Iq2027.					
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Regulations aligned		BASELINE					no	no	no	no	no
		TARGET					yes	yes	yes	yes	yes		
		CURRENT					no	no	no	no	no		
Description of achievement	There was no progress at any level.												
Risks/Problems	- Lack of human resources and lack of financial resources												
Next steps	- It is necessary to provide funds for personnel strengthening and support for the implementation of activities												

AREA 4 – SERVICE DELIVERY

OBJECTIVE: Public administration in BiH is user-oriented and it professionally follows and understands their needs and expectations, based on which it improves its business processes and administrative procedures, reduces administrative burdens, provides access to services through various communication channels, while ensuring high quality service at a reduced costs.

TARGET INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1.	<i>Citizens' perception of the transparency of public services (score 1 to 5) Balkan barometer</i>	2,5	3,5	N/A
2.	<i>General satisfaction with public services (% of those who are completely or mostly satisfied (Balkan opinion barometer))</i>	27%	40%	22%

MEASURE 4.1:

Identifying service quality instruments provided by public administration and service-user orientation

MEASURE INDICATORS		INDICATOR VALUES			
		BASELINE	TARGET	CURRENT	
1.	There is a policy framework for quality management at each administrative level in BiH	<i>Bosnia and Herzegovina</i>	0/3	3/3	0
		<i>Institutions of BiH</i>	0		0
		<i>FBiH</i>	0		0
		<i>RS</i>	0		0

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	<i>BD BiH</i>	<i>0</i>		<i>0</i>
2. % of services measured using customer satisfaction measurement tools at each administrative level	<i>Bosnia and Herzegovina</i>	<i>0%</i>	<i>50%</i>	
	<i>Institutions of BiH</i>	<i>0</i>		<i>0%</i>
	<i>FBiH</i>	<i>0</i>		<i>0%</i>
	<i>RS</i>	<i>0</i>		<i>0%</i>
	<i>BD BiH</i>	<i>0</i>		<i>0%</i>
3. % of institutions that have developed and apply the Customer Relationship Management (CRM) system at each administrative level	<i>Bosnia and Herzegovina</i>	<i>0%</i>	<i>40%</i>	
	<i>Institutions of BiH</i>	<i>0</i>		<i>0%</i>
	<i>FBiH</i>	<i>0</i>		<i>0%</i>
	<i>RS</i>	<i>0</i>		<i>0%</i>
	<i>BD BiH</i>	<i>0</i>		<i>0%</i>

ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	<p>4.1.1.1 Define the quality management method (for policies, decisions etc.)</p> <p>4.1.1.1 a Designate a lead institution (one or more) at each of the four main administrative levels to be responsible for building and operating the system, and subsequently for providing support and advice to other institutions in assessing the needs of service-users.</p> <p>4.1.1.1 b Defining the necessary institutional and material capacities of the institution in charge of building the system;</p> <p>4.1.1.1 c Developing an analysis of best practices in the region and the world regarding the best model for establishing a system for user needs assessment</p> <p>4.1.1.1 d Determining a framework policy for the introduction of quality management system in public administration institutions (QM) and</p>	<p>4.1.1.1.a Governments of administrative levels Institutions from the initial activity appointed by decisions and acts of governments for BD BiH, the Government of BD BiH at the proposal of the PAR Coordinator's Office of BD BiH</p>	IVq2027.				
ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
INDICATORS	Proposal of the Framework Policy for the introduction of the quality management system referred to the government at each administrative level	BASELINE	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0/4</i>
		TARGET	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>4/4</i>
		CURRENT	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
	A planning document for the introduction of quality management per levels of government, including resource identification developed (FBiH, RS, BDBiH)	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	There is an act designating the lead institution	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>no</i>	<i>no</i>
		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>

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coordinate the approaches at different administrative levels (all administrative levels)	Percentage ²⁸ of realized activities from the Operational Plan	CURRENT	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
4.1.1.1 e Identifying the parties responsible for introducing QM building their capacities (FBiH, RS, BDBiH)	Percentage of implemented activities from planning doc	BASELINE	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
		TARGET	<i>50%</i>	<i>50%</i>	<i>50%</i>	<i>50%</i>	<i>50%</i>
		CURRENT	<i>100%</i>	<i>1%</i>	<i>0%</i>	<i>0%</i>	<i>25%</i>
4.1.1.1 f Defining the approach in the introduction of QM and preparing planning documents for each level of government, including identification of resources (FBiH, RS, BDBiH)	After the previous version of the planning document was completed, the next version of the planning document for quality management was prepared at the level of BiH institutions for the next planning period (BiH).	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
4.1.1.1 g Implementing the Operational Plan for the introduction of quality management in BiH institutions for the period from 2016 to 2018 (BiH)	Government decision on the lead institution for determining the needs of users or some other special act containing the provisions on the resources needed to build and maintain the system.	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>
4.1.1.1h Implementing the selected approaches and planning documents in institutions and bodies of Entities and BDBiH (FBiH, RS, BDBiH)							
4.1.1.1 i Evaluating the achievements and preparing a new planning document for QM for the level of BiH institutions for the next planning period (BiH)							
4.1.1.1 j Ensuring the continuity in the development and implementation of planning documents for QM at other administrative levels (FBiH, RS, BDBiH)							

²⁸ An error was recorded in the name of this indicator. The title asks for the percentage of fulfillment of the operational plan, and the baseline and target values are yes/no. The baseline and target values are correctly defined, so in the following this indicator will be read *whether the operational plan has been implemented.

<p>4.1.1.1 k Ensuring coordination of the overall QM process at all administrative levels and cooperation in the field of QM at the regional level</p>	
<p>Description of achievement</p>	<p>In the reporting period, the implementation of activities at the level of the institutions of Bosnia and Herzegovina, the Federation of Bosnia and Herzegovina and the Republika Srpska was recorded, but there was no progress in reaching the target value of the indicator at the level of the measure.</p> <p>The Ministry of Civil Affairs was awarded the CAF Label certificate, and the CAF certification process for the Public Administration Reform Coordinator's Office is underway.</p> <p>At the level of the Federation of BiH, activities were recorded on the implementation of the Planning Document on the introduction of CAF standards for quality management in civil service bodies in the Federation of BiH, and based on the decision of the Government of FBiH from November 3, 2022, a significant number of trainings on the topic of quality management conducted by the Agency for Civil Service of the Federation of Bosnia and Herzegovina have been recorded.</p> <p>Also, at the level of Republika Srpska, the Agency for State Administration of the RS is in the process of obtaining the CAF Label certificate from the Regional School for Public Administration (ReSPA). A representative Public Administration Reform Coordinator's Office participates in the CAF certification process for the Agency for State Administration of the RS.</p> <p>As part of the Environmental Management Project (MEG2), which is being implemented in Bosnia and Herzegovina by UNDP, in this reporting period, the process of piloting CAF in six local self-government units, namely in Laktaši, Šamac, Teslić, Orašje, Žepče and Gračanica, was started.</p>
<p>Risks/Problems</p>	<p>Willingness of institutions (political support) to create a comprehensive policy for quality management in BiH institutions;</p> <p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds (human capacities for the application of various quality management tools are still insufficiently developed and there are financial challenges for the introduction of various quality management tools - IT information support systems - procurement, training and maintenance).</p> <p>The absence of an institution at the level of Brčko District of BiH with adequate competence for the implementation of this measure.</p>
<p>Next steps</p>	<p>The Public Administration Reform Coordinator's Office, Agency for Civil Service of Bosnia and Herzegovina, Agency for Civil Service of the Federation of Bosnia and Herzegovina, Agency for State Administration of Republika Srpska and the Ministry for Scientific and Technological</p>

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Development, Higher Education and Information Society, and the institution to be determined by the Government of Brčko District of Bosnia and Herzegovina, should proceed the continuous promotion and implementation of tools for quality management in public administration until the end of 2024.

Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action Plan for Public Administration Reform by the end of 2024.

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ACTIVITY:	RESPONSIBLE INSTITUTIONS:		IMPLEMENTATION DEADLINE:								
	<p>4.1.1.2 Establish an integrated CRM for each administrative level in BiH with defined sub-activities that represent the CRM development process:</p> <p>4.1.1.2i. Make an analysis of best practices in the region and the world regarding the best model for establishing a user needs assessment system</p> <p>4.1.1.2a. Develop a harmonized methodology for assessing customer needs and involve customers in service design and optimization in accordance with the quality policy/decision.</p> <p>4.1.1.2b. Develop technical, human and other capacities for the functioning of the user needs assessment system, including tools that would enable users of public administration services to easily give feedback on the services received, and identify expectations and priorities (outsourcing: engaging specialized commercial entities to design the system and perform needs assessment)</p> <p>4.1.1.2c. Promote the system, both within the public administration and in the public (as the success of the measure significantly depends on their interest, participation and quality of information provided)</p> <p>4.1.1.2d. Develop a CRM training program</p>	<p>4.1.2. Governments of administrative levels, Institutions appointed from Activity 4.1.2.2g for BD BiH, the Government of BD BiH at the proposal of the PAR Coordinator's Office of BD BiH</p>		<p>IVq2027.</p>							
ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
ACTIVITY 4.1.1.2	INDICATOR VALUES:		Inst. BiH	FBiH	RS	BD	BiH				
	An analysis of best practices for assessing user needs performed		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			
	Information on the analysis of best practices sent to governments for adoption		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			
	A draft methodology for assessing user needs developed		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			
	The system is established and operational		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			
	Promotion activities are carried out each year		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			
	Modalities for the establishment of a CRM system developed		BASELINE	no	no	no	no	no			
			TARGET	yes	yes	yes	yes	yes			
			CURRENT	no	no	no	no	no			

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<p>4.1.1.2e. Based on best practices, propose modalities for the establishment of a CRM system (including legal, institutional, technical and maintenance aspects of the CRM system)</p> <p>4.1.1.2f. Deliver CRM training courses</p> <p>4.1.2.2g. Designate a lead institution (one or more) at each of the four main administrative levels to be responsible for building and operating the system, and at a later stage for providing support and advice to other institutions in assessing the needs of service-users</p> <p>4.1.1.2h. Define the necessary institutional and material capacities of the institution that will be in charge of building the system;</p> <p>4.1.2.2j. Develop and harmonize the methodology for measuring the satisfaction of different segments of service users, both those who access the system electronically and others</p> <p>4.1.2.2k. Develop technical, human and other capacities for the functioning of customer satisfaction measurement system, including tools that would enable users of public administration services to easily give feedback on services provided (electronically or in some more traditional ways), and identify expectations and priorities.</p>	CRM System established and operational	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
	CRM programme developed	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
	CRM training courses delivered	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
	Government decision on the lead institution for measuring customer satisfaction	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>	
	Government decision on the lead institution or some other special act containing the provisions on the resources needed to build and maintain the system	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>	
	Draft methodology for measuring customer satisfaction developed	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	System for measuring customer satisfaction with services established and operational	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
	CRM system promotion activities are carried out during each year	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	

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<p>4.1.2.2l. Promote the system, both within the public administration and in the public (whose interest, participation and quality of information provided significantly affects the success of the measure, and the final design of services and the way of delivery)</p> <p>4.1.2.2m Develop, test and fully apply public administration service quality standards</p> <p>4.1.2o Apply quality standards of public administration services based on the prioritisation of services that have the greatest impact.</p>	<p>Activities to promote customer satisfaction measurement systems are carried out during each year</p>	BASELINE	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>no</i>
		TARGET	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	<p>Quality standards of public administration services developed</p>	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	<p>Quality standards tested on a selected sample of services</p>	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	<p>Apply public administration service quality standards to the prioritized sample of services</p>	BASELINE	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
		TARGET	<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>
		CURRENT	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Description of achievement	<p>In the reporting period, the implementation of activities was not recorded, and there was no progress in reaching the target value of the indicator.</p> <p>The revision of the Action plan for the public administration reform is underway, so the activities of this measure will be changed, which is in accordance with the agreements within the Supervisory Team for better service delivery and quality.</p>						
Risks/Problems	<p>Willingness of institutions (political support) to create a comprehensive policy for quality management in BiH institutions;</p> <p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds (human capacities for the application of various quality management tools are still insufficiently developed and there are financial challenges for the introduction of various quality management tools - IT information support systems - procurement, training and maintenance).</p> <p>The absence of an institution at the level of the Council of Ministers of BiH, the Federation and Brčko District of BiH with adequate authority for the implementation of this measure.</p>						

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Next steps	<p>The Public Administration Reform Coordinator’s Office, Agency for Civil Service of Bosnia and Herzegovina, Agency for Civil Service of the Federation of Bosnia and Herzegovina, Agency for State Administration of Republika Srpska and the Ministry for Scientific and Technological Development, Higher Education and Information Society, and the institution to be determined by the Government of Brčko District of Bosnia and Herzegovina, should proceed the continuous promotion and implementation of tools for quality management in public administration until the end of 2024.</p> <p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action Plan for Public Administration Reform by the end of 2024.</p>
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MEASURE 4.2:

Improving the availability of services through various communication channels



MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. % of priority services provided through several channels (3rd or 4th level transactions) at each administrative level	Bosnia and Herzegovina	0%	40%	0%
	<i>Institutions of BiH</i>	0%	40%	0%
	<i>FBiH</i>	0%	40%	0%
	<i>RS</i>	0%	40%	0%
	<i>BD BiH</i>	0%	40%	0%
2. % of time reduction for service delivery: (registration of business entities, building permit, renewal of personal documents, taxes for companies, tax) at each administrative level	Bosnia and Herzegovina	0%	40%	0%
	<i>Institutions of BiH</i>	0%	40%	0%
	<i>FBiH</i>	0%	40%	0%
	<i>RS</i>	0%	40%	0%
	<i>BD BiH</i>	0%	40%	0%
3. The number of services offered through one-stop-shop at each administrative level	Bosnia and Herzegovina	4	8	2 ²⁹
	<i>Institutions of BiH</i>	0	2	0
	<i>FBiH</i>	2	2	2
	<i>RS</i>	2	2	2

²⁹ To calculate the value of the indicator for the whole country, the lowest/worst value of the indicator of the administrative level is taken, unless it is BD BiH. In this case, the indicator value of the next administrative level is taken. This methodology is applied to all other overall indicators.

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		BD BiH	0	2	0			
ACTIVITY 4.2.1.1.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:			IMPLEMENTATION DEADLINE:			
	4.2.1.1 Implement all remaining activities until the full interoperability of the Interoperability Framework is achieved according to the implementation plans of administrative levels, and update the interoperability framework according to the current EIF to ensure formal, institutional and technical capacities to internally re-use information available electronically within the AU thus complying with the “once-only principle” and relieving citizens of the administrative burden	Institutions defined by implementing plans of administrative levels			IVq2027.			
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●		
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Percentage of implemented activities from the implementing plans	BASELINE	0%	0%	0%	0%	0%	
	TARGET	40%	40%	40%	40%	40%		
	CURRENT	0%	0%	0%	0%	0%		
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>							
Risks/Problems								
Next steps								

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ACTIVITY 4.2.1.2	ACTIVITY: 4.2.1.2 Establish an Interdepartmental Working Group on Interoperability	RESPONSIBLE INSTITUTIONS: MCT BiH					IMPLEMENTATION DEADLINE: Iq2026.	
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							
	INDICATORS	INDICATOR VALUES:						
		Inst. BiH F BiH RS BD BiH						
Decision on the establishment of the Interdepartmental Working Group for Interoperability		BASELINE		no		no		
		TARGET		yes		yes		
		CURRENT		yes		YES		
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>							
Risks/Problems	The rules of procedure on the work of the interdepartmental working group have not been adopted. The risk is that due to the non-functioning of the interdepartmental working group, there is no coordination of action on the issue of interoperability between individual administrative levels. There is no coordinated and directed exchange of information.							
Next steps	It is necessary for the MCT BiH to initiate a meeting of the working group at which the rules of procedure on the work of the interdepartmental working group will be adopted. Define the calendar of meetings of the interdepartmental working group.							

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ACTIVITY 4.2.1.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:		
	4.2.1.3 Establish coordination for interoperability at each administrative level		MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government;					Iq2026.		
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:			●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
Decision on the establishment of the coordination for Interoperability		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
		CURRENT		<i>yes</i>	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>no</i>		
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>									
Risks/Problems	<p>The coordination work for interoperability is of low intensity with no visible results.</p> <p>The non-functioning of the Interdepartmental Working Group affects the lack of coordination between the Coordination for Interoperability at the administrative levels.</p>									

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Next steps	It is necessary for the MCT BiH to initiate a meeting of the Interdepartmental Working Group with a proposal for the rules of procedure for the work of the Interdepartmental Working Group. Define the calendar of meetings of the interdepartmental working group. It is necessary for the Government of the Republika Srpska entity (hereinafter RS) to establish a working body at its administrative level.
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ACTIVITY 4.2.1.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:	
	<p>4.2.1.4 Establish the exchange of practices and experiences between different administrative levels and between different institutions in the operationalization of interoperability, with a catalogue of IT projects for the purpose of coordination and rationalization of investments</p> <p>4.2.1.4a Establish an internal social network for public administration</p>	MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government; PAR Coordinator's Office BDBiH					IVq2026.	
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						
		<i>INDICATOR VALUES:</i>						
			<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
		Catalogue of IT projects established	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
			CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		Platform for exchange of experiences and practices established	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
			CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>yes</i>
		Number of meetings of the Interdepartmental Working Group held	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>0</i>
			TARGET	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>4</i>
			CURRENT	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>0</i>
		Number of Interoperability Coordination meetings held	BASELINE	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
TARGET			<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>	
CURRENT	<i>0</i>		<i>10</i>	<i>0</i>	<i>0</i>	<i>1</i>		

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<p>Description of achievement</p>	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>
<p>Risks/Problems</p>	<p>Coordination between different levels of government and institutions within one level of government on activities and projects.</p>
<p>Next steps</p>	<p>Establish an exchange of practices and experiences between different administrative levels and between different institutions in the operationalization of interoperability, with a catalog of IT projects; The social network model for public administration at all levels should be the same; Holding meetings of the stakeholder working group for interoperability;</p>

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ACTIVITY 4.2.1.5	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	4.2.1.5	Upgrading Interoperability Repository	Semantic	<i>MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government; PAR Coordinator's Office BDBiH</i>					<i>IVq2027.</i>				
				ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:									
				INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
			The repository established and operational		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
					TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
					CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievement		<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>											
Risks/Problems		There is no clear information that the segment of semantic interoperability is implemented during the establishment of different systems. There is a risk of inconsistent structures of registers and databases, which will later require new interventions and projects.											
Next steps		Institutions responsible for interoperability should initiate the establishment of the repository through designated working bodies. The Interdepartmental working group should put the issue of semantic interoperability in the priorities of its activities.											

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ACTIVITY 4.2.1.6	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:
	4.2.1.6 Establish a repository of generic business processes of public administration, and actual business processes of institutions of each administrative level	MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government; PAR Coordinator's Office BDBiH					IVq2027.
	4.2.1.6a Establish the necessary capacity for BPR	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					● ● ● ● ●
	4.2.1.6b Re-engineering and optimizing business processes	INDICATOR VALUES:					Inst.BiH F BiH RS BD BiH
	4.2.1.6 c Develop guidelines/manual for standardisation of business processes	The repository established and operational	BASELINE	no	no	no	no
	4.2.1.6d Define standard operating procedures (protocols) to determine the complexity of the tasks for providing each service individually		TARGET	yes	yes	yes	yes
			CURRENT	no	no	no	no
		Capacities for BPR established (methodology adopted, the finding for business process modeling implemented, training courses delivered)	BASELINE	no	no	no	no
			TARGET	yes	yes	yes	yes
			CURRENT	no	no	no	no
	Percentage of business processes entered in the repository	BASELINE	0%	0%	0%	0%	
		TARGET	10%	10%	10%	10%	
		CURRENT	0%	0%	0%	0%	
	Guidelines/manual for standardisation of business processes developed	BASLINE	no	no	no	no	
		TARGET	yes	yes	yes	yes	
		CURRENT	no	no	no	no	
	Implementation of a pilot project for re-engineering and optimization of business processes	BASELINE	0	0	0	0	
		TARGET	1	1	1	1	
		CURRENT	0	0	0	0	
Description of achievement	Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.						

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	<p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>
Risks/Problems	BPR capacities have not been established. Without prior optimization of business processes, there is a risk of digitization of unoptimized services.
Next steps	Responsible institutions should initiate the establishment of the repository through appointed working bodies; It is necessary through working groups to decide on the choice of an adequate methodology for the optimization of business processes that would be used at all administrative levels and which would achieve interoperability at the process level.

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ACTIVITY 4.2.1.7	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.2.1.7 Establish a library of software and hardware components		MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government; Department for technical and administrative affairs of BDBiH					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
Establish a library of software and hardware components		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>											
Risks/Problems	Without a library of sw and hw components, there is a risk of unfixed use of resources, duplication of resources, the effects of reuse of hw and sw resources cannot be achieved.											
Next steps	The responsible institutions should initiate the establishment of the library through appointed working bodies.											

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ACTIVITY 4.2.1.8	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	4.2.1.8 Establish an Open Catalog of Technical Standards.	<i>MCT BiH, Secretariat General of CoM BiH; RS: Institutions responsible for e-government; Department for technical and administrative affairs of BDBiH</i>					<i>IVq2027.</i>					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:						<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Catalogue established						BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
						TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
						CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>											
Risks/Problems	Without a catalog of technical standards, there is a risk of continued development of mutually non-interoperable solutions.											
Next steps	The responsible institutions should initiate the establishment of the catalog through appointed working bodies.											

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ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:									
	<p>4.2.2.1 Provide a secure environment for e-services delivery (protection and security of data owned by the administration, privacy of personal data and confidentiality of business data)</p> <p>4.2.2.1a Develop regulations on the legal obligation to protect the information and communication infrastructure of electronic services</p> <p>4.2.2.1b Analyse the minimum necessary security measures of the e-service;</p> <p>4.2.2.1 c Adopt a risk analysis methodology in the institutions providing e-services in accordance with their responsibilities;</p> <p>4.2.2.1 d Establish a risk register</p> <p>4.2.2.1e Identify risk mitigation measures;</p> <p>4.2.2.1f Implement the identified measures</p> <p>4.2.2.1g Establish and continuously strengthen CERTs at each administrative level.</p>	<p><i>IT Sectors at the Secretariats General of respective governments, BiH Ministry of Security, Agency for Personal Data Protection, RS: Institutions responsible for e-government and Information Security</i></p>	<p>IVq2027.</p>								
ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●					
ACTIVITY 4.2.2.1	INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Regulations for the legal obligation to protect ICT infrastructure and electronic services drafted	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	<i>no</i>	<i>no</i>	<i>yes</i>	<i>yes</i>	<i>no</i>			
		An analysis of the minimum required security measures of e-Services completed	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
		Methodology of risk analysis in institutions providing e-services in accordance with their competencies adopted	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
		Establish a risk register	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
		Risk mitigation measures identified	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	<i>yes</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			BASELINE	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>			
			TARGET	<i>10%</i>	<i>10%</i>	<i>10%</i>	<i>10%</i>	<i>10%</i>			

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		Percentage of implementation of established measures	<i>CURRENT</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
		CERTs at each administrative level established and operational	<i>BASELINE</i>	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>
			<i>TARGET</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
			<i>CURRENT</i>	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>							
Risks/Problems	<p>Insufficient awareness of decision-makers about the importance of legal regulation of this area and the establishment of bodies and regulations for the security and protection of the information and communication infrastructure. The issue of cyber security is treated ad-hoc without clear strategies and key documents (laws, guidelines, procedures). Inertia in the passing and adoption of appropriate regulations, such as the untimely change of systematization with the aim of defining the CERT department. There is no information that there is political consent or a clear agreement on the manner of organizing and functioning of the cyber security system in BiH.</p>							
Next steps³⁰	<p>It is necessary for the MCT of BiH to draft and refer to the further procedure the Law on Cyber Security. The Ministry of Security of Bosnia and Herzegovina needs to make a clear plan with deadlines regarding the definition and referral to the further procedure of the Cyber Security Strategy.</p>							

³⁰ After the expiration of the deadline for checking the accuracy of the entered data, the PAR coordinator of Republika Srpska submitted on two occasions a comment from the Ministry of Internal Affairs of Republika Srpska, in which it was stated that "the next steps are not systematized and written so that they form a whole when implemented, but represent a series of random activities. The mentioned steps do not reflect the constitutional and legal jurisdiction in BiH in the field of cyber security". For the sake of clarification, the steps are systematized and categorized according to institutions, that is, according to the adopted programs and work plans of the Institutions of Bosnia and Herzegovina and the Council of Ministers of Bosnia and Herzegovina. In a repeated comment, the Ministry of Internal Affairs of Republika Srpska refers to the Constitution of Bosnia and Herzegovina regarding competence for cyber security issues, claiming that cyber security is the responsibility of the entity.

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The Council of Ministers of Bosnia and Herzegovina should adopt the Rulebook on the internal organization and systematization of workplaces in the Ministry of Security of Bosnia and Herzegovina (in accordance with Article 6 of the Decision on the Designation of the Computer Incident Response Team for the Institutions of Bosnia and Herzegovina) in order to establish a CERT department.

ACTIVITY 4.2.3.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	4.2.3.1 Developed strategy for eGovernment at each administrative level that will ensure compliance with basic principles of electronic services design such as easy access through organisational silos relying on the free flow of data in accordance with the Interoperability Framework, technological neutrality, integrity, security control, privacy, identity and security requirements.	MCT BiH and Secretariat General of CoM BiH, Line ministries for BD BiH, the Government of BD BiH upon a proposal by the PAR Coordinator's Office of BD BiH	Iq2026.				
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					
	INDICATORS	INDICATOR VALUES:					
		Inst.BiH	FBiH	RS	BD	BiH	
	Principles of electronic service design formally prescribed	BASELINE	no	no	no	no	no
		TARGET	yes	yes	yes	yes	yes
		CURRENT	no	no	no	no	no
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged;</p>						

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Risks/Problems	Non-existence of strategies for eGovernment at all administrative levels. Non-compliance of the strategies of individual administrative levels with the Strategy for Public Administration Reform. Mutual inconsistency of strategies at administrative levels, which stimulates uneven development.
Next steps	VM BiH: adopt the Strategy for the development of e-government in the institutions of Bosnia and Herzegovina for the period from 2024 to 2028. Government of FBiH: Define and adopt the Strategy for the development of eGovernment in accordance with AP SFPAR. Government of RS: Update the e-government development strategy aligned with SOPAR in accordance with AP SFPAR; Government of BD BiH: Define and adopt the Strategy for the development of e-Government in accordance with AP SFPAR.

ACTIVITY 4.2.4.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:	
	4.2.4.1 Meet the necessary assumptions and build necessary building blocks for e-Services:	<i>MCT BiH, Line ministries, BiH Ministry of Justice, FBiH Ministry of Justice, RS Ministry of Administration and Local Self-Government: Institutions responsible for e-government, PAR Coordinator's Office of BD BiH, BD BiH Finance Directorate; The Government of the Brčko District of BiH will designate an institution responsible for the implementation of activities upon a proposal of the PAR Coordinator's Office, Main Court of Brčko District of BiH</i>					<i>IVq2027.</i>	
	1. Establish a Catalogue of Services (Define the institutional capacities of the institutions responsible for the management and maintenance of the service catalogue; Define and propose mechanisms for maintaining and updating the content of the service catalogue)	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					● ● ● ● ●	
	INDICATORS	<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		A service catalogue established	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
				CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		There is an act by which the responsibilities for the management and maintenance of the service catalogue are assigned to the institutions	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		

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<p>Establish a single point for businesses for each administrative level, as the primary entry point for obtaining information and receiving services provided by institutions, organised around life events, including electronic and physical points based on “all in one place” and “no wrong doors” principles, and electronic and mobile versions. Establish a single point (institution or commercial entity, e.g. Post) for citizens for each administrative level, as a primary entry point for citizens to obtain information and receive services provided by institutions, organised around life events, including electronic and physical points based on “all in one place” and “no wrong doors” principles, and electronic and mobile versions.</p> <p>3. Establish the following services:</p> <p>4. e-Payments</p> <p>5. CA</p> <p>6. GSB-Government Service Bus (upgrade the Public Administration GSB with the Metaregister)</p> <p>7. e-Inbox</p> <p>8. Cloud (data classification)</p>	Provisions governing the mechanisms for maintaining and updating the content of the service catalogue defined	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	Legal preconditions for electronic identification met	BASELINE	-	-	-	-	<i>no</i>
		TARGET	-	-	-	-	<i>yes</i>
		CURRENT	-	-	-	-	<i>yes</i>
	Operational infrastructure for electronic identification	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	Legal preconditions for electronic signature met	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>yes</i>	<i>no</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	Shared services center established at each administrative level	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	One-stop-shop systems that include a large number of services established and are territorially or electronically accessible	BASELINE	0	0	0	0	0/4
		TARGET	1	1	1	1	2/4
		CURRENT	0	0	0	0	0/4
	There is an act that regulates the institutional, technical, organisational and financial aspects of the one-stop shop system	BASELINE	0	0	0	0	0/4
		TARGET	2	2	2	2	2/4
		CURRENT	0	0	0	0	0
	One-stop shop system/single contact point for business entities established at each administrative level - physically	BASELINE	0	0	0	0	0/4
	TARGET	2	2	2	2	2/4	
	CURRENT	0	0	0	0	0	
	BASELINE	0	0	1	0	1/4	

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	TARGET	0	1	1	1	2/4
	CURRENT	0	0	1	1	2/4
One-stop shop system/single contact point for business entities established at each administrative level - electronic	BASELINE	0	0	0	0	0/4
	TARGET	0	1	1	1	2/4
	CURRENT	0	0	1	1	2/4
One-stop shop system/single contact point for business entities established at each administrative level - mobile version	BASELINE	0	0	0	0	0/4
	TARGET	0	1	1	0	2/4
	CURRENT	0	0	0	0	0/4
One-stop shop system/single contact point for citizens established at each administrative level - physically	BASELINE	0	0	0	0	0/4
	TARGET	0	1	1	0	2/4
	CURRENT	0	0	0	0	0/4
One-stop shop system/single contact point for citizens established at each administrative level - electronic	BASELINE	0	0	0	0	0/4
	TARGET	0	1	1	0	2/4
	CURRENT	0	0	0	0	0/4
One-stop shop system/single contact point for business entities established at each administrative level - mobile version	BASELINE	0	0	0	0	0/4
	TARGET	0	1	1	0	2/4
	CURRENT	0	0	0	0	0/4
GSB Bus established and operational	BASELINE	0	0	0	0	0/4
	TARGET	1	1	1	1	2/4
	CURRENT	0	0	0	0	0/4
GSB Bus upgraded with meta-register	BASELINE	0	0	0	0	0/4
	TARGET	1	1	1	1	2/4
	CURRENT	0	0	0	0	0
	BASELINE	0	0	0	0	0/4

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	CA body established and operational	TARGET	1	0	0	1	2/4
		CURRENT	1	0	0	1	2/4
	An operational infrastructure for electronic signature built	BASELINE	0	0	0	0	0/4
		TARGET	2	2	2	2	2/4
		CURRENT	0	0	0	0	0
		BASELINE	0	0	0	0	0/4
	e-Inbox established and operational	TARGET	2	2	2	2	2/4
		CURRENT	0	0	0	0	0
	e-Payment established and operational	BASELINE	0	0	0	0	0/4
		TARGET	2	2	2	2	2/4
		CURRENT	0	0	0	0	0
		BASELINE	0	0	0	0	0/4
	e-Cloud established and operational	TARGET	2	2	2	2	2/4
		CURRENT	0	0	0	0	0
	Description of achievement	<p>Ministry of Justice of BiH: In the reporting period, the implementation of the EU support project for the interoperability of the e-government platform infrastructure in BiH began, as part of which the support concept and implementation dynamics were agreed upon. http://aethersign.com https://ipa-konsultacije.dei.gov.ba/en/segments/33/eu4par-digitalization-list-of-activities</p> <p>UINO: The Directorate for Indirect Taxation has established an e-Portal, available to all payers of indirect taxes, with access to all the regulations governing the matter in the field of indirect taxes and the activities of the UIO. - It enabled registration of taxpayers, electronic submission of VAT and Excise declarations, and requests decided by the UIO. (legal framework Official Gazette 85/17 and 84/17) :</p>					

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	<ul style="list-style-type: none"> - https://www.uino.gov.ba/portal/bs/ - https://www.uino.gov.ba/portal/bs/usluge-obveznicima/ - https://www.uino.gov.ba/portal/bs/propisi/. <p>Also, the UIO enabled indirect tax payers to submit KIF and KUF electronically. It has made it possible to deliver data to indirect tax payers via their e-mail box.</p> <p>The Administration for Indirect Taxation has built an infrastructure of public cryptographic keys (Public Key Infrastructure - PKI) and as a certifier in the sense of the Law on Electronic Signature ("Official Gazette of BiH", number: 91/06) is present as a certifier that provides services for issuing qualified electronic certificates, under the name UIO Certifier. From December 5, 2021 the UIO certifier was registered in the register of certifiers in Bosnia and Herzegovina, which is maintained by the Office for Supervision and Accreditation of Certifiers.</p> <p>From August 1, 2022, in 2008, NCTS phase 5 was implemented at the national level, which is also the first electronic service with the use of a qualified electronic signature offered by the Directorate for Indirect Taxation.</p> <p>From the tax period of June 2023, all large payers of indirect taxes were obliged to submit electronic tax returns with the use of a qualified electronic certificate, so the Directorate for Indirect Taxation implemented this electronic service, while the obligation for all other payers began from the tax period of January in 2024. At the same time, the existing electronic services were improved, and qualified electronic certificates were issued for all representatives who submitted requests.</p> <ul style="list-style-type: none"> - More additional information can be found on the official website of the UIO and the UIO Certifier: https://www.uino.gov.ba and https://ca.uino.gov.ba
<p>Risks/Problems</p>	<p>Ministry of Justice of Bosnia and Herzegovina: Limited resources and capacities. EU integration</p> <p>UINO: - Establishing an IT system that does not support electronic services</p> <ul style="list-style-type: none"> - Insufficient budget funds for maintaining the existing PKI infrastructure and procuring a sufficient number of Smart Card packages. - Failure to adopt the budget, insufficient budget funds for 2024 <p>Certain sector systems develop their building blocks as separate silos for partial services. The absence of basic building blocks prevents a faster development of eServices. Lack of IT experts and lack of budget funds for this purpose. Establishing an IT system that does not support electronic services. Insufficient budget funds for maintaining the existing PKI infrastructure and procuring a sufficient number of Smart Card packages. Risks of delays in the technical renovation / maintenance of the GSB and the associated infrastructure in accordance with the development of the service.</p>

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	<p>Absence of regulations that regulate or oblige the publication of their web services on the GSB or minimal expectations on an annual level of interest in digital transformation. Also, the associated risks of the functioning of links between GSB instances with 4 levels of government in BiH and the absence of cross-governance services. Risks related to security, efficiency, capacity, compliance and other risks of the shared ICT infrastructure available to the institutions of the Ministry of the Interior of Bosnia and Herzegovina and meeting the requirements of various regulators or the needs of interest groups of users (use of SDH network, establishment of private cloud infrastructure for the level of institutions of Bosnia and Herzegovina, SD-WAN functionality, application firewall and other advanced functionalities. Risks related to non-functional, insecure, non-compliant or ineffective GSB services - and other needs of interest groups and other related risks with the sustainable operation of the e-government portal for BiH institutions services, including basic e-mailbox, e-payment, and later chat-bot and improved desk services for the level of BiH institutions (e.g. second level of support).</p>
<p>Next steps</p>	<p>Work on securing sources of financing for the basic building blocks. Actively work on the implementation of other electronic services with the use of a qualified electronic signature and, accordingly, make adjustments to information systems, acts and forms that regulate electronic business in certain domains of public administration service delivery.</p> <p>Ministry of Justice of Bosnia and Herzegovina: Revise activity and dynamics in accordance with the agreement of the EU project as part of the revision of the Action plan.</p> <p>UINO: - Actively work on the implementation of other electronic services with the use of a qualified electronic signature and, in accordance with this, adjust both the Information System of the Indirect Taxation Administration and the acts and forms that regulate electronic business in that area.</p> <ul style="list-style-type: none"> - Issuance of qualified electronic certificates in the Cloud on own ICT infrastructure, signing of documents in the Cloud (on premise) - Development of a software solution that would unify all existing electronic services for indirect tax payers with the use of a qualified electronic certificate within the framework of eBusiness (electronic business with UIO).

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ACTIVITY 4.2.5.1	ACTIVITY: 4.2.5.1 Ensure interoperability and recognition among all accredited certification bodies in BiH by harmonising legislation with the eIDAS Regulation	RESPONSIBLE INSTITUTIONS: MCT BiH, BiH Council of Ministers; Government and Assembly of BD BiH					IMPLEMENTATION DEADLINE: IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS	INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>	
		Legislation governing electronic signatures in BiH is mutually agreed and harmonised					BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
							TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
						CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged</p>											
Risks/Problems	<p>The inconsistency of existing legal regulations according to the eIDAS regulation makes it impossible to legally recognize a qualified signature in BiH according to the EU, but also to regulate the issue of trust services on the internal market in BiH. The risk of non-compliance of the current Electronic Signature Act with the EIDAS regulation and the avoidance of domestic certifiers and services, the risk of a lack of trust in interoperability and recognition among all trust service providers in BiH and the availability of the use of all accredited and qualified e-signatures for all services offered by public administrations in BiH, the risks of increasing public administration costs due to the procurement of alternative solutions and delays in expected domestic solutions.</p>											
Next steps	Refer the Proposal of the Law on Electronic Identification and Trust Services for Electronic Transactions to the re-procedure											

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ACTIVITY 4.2.6.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.2.6.1 Promote available modern channels for PA service delivery		Shared service centers, Institutions/line ministries responsible for service delivery. RS: For BD BiH, Institutions responsible for e-government. Institutions responsible for each individual service, Mayor's Office-Information Sector; BD BiH Public Administration Reform Coordinator's Office;					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
								<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Budget funds are planned for the promotion of modern channels for the PA service delivery		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		Number of promotional campaigns being conducted		BASELINE		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>		
				TARGET		<i>8</i>	<i>8</i>	<i>8</i>	<i>8</i>	<i>8</i>		
				CURRENT		<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>		
Description of achievement		<p>A brochure on the Agency for Forensic Examinations and Expertises (jurisdictions, services provided, etc.) was prepared and delivered to all relevant legal entities. Official website of the Agency for Forensic Examinations and Expertises. Appointed web editorial office, drawn up Rulebook on proactive transparency.</p> <p>The Agency for Labor and Employment of Bosnia and Herzegovina does not conduct promotional campaigns for the provision of its services. The basic services are: mediation in the employment of our citizens abroad, and dealing with requests for monetary benefits in the field of unemployment for our citizens who worked abroad, that is, for foreign citizens who completed periods of work in BiH. Also, there is a regular publication of indicators from the labor market in Bosnia and Herzegovina.</p> <p>In accordance with these competences, we do not need to conduct promotional campaigns. What is continuously promoted to citizens are advertisements for employment abroad via the website, and invitations to participate in employment programs abroad (Triple Win, HABIZU).</p>										

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Citizens are regularly informed about these programs through the website, and through the media through sent press releases. The website contains all the necessary information for citizens to apply for mediation programs abroad that we implement.

Also, monthly announcements on unemployment are published on the website and disseminated to all media in Bosnia and Herzegovina and thus are publicly available.

Agency for preschool, primary and secondary education BiH: There were no significant changes in the reporting period, the service delivery and information via web services and social networks continues.

CHU MFT: CHU MFT BiH updates all information on the website and it has open accounts on platforms: X, FB and YT.

DEI: One of the important channels for communication about the European integration process is the website and social networks of DEI. There are about 20,000 website visits per year, and 11,000 followers on social networks, most of which are on FB.

SIPA: The users of the services provided by the police agency SIPA are informed in a manner permitted by law. Considering the specific requirements of SIPA, the promotion is carried out accordingly

By promoting the State Regulatory Agency for Radiation and Nuclear Safety through modern channels, the quality of information availability and sharing would be improved.

State Regulatory Agency for Radiation and Nuclear Safety: Promoting the State Regulatory Agency for Radiation and Nuclear Safety through modern channels would improve the quality of availability and sharing of information.

BATA: Through the website www.bata.gov.ba, the Institute for Accreditation of BiH - BATA makes available up-to-date information relevant to the work of SABIH (Accreditation System of Bosnia and Herzegovina), including a list of TOU (conformity assessment bodies) that hold its accreditation and information on international arrangements in which BATA is involved. Before applying for accreditation, the TOU must familiarize itself with SABIH, including details related to the currently established areas of accreditation, criteria, process and costs of accreditation. The way to get to know each other can be through direct conversations at BATA or by referring to the appropriate documents that can be found on the above-mentioned website. Every year, BATA celebrates World Accreditation Day (June 9) in Bosnia and Herzegovina, bringing closer and promoting to interested parties the importance of accreditation in the economic development of BiH, the freedom of movement of goods and services, and the quality of life and work of citizens. And this year, BATA marked the World Accreditation Day, the theme of which is "Accreditation - Empowering Tomorrow and Shaping the Future", which aims to draw attention to how accreditation can provide confidence in new technologies, digitalization and sustainability claims in a world undergoing transformative changes. At the celebration of the World Accreditation Day, the third issue of the Accreditation Bilten was promoted, which content-wise follows the theme of this year's WAD celebration: "Accreditation - Empowering Tomorrow and Shaping the Future". The celebration of World Accreditation Day was attended by

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	<p>over seventy representatives of conformity assessment bodies (our clients), and the ceremony was covered by the media. In the Work Program of the Institute for Accreditation of BiH, all activities that are realized in accordance with the same are prescribed. The Institute's activities are promoted through the Institute's website and the accreditation Bilten.</p> <p>BiH Competition Council: Promoting the BiH Competition Council through modern channels would improve the quality of information availability as well as communication between the BiH Competition Council and interested parties.</p> <p>BiH Veterinary Office: BiH Veterinary Office uses the following communication channels: personal contact, media, online, publishing, public event and research.</p> <p>As part of the Twinning project to support the veterinary sector, the BiH Veterinary Office conducted: training of veterinary inspectors, veterinarians in clinics and farmers on the topic of biosecurity on farms, training of veterinary inspectors in relation to the protection and welfare of animals that are bred or kept on farms, as well as welfare during the transport of animals, training for veterinary inspectors and environmental protection inspectors on the management of waste products - waste of animal origin, training of veterinary inspectors for the implementation of official animal welfare controls on farms, etc.</p> <p>The Animal Marking Agency, as an organizational unit within the BiH Veterinary Office, holds continuous training for users of the state database application, i.e. doctors of veterinary medicine employed in veterinary organizations, who participate in the process of marking and controlling the movement of cattle, sheep, goats, pigs, domestic animals and pets. Access links are assigned to all users who complete the mentioned trainings. Thus, all users are enabled to register all data online in the state database, starting with property registration, registration of marked animals, registration of movements, registration of slaughter and export of animals. The Animal Marking Agency provides instructions on new functionalities to all users via e-mail. The BiH Veterinary Office also conducts training for the non-commercial movement of pets for the European Union. The above-mentioned trainings and campaigns are related to the activities carried out by the BiH Veterinary Office, but do not directly relate to the promotion of modern channels for the provision of veterinary services.</p>
<p>Risks/Problems</p>	<p>There is no systematic approach at any administrative level that would continuously promote the services and benefits of modern channels for the realization of public administration services. The existence of budget funds for the promotion of modern channels for the delivery of public administration services has not been confirmed.</p> <p>Agency for Forensic Examinations/SIPA: Implementation of regulations.</p> <p>APP: Lack of financial resources and human capacity</p> <p>Agency for Labor and Employment: Termination of validity of interstate agreements on employment would lead to the loss of the role of intermediary in the employment of our citizens abroad.</p>

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<p>The termination of the validity of the agreement on social security could lead to the fact that citizens cannot make money payments based on unemployment.</p> <p>Agency for Preschool, Primary and Secondary Education BiH: The possibility of negative comments and misinterpretation of information by the public that will not be noticed in real time.</p> <p>Food Safety Agency: In its regular activities, the Food Safety Agency of BiH cooperated, among others, with the European Food Safety Authority (EFSA), numerous universities, consumer associations, subjects in the food business, competent institutions, non-governmental organizations and other partners, both at the national and international level. In a timely manner, they will publish information on the mentioned activities on the official website of the Food Safety Agency of Bosnia and Herzegovina.</p> <p>Food Safety Agency: In its regular activities, the Food Safety Agency of BiH cooperated, among others, with the European Food Safety Authority (EFSA), numerous universities, consumer associations, subjects in the food business, competent institutions, non-governmental organizations and other partners, both at the national and international level. In a timely manner, they will publish information on the mentioned activities on the official website of the Food Safety Agency of Bosnia and Herzegovina. The key challenges are: Inadequate cooperation between competent authorities and other interested parties in the field of food safety. Non-compliance of operations with valid regulations, inadequate level of implementation of tasks and tasks under the competence of the Food Safety Agency of Bosnia and Herzegovina.</p> <p>FIPA: The Agency for the Promotion of Foreign Investments in Bosnia and Herzegovina provides timely services/information through all available communication channels (telephone, via e-mail, written acts, via the website), publishes all important acts in accordance with its obligations through the eConsultation platform.</p> <p>All types of inquiries have been answered positively so far and there have been no complaints. The services provided by the Agency refer to inquiries from foreign investors or the media, which are responded to in a timely manner through the aforementioned communication channels. An electronic form is available on the Agency's website, which refers to information about investment projects and investment locations in Bosnia and Herzegovina.</p> <p>The Agency for the Advancement of Foreign Investments in BiH, in accordance with the inquiries of foreign investors in our country, which are related to the length of the issuance of all licenses for business in all sectors, writes urgent requests for the acceleration of procedures, and in accordance with its competences. The Agency delivers all answers to investors within 24 hours.</p> <p>FIPA responds to inquiries from foreign investors, organizes meetings in accordance with the requirements and needs of investors.</p> <p>In accordance with its basic activities, FIPA promotes BH potential at fairs, conferences and other events. Anticipated budget funds for the promotion of modern channels for the realization of JU services.</p> <p>CHU MFT: Due to the limitations of the internal IT network, access to some platforms from the official computers of CHU MFiT BiH is disabled.</p> <p>State regulatory agency for radiation and nuclear safety: Lack of budget resources.</p>
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	<p>BATA: Stakeholders do not recognize the importance and role of accreditation and its contribution to health protection, product safety and other benefits provided by accreditation.</p> <p>BiH Competition Council: By promoting the BiH Competition Council through modern channels, the quality of information availability and communication between the Competition Council and interested parties would improve.</p> <p>OSA: Due to the specificity of the scope of work, the protection of secret data, the transparency of the Agency's work cannot be at the same level as that of other institutions. Basic data are published on the Agency's website, as well as through a regular annual report based on non-confidential data. Other information is available in accordance with the law on freedom of access to information.</p> <p>BiH Veterinary Office: Timely information</p>
<p>Next steps</p>	<p>Plan budget funds at the level of institutions for the promotion of modern channels for the realization of public administration services. For institutions that are responsible as bearers of digitization activities at certain administrative levels, plan more significant budget funds for promotion. When applying for projects, provide funds for promotion through the project</p> <p>Improve the availability of services, that is, the promotion of the Agency for Forensic Examinations and Expertise and the services it provides. The Agency for Forensic Examinations and Expertises works exclusively according to the orders of the courts and prosecutor's offices. APP: Regulatory monitoring and proactive transparency policies.</p> <p>Agency for Labor and Employment: The Agency will continue to present its services through the website and thus make them easily accessible to citizens.</p> <p>Agency for preschool, primary and secondary education of BiH: Continue promotion through web services and social networks</p> <p>Agency for Food Safety: - Continuous implementation and additional improvement of measures in accordance with the competences and capacities of the Agency for Food Safety of BiH. Continuation and eventual improvement of previous activities.</p> <p>State regulatory agency for radiation and nuclear safety: Undertaking activities for the realization of promotion, which is conditional on additional budget funds, and which are approved by competent institutions.</p> <p>BATA: - continuous communication with interested parties - promotion of the Accreditation System of Bosnia and Herzegovina - cooperation with institutions in the development of quality infrastructure</p>

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	<p>BiH Competition Council: The implementation of this activity is conditioned by additional budget funds, which are approved by the competent institutions.</p> <p>BiH Veterinary Office: Improvement of existing communication channels</p>
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ACTIVITY 4.2.7.1	<p>ACTIVITY:</p> <p>4.2.7.1 Define mechanisms for adapting the services provided to different groups of users who find it impossible or difficult to use electronic or traditional means of communication (people with special needs, residents of remote areas, etc.)</p>		<p>RESPONSIBLE INSTITUTIONS:</p> <p><i>MCT BiH, CoM BiH, Line ministries, Entity governments and BD BiH, RS: Institutions responsible for e-government, BD BiH (for BD BiH, institutions responsible for individual services and PAR Coordinator's Office of BD BiH)</i></p>					<p>IMPLEMENTATION DEADLINE:</p> <p><i>IVq2027.</i></p>				
	<p>ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p>							●	●	●	●	●
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Platform for adapting services to different groups of users with special needs operational		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>											
Risks/Problems	<p>No mechanisms have been established to analyze the needs of end users. There is no legislative obligation to adapt electronic channels to special groups of users. The lack of mechanisms for providing services to different groups of users for whom it is difficult or impossible to use electronic or traditional means of communication may result in discrimination of certain groups of users.</p>											
Next steps	<p>Create a short-term plan for the implementation of these activities.</p>											

ACTIVITY 4.2.7.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS					IMPLEMENTATION DEADLINE:				
	4.2.7.2 Build web services for exchanging data, messages and documents.		MCT BiH and Secretariat General of CoM BiH, Line ministries, RS: Institutions responsible for e-government, BD BiH (for BD BiH, institutions responsible for individual services and PAR Coordinator's Office of BD BiH)					IVq2027.				
	4.2.27a Implementation of an advanced DMS system											
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY					●	●	●	●	●
			<i>INDICATOR VLUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	INDICATORS		Web services established	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
			Service catalogues operational	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
CURRENT				<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
		Advanced DMS system implemented	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievement		<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p>										

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	Brčko District: No progress, indicator value unchanged.
Risks/Problems	Non-existence of a web service for data exchange between key registries. Various DMS solutions at individual administrative levels and within institutions. Without developed web services, end users and institutions will continue to be burdened with the classic way of delivering data (by issuing documents by physical means). Without standardized DMS solutions, the risk and cost of connecting eOffices of individual administrative levels, that is, between institutions, increases.
Next steps	Define a list of priority services with the greatest impact on citizens' lives. Based on that, create a priority list of web services that need to be developed. Continuous and additional training of employees for the use of the aforementioned services and DMS system.

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ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	<p>4.2.8.1 Modernise (digitize) public registers and ensure the availability of data for all users with the help of web or mobile applications</p> <p>4.2.8.1a Establish a common structure of catalogues of public registers, the institutions that keep them and underpinning regulations, the content of registers as per regulations in a transparent manner. (based on the previously made Service Catalogue)</p> <p>4.2.8.1b Develop legislation for the Meta-register</p> <p>4.2.8.1 c Develop regulations on the legal obligation to protect the information and communication infrastructure of key data registers</p>	<p><i>MCT BiH and Secretariat General of CoM BiH, Line ministries, RS: Institutions responsible for e-government, For BD BiH, institutions responsible for individual services and PAR Coordinator's Office of BD BiH</i></p>	<p>IVq2027.</p>			
ACTIVITY 4.2.8.1	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					
		●	●	●	●	●
INDICATORS		INDICATOR VALUES:				
		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
Public registers digitized	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Percentage of digitized public registers	BASELINE	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
	TARGET	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
	CURRENT	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
Data available via web or mobile applications	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Legislation developed for the Metaregister	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Regulations on the legal obligation to protect the IC infrastructure of key registers developed	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>da</i>	<i>da</i>	<i>da</i>	<i>da</i>	<i>da</i>
	CURRENT	<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>
	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>

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		Common structure of public registers defined	<i>CURRENT</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Description of achievement	Ministry of Justice of Bosnia and Herzegovina: The activity is partly related to activities in the field of Accountability and related measures. The realization of the activity is related to the realization of the previous activity of the measure.							
Risks/Problems	<p>Registries are viewed sectorally as data silos without a clear vision of the need for data exchange between registries; There is no catalog of registries to track priority eservices; There is no strategic approach to register development; The absence of a common structure of the catalog of public registers can make it difficult to implement the automated exchange of electronic data in order to provide reliable e-services;</p> <p>Ministry of Justice of Bosnia and Herzegovina: Limited resources and capacities. EU integration</p>							
Next steps	<p>Based on priority services, map all necessary registers; Analyze the existing registers and the existing and required level of digitization</p> <p>Ministry of Justice of Bosnia and Herzegovina: Revise activity and dynamics in accordance with the agreement of the EU project as part of the revision of the Action plan.</p>							

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ACTIVITY 4.2.8.2	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	4.2.8.2. Registers of business entities and legal entities	<i>Line ministries, FIA FBiH; RS: Institutions responsible for e-government and institutions responsible for keeping registers of business entities, Public Registry Department of BD BiH/Basic Court of Brčko District of BiH</i>					IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY::						●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:						<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Digital registers of business entities established	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT		<i>no</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
		Web services of business registers published	BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
	CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>					
Description of achievement	Ministry of Justice of BiH: Realization of activities depends on resources and capacity for implementation, as well as project support. The implementation steps are agreed within the framework of EU support projects.											
Risks/Problems	Ministry of Justice of Bosnia and Herzegovina: Limited resources and capacities. EU integration.											
Next steps	Work on improving registers. Create web services of registers of private entities that will enable data exchange. Ministry of Justice of Bosnia and Herzegovina: Revise activity and dynamics in accordance with the agreement of EU support projects, reformulate if necessary, as part of the revision of the Action plan.											

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ACTIVITY 4.2.8.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:				
	4.2.8.3. Population and other registers	Line ministries; RS: Institutions responsible for e-government and institutions responsible for keeping registers of citizens, Competent departments of BD BiH	IVq2027.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●
	INDICATORS	INDICATOR VALUES:	<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Web services of population registers and registry books published	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>						
Risks/Problems	Budget funds needed for infrastructure development and maintenance, qualified personnel; Application availability; dilapidated equipment in some registry offices.						

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Next steps	It is necessary to constantly improve the existing data exchange system through investment in infrastructure and raising standards; Improve the infrastructure of the existing registers, which will enable the exchange of data through web services. Enable the exchange of data between central registers of civil registers through an interoperability platform.
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ACTIVITY 4.2.8.4	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:								
	4.2.8.4 Data on space, facilities and GIS maps	<i>Line ministries; RS: Institutions responsible for e-government and institutions responsible for keeping registers of immovable property, Competent departments of BD BiH, Department for spatial planning and proprietary and legal affairs</i>	IVq2027.								
	4.2.8.4.a Establish a national geospatial data infrastructure (technical and legal steps)										
	4.2.8.4.c Establish a geoportal in accordance with the INSPIRE Directive“	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:									
	INDICATORS	INDICATOR VALUES:					●	●	●	●	●
		National geospatial data infrastructure established	BASELINE	-	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	-	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
			CURRENT	-	<i>yes</i>	<i>yes</i>	<i>no</i>	<i>no</i>			
		Geospatial data portal compliant with the INSPIRE directive	BASELINE	-	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
			TARGET	-	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>			
CURRENT	-		<i>yes</i>	<i>yes</i>	<i>no</i>	<i>no</i>					
Description of achievement	Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged. Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged. Federation of Bosnia and Herzegovina: No progress, indicator value unchanged. Republika Srpska: No progress, indicator value unchanged.										

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	Brčko District: No progress, indicator value unchanged.
Risks/Problems	Partial compliance of spatial data with the INSPIRE directive.
Next steps	The institutions responsible for spatial data should further develop the technological architecture of spatial data; increase the availability of spatial data through e-services; continuously improve capacities and project management needs for successful implementation of activities.

ACTIVITY 4.2.8.5	ACTIVITY: 4.2.8.5 Modernisation of statistical registers	RESPONSIBLE INSTITUTIONS: <i>Line ministries, Competent department of BD BiH</i>					IMPLEMENTATION DEADLINE: <i>IVq2027.</i>				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						●	●	●	●	●
	INDICATORS		INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
	Statistical registers modernised		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
			TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
		CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>										
Risks/Problems											
Next steps											

ACTIVITY 4.2.9.1	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	4.2.9.1 Enable the publication of a public data good for commercial and social re-use (open administration), in full compliance with the legal framework for the protection of personal data and privacy	Line ministries for BD BiH, institutions responsible for individual services and PAR Coordinator's Office of BD BiH	IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Data are published in OP format	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
			CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
		Open data portal established in accordance with EU standards	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>
			CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
Proposals for amending the Law on Personal Data Protection developed in order to enable optimal and efficient provision of services, electronically and physically		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement		<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>						

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Risks/Problems	The operation of the portal is related to the new Law on Freedom of Access to Information and the adoption of by-laws. Availability of funds for maintenance of ODP CoM BiH.
Next steps	Adoption of by-laws of the Law on Freedom of Access to Information at the level of BiH institutions; Adoption of relevant decisions related to the sustainability of the Open Data Portal, including the obligation to publish open data by the institutions of the Ministry of the Interior of Bosnia and Herzegovina.

ACTIVITY 4.2.9.2	ACTIVITY: 4.2.9.2 Ensure that citizens and the business community can make correction of their own data by implementing all identified key prerequisites through online authentication and access	RESPONSIBLE INSTITUTIONS: <i>MCT BiH and Secretariat General of CoM BiH, Line ministries, RS: Institutions responsible for e-government and institutions responsible for keeping registers of citizens, business entities and real estate For BD BiH, institutions responsible for individual services and PAR Coordinator's Office of BD BiH</i>	IMPLEMENTATION DEADLINE: IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Functionality of the system developed (e-Inbox, Single point of contact) that allows users to make correction of their own data	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
	TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>							
Risks/Problems	The key prerequisites as a basis for implementing the activity in question have not been implemented.							
Next steps	Implement prerequisites - key building blocks.							

ACTIVITY 4.2.9.3	ACTIVITY:	RESPONSIBLE INSTITUTIONS:	IMPLEMENTATION DEADLINE:					
	4.2.9.3 Establishment and modernisation of registers of strategies and decisions a link to policy making	MCT BiH and Secretariat General of CoM BiH, RS: Institutions responsible for e-government and institutions responsible for keeping registers of strategies and decisions, Line ministries Federal Institute for Development Programming, Legislative Office of the BD BiH Mayor, Government of Brčko District.	IVq2027.					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●	●	●	●	●	
	INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Digital registers of strategies and decisions established	BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
TARGET			<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
CURRENT			<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Web services of registers of strategies and decisions published		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
	CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
Description of achievement	<p>Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged.</p> <p>Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Federation of Bosnia and Herzegovina: No progress, indicator value unchanged.</p> <p>Republika Srpska: No progress, indicator value unchanged.</p> <p>Brčko District: No progress, indicator value unchanged.</p>							
Risks/Problems								
Next steps	Form a mixed working group made up of ST members from the field of Policymaking and Digitization of services in order to initiate this activity.							

ACTIVITY 4.2.9.4	ACTIVITY: 4.2.9.4 Set the priorities for the development of electronic services 4.2.9.4 a Develop a methodology and criteria for prioritisation of electronic services. 4.2.9.4 b Based on the methodology and criteria of prioritisation and fulfilled key preconditions, adopt a time plan and implement the priority services		RESPONSIBLE INSTITUTIONS: Line ministries, Institutions responsible for selected priority services, RS: Institutions responsible for e-government, Government of BD BiH upon a proposal of the Department for Technical and Administrative Affairs of the PAR Coordinator's Office of BD BiH					IMPLEMENTATION DEADLINE: IIq2026.				
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:							●	●	●	●	●
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		Priorities for the development of electronic services determined by the eGovernment strategy or other acts		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		Methodology and criteria for prioritization of electronic services developed		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		Priority services implemented in accordance with the planning documents		BASELINE		<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>		
TARGET				<i>50%</i>	<i>50%</i>	<i>50%</i>	<i>50%</i>	<i>50%</i>				
CURRENT				<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>				
Description of achievement		Overall assessment of the implementation of activities for Bosnia and Herzegovina: No progress, the indicator value unchanged. Institutions of Bosnia and Herzegovina: No progress, indicator value unchanged. Federation of Bosnia and Herzegovina: No progress, indicator value unchanged. Republika Srpska: No progress, indicator value unchanged. Brčko District: No progress, indicator value unchanged.										

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Risks/Problems	Non-existence of a strategic decision on priorities for the development of electronic services; Spontaneous approach to investments of budget funds; The donor funds that are invested do not achieve optimal results; Spontaneous approach to digitization, construction of information silos.
Next steps	Create an analysis of the greatest benefit and impact on the lives of citizens of electronic services; Create an analysis of legal and other obstacles with proposals for the establishment of e-services; Create a roadmap for the implementation of each service.

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ACTIVITY 4.2.9.5	ACTIVITY:	RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:					
	4.2.9.5 Creating a positive business climate for unavailable IT staff related to the service delivery by developing and proposing measures	Line ministries					IVq2027.					
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●	
		INDICATORS	<i>INDICATOR VALUES:</i>					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			Proposals to amend the law on civil service and thus provide incentive packages for scarce IT staff developed					BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
					TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
					CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
Description of achievement	Ministry of Justice of Bosnia and Herzegovina: The implementation of activities depends on the initiative of the relevant institution in cooperation with other competent institutions.											
Risks/Problems	The departure of personnel is a permanent problem for the successful implementation of all strategic activities. The public administration cannot offer and follow the salaries that quality IT experts can and do get outside the administration and outside the state. Ministry of Justice of Bosnia and Herzegovina: Limited resources and capacities. EU integration.											
Next steps	Make changes/additions to the civil service law, which would specifically regulate the status of the necessary IT personnel, both those who are the direct bearers of development and those who manage the project and participate in reform activities. Initiate better cooperation with academic institutions where IT personnel are trained. Involve students in projects and try to keep IT students in the administration at least for a while, with scholarships during their studies. Ministry of Justice of BiH: Revise the activity and dynamics in accordance with the challenges and risks and, if necessary, redefine the scope or the activity itself as part of the revision of the Action plan.											

MEASURE 4.3:

Harmonized improvement of the administrative and legal framework

MEASURE INDICATORS		INDICATOR VALUES		
		BASELINE	TARGET	CURRENT
1. % of reduced special procedural norms that proved to be unjustified and complicated for end users of services each administrative level	Bosnia and Herzegovina	0%	10%	
	<i>Institutions of BiH</i>	<i>0</i>		<i>0</i>
	<i>FBiH</i>	<i>0</i>		<i>0</i>
	<i>RS</i>	<i>0</i>		<i>0</i>
	<i>BD BiH</i>	<i>0</i>		<i>0</i>

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ACTIVITY 4.3.1.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.3.1.1 Determine the unified structure of the service catalogue, which also contains exceptions to the application of the provisions of the general administrative procedure, based on a pre-conceived methodology for the preparation of the service catalogue		BiH Ministry of Justice, FBiH Ministry of Justice, RS Ministry of Administration and Local Self-Government, Government of BD BiH, (Institution designated as the lead institution for simplification of administrative procedures)					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:					<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>
Catalogue structure defined		BASELINE					<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
		TARGET					<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
		CURRENT					<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement	In the reporting period, there was no progress in reaching the target value of the indicator, but at the level of the Republika Srpska, activities were initiated to create the Catalog of electronic administration services of the Republika Srpska, and through the unification of data on administrative procedures for legal entities (https://pcsrpska.vladars.net/sr) in the Republika Srpska and procedures for physical entities.											
Risks/Problems	<p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.</p> <p>The Law on Administrative Procedure of Bosnia and Herzegovina is subject to implementation in 2024, but limited resources and capacities make it difficult to initiate activities</p> <p>Additional efforts are needed to collect data on administrative procedures for physical entities in the Republika Srpska;</p>											
Next steps	<p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action plan for Public Administration Reform by the end of 2024.</p> <p>Continue until the end of 2024 the activities of identification and data collection on administrative procedures for legal entities and physical entities in the Republika Srpska, at the local and national level;</p>											

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ACTIVITY 4.3.1.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	<p>4.3.1.2 Establish a uniform methodology for reducing formalities and burden</p> <p>4.3.1.2a Baseline analysis</p> <p>4.3.1.2b Cost benefit analysis</p> <p>4.3.1.2c Recommendations for reducing formalities and burden</p>		<p><i>BiH Ministry of Justice, FBiH Ministry of Justice, RS Ministry of Administration and Local Self-Government, Government of BD BiH (Institution designated as the lead institution for simplification of administrative procedures), Line ministries</i></p>					<p>IVq2027.</p>				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>			
Description of achievement		Draft methodology for reducing formalities and burden		BASELINE		<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
				TARGET		<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>		
				CURRENT		<i>no</i>	<i>no</i>	<i>yes</i>	<i>no</i>	<i>no</i>		
		<p>In the reporting period, progress was recorded in reaching the target value of the indicator at the level of the Republika Srpska.</p> <p>The Ministry of Economy and Entrepreneurship represents the control body that gives opinions regarding the manner and quality of the carried out impact assessment of laws and by-laws (ordinances and regulations that elaborate formalities) applying the methodological steps specified in the Decision on the Assessment of the Impact of Regulations ("Official Gazette of the Republika Srpska ", number 8/23) in which the need to analyze the costs and benefits of the application of the regulations was recognized as one of the basic goals of implementing the PUP process. In this sense, PUP forms were prepared, in which, in the part related to administrative procedures, special attention was paid to obtaining answers on the justification of the introduction of administrative costs, as well as other issues related to determining the degree of administrative burden on business entities. The above represents a continuous activity, which is carried out on all laws (except those that are adopted under urgent procedure, which refer to technical standards, which are made technical corrections, which are related to the adoption of the budget of the Republika Srpska), as well as on decrees and regulations that elaborate the formalities. Likewise, as part of the Methodological manual for assessing the impact of regulations, there is also a part related to cost benefit analysis, and the Regulation on records, analysis, examination and assessment of procedures and formalities for business in the Republika Srpska ("Official Gazette of the Republic of Srpska", no. 84/17) in Article 10, it is stipulated that the competent authority, with the aim of reducing the administrative burden on the economy, is obliged to analyze and evaluate the procedures and formalities that directly affect the performance of business activities and, if found justified, take measures to simplify them.</p>										

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	<p>In the Republika Srpska, in addition to the above, the Project for the Optimization of Administrative Procedures and Formalities at the Republic Level was/is being implemented. In this regard, the legal framework/methodology for the implementation of this project was also prepared. Thus, the following was adopted for the realization of this project:</p> <ul style="list-style-type: none"> - Decision on the implementation of the Project for the Optimization of Administrative Procedures and Formalities ("Official Gazette of the Republika Srpska", No. 32/21) - established competent bodies, the scope of application and activities necessary for the implementation of the Project for the Optimization of Administrative Procedures and Formalities at the Republic level - Decision on the appointment of members of the Council for Project Management and Monitoring and Decision on the appointment of members of the Operational Body for Project Implementation ("Official Gazette of the Republika Srpska", number 40/21) <p>The starting point for the mentioned activities was the public portal Unique contact point for business www.pscsrpska.vladars.net (at that moment a total of 932 formalities were registered on the portal) which represents the Catalog of services for business. During the implementation of the mentioned project, formalities that did not need to be simplified, formalities that needed to be simplified and formalities that needed to be abolished were determined.</p> <p>In the reporting period (January-June 2024), as a result of the above-mentioned Project, there was a simplification of two formalities regulated in the Rulebook on conditions for issuing a license ("Official Gazette of the Republika Srpska", number 20/24), namely:</p> <ul style="list-style-type: none"> - Decision on issuing a license to a legal entity for the performance of occupational health and safety activities, inspection and testing of work equipment and equipment for personal protection at work; - Decision on the issuance of a license to a legal entity to carry out testing of working environment conditions, i.e. chemical, biological and physical hazards (except ionizing radiation) and microclimate. <p>Issuance of these formalities is the responsibility of the Ministry of Labor and Veterans' and Disability Protection of the Republika Srpska, and they have been simplified in such a way that a certified copy of the decision on the registration of a legal entity in the appropriate register is no longer required (is not prescribed) as mandatory documentation submitted for the issuance of formalities.</p>
<p>Risks/Problems</p>	<p>There is a need to identify opportunities for implementation and establish an interdepartmental team for implementation, as well as an agreement on the dynamics of the implementation of activities, given that it depends on the reform of the legal framework of the administrative procedure.</p> <p>At the level of Republika Srpska, there is a risk that the institutions will not implement all the agreed simplifications of formalities within the assumed/agreed deadlines and thus not act on the given recommendations.</p> <p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p>

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	<p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.</p>
<p>Next steps</p>	<p>It is necessary at the level of Republika Srpska and until the end of 2024 to continue monitoring the implementation of the Action plan for the optimization of administrative procedures and formalities, to point out and suggest to institutions that have not changed the regulations in order to implement the agreed simplifications that they should do so (suggestions can be given in the opinions on the implemented impact assessment regulations), and regular reporting to the Government of the Republika Srpska on the implementation of activities from the aforementioned Action plan.</p> <p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH and the Brčko District of BiH should take appropriate steps by the end of 2024 for the purpose of establishing a unique methodology for reducing formalities and burdens.</p>

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ACTIVITY 4.3.1.3	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.3.1.3 Establish registers/catalogues of special administrative procedures (i.e. special procedural norms in laws governing the exercise of specific rights or realization of obligations)		BiH Ministry of Justice, FBiH Ministry of Justice, RS Ministry of Administration and Local Self-Government, Government of BD BiH (Institution designated as the lead institution for simplification of administrative procedures)					IVq2027.				
	Link to 4.2.4.1		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS			INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
		The catalogue established and operational		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
		TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
		CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>				
Description of achievement	In the reporting period, the implementation of activities was not recorded, so there was no progress in reaching the target value of the indicator The revision of the Action plan for the public administration reform is underway, so this activity is combined with the activity related to service catalogs, as agreed by the Supervisory Team for better service delivery and quality.											
Risks/Problems	The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities. The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.											
Next steps	Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the revised Action plan for Public Administration Reform by the end of 2024.											

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ACTIVITY 4.3.1.4	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.3.1.4 Assess the necessity/justification of special procedural provisions (with simultaneous consideration of the catalogue of services under measure 2)		BiH Ministry of Justice, FBiH Ministry of Justice, RS Ministry of Administration and Local Self-Government, Government of BD BiH, line ministries (Institution designated as the lead institution for simplification of administrative procedures)					IVq2027.				
	4.3.1.4a Develop criteria for assessing the justifiability of special procedural provisions and develop a guide for the procedure of assessing the justifiability of special procedural provisions;		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
	INDICATORS		<i>INDICATOR VALUES:</i>		<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>			
			An analysis of the justification of special procedural provisions completed		BASELINE	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>		
			TARGET	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>				
				CURRENT	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>			
Description of achievement	In the reporting period, the implementation of activities was not recorded, so there was no progress in reaching the target value of the indicator. The revision of the Action plan for the public administration reform is underway, so this activity will be combined with activity 4.3.1.2, and according to the agreement of the Supervisory Team for better service delivery and quality.											
Risks/Problems	The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities. The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.											
Next steps	Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action plan for Public Administration Reform by the end of 2024.											

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<p>ACTIVITY:</p> <p>4.3.1.5 Establish a continuous process of simplification of certain administrative procedures, i.e. procedural provisions</p>	<p>RESPONSIBLE INSTITUTIONS:</p> <p><i>BiH Council of Ministers, Entity governments and Government of BD BiH</i></p>	<p>IMPLEMENTATION DEADLINE:</p> <p><i>IVq2027.</i></p>
<p style="text-align: center;">ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p>		
<p>INDICATORS</p>	<p style="text-align: center;"><i>INDICATOR VALUES:</i></p>	<p style="text-align: center;"><i>Inst. BiH FBiH RS BD BiH</i></p>
	<p>% of regulation repealed/simplified</p>	<p style="text-align: center;">BASELINE <i>0% 0% 0% 0% 0%</i></p>
	<p style="text-align: center;">TARGET</p>	<p style="text-align: center;">10% 10% 10% 10% 10%</p>
	<p style="text-align: center;">CURRENT</p>	<p style="text-align: center;">0 0 0 0 0</p>
<p>ACTIVITY 4.3.1.5</p> <p>Description of achievement</p>	<p>In the reporting period, there was no progress in reaching the target value of the indicator. The method of calculating this indicator should have been agreed upon later, but the revision of the Action plan for the public administration reform is underway, so this activity will definitely be combined with activity 4.3.1.2, as agreed by the Supervisory Team for better service delivery and quality.</p> <p>Although there was no progress in changing the value of the indicator, at the level of the institutions of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH, activities were recorded that contribute to the establishment of a continuous process of simplifying administrative procedures. In cooperation with SIGMA and the competent institutions of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH, the Public Administration Reform Coordinator’s Office on 13 and 14 March 2024, organized a round table for determining options for simplifying the vehicle registration procedure in Bosnia and Herzegovina. The round table presented the experiences of Serbia, Croatia and Estonia in simplifying public administration services, as well as the current situation regarding the vehicle registration procedure in Bosnia and Herzegovina. An analysis of the current procedure was presented, and competent institutions discussed challenges and room for improvement. The round table resulted in the conclusions that there is room to optimize the existing procedure by reducing the number of evidence and documents that applicants are required to submit, as well as by reducing the number of separate payments and steps that need to be taken during the procedure. Examples from other countries of the region and the EU can serve as an example for optimization, but it is necessary to carefully identify precise solutions that are applicable in BiH under the leadership of the Ministry of Communications and Transport of BiH and involving the authorities that currently lead the procedure or maintain the register, as well as other interested parties (technical inspection service providers, banks, insurance companies and service users). SIGMA has expressed its readiness to support the Ministry of Communications and Transport of Bosnia and Herzegovina in the next steps of this reform process.</p>	

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	<p>The Public Administration Reform Coordinator’s Office, the Ministry of Communications and Transport of BiH, in cooperation with SIGMA, subsequently held additional online meetings with representatives of the Ministries of Finance and IDDEEA, where SIGMA presented a proposal for the introduction of a one-time payment of all fees in the procedure for extending vehicle registration. All those present agreed that the Ministry of Finance and Treasury of BiH and entity ministries of finance should be involved in this process, including the treasury sectors within the ministries. All present agreed that it is time to focus the approach on one segment of simplifying the vehicle registration procedure (at the level of competent institutions) and to resolve the issues that currently exist.</p>
<p>Risks/Problems</p>	<p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.</p>
<p>Next steps</p>	<p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action plan for Public Administration Reform by the end of 2024.</p> <p>Until the end of 2024, it is planned to continue discussions with the ministries of finance of the entity and BiH (including the competent institutions of the Brčko District of BiH) and IDDEEA, which is organized by the Public Administration Reform Coordinator's Office and the Ministry of Communications and Transport of BiH, with the support of SIGMA.</p>

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ACTIVITY 4.3.2.1	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.3.2.1 Continuous improvement of the LAP (in accordance with the results of user needs and best practices including digital transformation)		BiH Ministry of Justice, Entity governments and Government of BD BiH (Institution designated as the lead institution for simplification of administrative procedures)					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
		INDICATORS	INDICATOR VALUES:		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>			
Description of achievement			Number of proposed measures for amending and improving the LAP, including digital transformation		BASELINE	0	0	0	0	0		
					TARGET	7	7	7	7	7		
					CURRENT	0	0	0	0	0		
		<p>In the reporting period, the implementation of activities at the level of Republika Srpska was recorded, but there was no progress in reaching the target value of the indicator, considering that the method of calculating this indicator should have been agreed upon later. The revision of the Action Plan for the reform of public administration is underway, so this activity will certainly be combined with activity 4.3.1.2., as agreed by the Supervisory Team for better service delivery and quality.</p> <p>The Ministry of Economy and Entrepreneurship represents the control body that gives opinions regarding the manner and quality of the carried out impact assessment of laws and by-laws (ordinances and regulations that elaborate the formalities) applying the methodological steps specified in the Decision on the Assessment of the Impact of Regulations ("Official Gazette of the Republika Srpska ", number 8/23) in which the need to analyze the costs and benefits of the application of the regulations was recognized as one of the basic goals of implementing the PUP process. In this sense, PUP forms were prepared, in which, in the part related to administrative procedures, special attention was paid to obtaining answers on the justification of the introduction of administrative costs, as well as other issues related to determining the degree of administrative burden on business entities. The above represents a continuous activity, which is carried out on all laws (except those that are adopted under urgent procedure, which refer to technical standards, which are made technical corrections, which are related to the adoption of the budget of the Republika Srpska), as well as on decrees and regulations that elaborate the formalities. Likewise, as part of the Methodological manual for assessing the impact of regulations, there is also a part related to cost benefit analysis, and the Regulation on records, analysis, examination and assessment of procedures and formalities for business in the Republika Srpska ("Official Gazette of the Republic of Srpska", no. 84/17) in Article 10, it is stipulated that the competent authority, with the aim of reducing the administrative burden on the economy, is obliged to analyze and evaluate the procedures and formalities that directly affect the performance of business activities and, if found justified, take measures to simplify them.</p>										

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	<p>In the Republika Srpska, in addition to the above, the Project for the Optimization of Administrative Procedures and Formalities at the Republic Level was/is being implemented. In this regard, the legal framework/methodology for the implementation of this project was also prepared. Thus, the following was adopted for the realization of this project:</p> <ul style="list-style-type: none"> - Decision on the implementation of the Project for the Optimization of Administrative Procedures and Formalities ("Official Gazette of the Republika Srpska", number 32/21) - established competent bodies, scope of application and activities required for the implementation of the Project for the Optimization of Administrative Procedures and Formalities at the Republic level. - Decision on the appointment of members of the Council for Project Management and Monitoring and Decision on the appointment of members of the Operational Body for Project Implementation ("Official Gazette of the Republika Srpska", number 40/21) <p>The starting point for the mentioned activities was the public portal Unique contact point for business www.pscsrpska.vladars.net (at that moment a total of 932 formalities were registered on the portal) which represents the Catalog of services for business.</p> <p>During the implementation of the mentioned project, formalities that did not need to be simplified, formalities that needed to be simplified and formalities that needed to be abolished were determined.</p> <p>In the reporting period (January-June 2024), as a result of the above-mentioned Project, there was a simplification of two formalities regulated in the Rulebook on conditions for issuing a license ("Official Gazette of the Republika Srpska", number 20/24), namely:</p> <ul style="list-style-type: none"> - Decision on issuing a license to a legal entity for the performance of occupational health and safety activities, inspection and testing of work equipment and equipment for personal protection at work; - Decision on the issuance of a license to a legal entity to carry out testing of working environment conditions, i.e. chemical, biological and physical hazards (except ionizing radiation) and microclimate <p>Issuance of these formalities is the responsibility of the Ministry of Labor and Veterans' and Disability Protection of the Republika Srpska, and they have been simplified in such a way that a certified copy of the decision on the registration of a legal entity in the appropriate register is no longer required (is not prescribed) as mandatory documentation submitted for the issuance of formalities.</p>
<p>Risks/Problems</p>	<p>The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities.</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.</p> <p>At the level of Republika Srpska, there is a risk that the institutions will not implement all the agreed simplifications of formalities within the assumed/agreed deadlines and thus not act on the given recommendations.</p>
<p>Next steps</p>	<p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action Plan for Public Administration Reform by the end of 2024.</p>

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The work program of the Ministry of Justice of Bosnia and Herzegovina plans to change the regulations in 2024, but implementation activities are not initiated due to limited resources and capacities.

It is necessary at the level of Republika Srpska and until the end of 2024 to continue monitoring the implementation of the Action plan for the optimization of administrative procedures and formalities, to point out and suggest to institutions that have not changed the regulations in order to implement the agreed simplifications that they should do so (suggestions can be given in the opinions on the implemented impact assessment regulations), and regular reporting to the Government of the Republika Srpska on the implementation of activities from the aforementioned Action plan.

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ACTIVITY 4.3.2.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	Implement an IT platform for monitoring the implementation of LAPs		RS Ministry of Science and Technology; MCT FBIH; Ministry of Justice of BiH, Ministry of Justice of FBiH, Ministry of Administration and Local Self-Government of RS, Government of BD BiH, Resource centers for shared infrastructure: Government IT Sectors, Mayor's Office (Legislative Office, Administrative Inspection, Department for Technical and Administrative Affairs)					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS		INDICATOR VALUES:			<i>Inst. BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
			The platform established and operational		BASELINE			<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>
				TARGET			<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	<i>yes</i>	
				CURRENT			<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	<i>no</i>	
Description of achievement		In the reporting period, the implementation of activities was not recorded, so there was no progress in reaching the target value of the indicator. The revision of the Action plan for the public administration reform is underway, so this activity will be deleted, according to the agreement of the Supervisory Team for better service delivery and quality.										
Risks/Problems		The long wait for the adoption of documents for the implementation of the public administration reform led to inactivity in the reporting period, and led to a delay in the implementation of activities. The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.										
Next steps		Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action Plan for Public Administration Reform by the end of 2024.										

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ACTIVITY 4.3.3.2	ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:				
	4.3.3.2 Implement continuous training programs to improve the administrative legal framework, including improvement for the purpose of digital transformation		BiH Ministry of Justice; FBiH Ministry of Justice; RS Ministry of Administration and Local Self-Government, Government of BD BiH					IVq2027.				
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:					●	●	●	●	●
			INDICATORS					INDICATOR VALUES:				
				Number of civil servants attending the training program		BASELINE	0	0	0	0	0	
						TARGET	500	500	500	500³¹	500	
						CURRENT	/	/	/	/	/	
Description of achievement		<p>To determine the value of the indicator in question, the data on the completed trainings for the entire calendar year are taken into account, so the value of this indicator is not measured for the half-yearly reporting period.</p> <p>Also, the revision of the Action Plan for the public administration reform is underway, so the target value of this indicator will be changed, according to the agreement of the Supervisory Team for better service delivery and quality.</p> <p>In the reporting period, the implementation of activities at the level of the Council of Ministers of BiH, the Federation of BiH and the Republika Srpska was recorded.</p> <p>The BiH Civil Service Agency submitted an overview of the trainings held during the reporting period. The training includes the following topics: Administrative procedure and administrative dispute, Digital signature and its application in practice, Assessment of the impact of regulations (e-course), Training for newly employed civil servants (modules Labor relations of civil servants (Law on Civil Service in the Institutions of BiH; Law on work in BiH institutions); Basics of administration in BiH (Law on the Council of Ministers of BiH; Law on ministries and other administrative bodies of BiH); Administrative procedure and administrative dispute (Law on administrative proceedings in BiH) and Disciplinary procedure in administrative bodies. The total number of participants for all trainings is 148.</p>										

³¹ In accordance with the agreement at the level of the Thematic Working Group for the development of the Strategic Framework for Public Administration Reform in BiH 2018-2022 for the field of Service delivery, the target value for this activity is 500 civil servants per administrative level. The agreement is that the principle of calculating the indicators will be subsequently agreed with the Supervisory Team for better service delivery and quality, given that the level of the Brčko District of BiH cannot have the same target value as the other three administrative levels.

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	<p>The Civil Service Agency of the Federation of Bosnia and Herzegovina submitted an overview of the trainings held for 2023, where the following topics are listed: Improvement of the COSO system: monitoring and application from the aspect of internal audit, Law on certification of signatures, manuscripts and transcripts - Online consultations, Excel and Google form : Partnership for efficiency improvement, In-house mentoring "Budget Planning and Management Information System (BPMIS)" for employees of the Federal Directorate of Commodity Reserves, Management of social networks, School of administrative law, online, Statistical and analytical data processing, Online collaborative tools, Navigation through the information labyrinth: Development of media and information literacy skills (MIP), Application of the Law on Administrative Procedure in the function of the economy and citizens, Safe use of ICT, Management of information and security risks, Digitization in the field of (local economic) development - dialogue with IT experts, Practical application of what has been learned: Google excel, forms and data processing, Challenges of the digital age: Suppression and prevention of disinformation, Assessment of the impact of regulations and compliance with EU regulations, and many others. The total number of participants exceeds the target value.</p> <p>The Agency for State Administration of Republika Srpska submitted information about the training on the topic "Implementing the impact assessment of regulations in the process of drafting laws and by-laws", which was organized for 10 participants.</p>
<p>Risks/Problems</p>	<p>Insufficient number of trainings for specific topics and insufficient availability of civil servants to attend the required number of trainings;</p> <p>The lack of financial resources and human resources for the implementation of activities indicates the need for the functioning of the Public Administration Reform Fund and the activation of donor funds.</p>
<p>Next steps</p>	<p>If they do not currently exist, it is necessary to include in the regular training programs of the agencies for the civil service of BiH and FBiH/the administration of the RS and the Human Resources Subdivision of the BD of BiH a trainings specialized in the topic of improving the administrative-legal framework and digital transformation.</p> <p>Competent institutions at the level of the Council of Ministers of BiH, the Federation of BiH, Republika Srpska and Brčko District of BiH should complete activities for the purpose of revising and adopting the Revised Action Plan for Public Administration Reform by the end of 2024.</p>

AREA 5 – PUBLIC FINANCE MANAGEMENT

ACTIVITY:		RESPONSIBLE INSTITUTIONS:					IMPLEMENTATION DEADLINE:						
Draft and adopt the PFM reform strategy in BiH institutions for up to 2026		<i>drafting: BiH Ministry of Finance and Treasury; adoption: BiH Council of Minister</i>					<i>IVq2020. (2025)</i>						
		ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:											
		INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>		
			Document adopted		BASELINE		no	-	-	-	-		
			TARGET		yes	-	-	-	-				
				CURRENT		yes	-	-	-	-			
ACTIVITY 5.0.1	Description of achievement	The activity was realized in 2021. On February 18, 2021, at the 27th regular session the Council of Ministers of Bosnia and Herzegovina adopted the Strategy for improving the management of public finances in the institutions of BiH for the period 2021 - 2025, with the aim of increasing transparency and harmonization with international and European Union standards. During the first half of 2024, the implementation of the activities defined by the Public Finance Management Strategy in BiH institutions continued, as foreseen in the Action plan.											
	Risks/Problems	/											
	Next steps	Implementation of activities within the Strategy for the Improvement of Public Finance Management in BiH Institutions 2021-2025 according to plan, and regular monitoring and reporting.											
	Additional information	The strategy relies on six pillars and includes the fiscal framework, revenues from indirect taxes, planning and budgeting, budget execution, internal control and external audit. This Strategy envisages the creation of annual Action plans for its implementation. The annual Action plan contains more precise deadlines and details about the activities that will be carried out in order to implement the planned measures. Institutions are obliged to ensure that the activities from the Strategy and each annual Action plan of the Strategy are integrated into medium-term and annual work plans and other management documents. Annual reporting on the implementation of the Action plan is also foreseen, and the report is prepared by the end of February for the previous year. For the purposes of monitoring and reporting, indicators are used at the level of activity output results and at the level of pillar results. Information for the purposes of reporting is collected from the annual reports on the work of institutions that are listed as bearers of the measure as well as other documents that are listed as sources of verification through the logical framework of the strategy. In addition to the Ministry of Finance and Treasury of BiH (MFT BiH), those that contributed to the development of the Strategy of BiH are, the Central Harmonization Unit of the Ministry of Finance and Treasury of BiH (CHJ BiH), the Administration for Indirect Taxation of Bosnia and											

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	Herzegovina (UIO BiH), the Agency for Public Procurement in BiH (AJN), the Department for Macroeconomic Analysis at the Management Board of the Indirect Tax Administration (OMA), the Directorate for Economic Planning of BiH (DEP BiH) and the Office for the Audit of BiH Institutions.
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ACTIVITY 5.0.2	ACTIVITY: Draft and adopt the PFM reform strategy of FBiH for up to 2026		RESPONSIBLE INSTITUTIONS: <i>drafting: FBiH Ministry of Finance; adoption: FBiH Government</i>				IMPLEMENTATION DEADLINE: <i>IIIq2020 (2025)</i>			
			ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:		●					
	INDICATORS			<i>INDICATOR VALUES:</i>		<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Document adopted		BASELINE		-	no	-	-	-
				TARGET		-	yes	-	-	-
				CURRENT		-	yes	-	-	-
Description of achievement	The activity was realized in 2021. Public Finance Management Reform Strategy 2021-2025. adopted by the Government of the Federation of BiH at the 260th Government Session held in March 2021 (Conclusion of the Government of FBiH V. No. 504/2021 from March 25, 2021). During the first half of 2024, the implementation of the activities defined by the FBiH Public Finance Management Strategy continued, as foreseen in the Action plan.									
Risks/Problems	/									
Next steps	Implementation of activities within the FBiH Public Finance Management Strategy 2021-2025. according to plan, and regular monitoring and reporting.									
Additional information	This Strategy is aimed at strengthening the public finance management system by promoting transparency, accountability, fiscal discipline and efficiency in the management and use of public resources for economic development and improved delivery of services. The strategy is organized into 6 pillars that cover all key functions of the public finance management system, namely: Fiscal Framework, Public Revenues, Planning and Budgeting, Budget Execution, Internal Control and External Audit. Through the measures and activities in the pillars, the Public Finance Management Strategy of the FBiH 2021-2025 foresees improvements in public finance management functions that are directly or indirectly the subject of future negotiation chapters, namely chapters 16: Taxation, 17: Economic and monetary policy, 29: Customs Union, 32: Financial Supervision and 33: Financial and Budgetary Provisions. Of importance for the EU accession process, the Strategy will support dialogue with the EU on reform priorities for this area and enable more efficient use of EU pre-accession aid funds. The Government of the Federation of Bosnia and Herzegovina, by Conclusion V No. 1507/2022 of October 27, 2022 adopted the Annual Report on the Implementation of the Public Finance Management Reform Strategy 2021-2025. FBiH for the period January1,-December 31, 2021 ³² , prepared by the Federal Ministry of Finance.									

³² The report for 2021 is available at the following link: <https://parlamentfbih.gov.ba/v2/bs/propis.php?id=957>

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ACTIVITY 5.0.3	ACTIVITY: Draft and adopt the PFM reform strategy of the RS for up to 2026.	RESPONSIBLE INSTITUTIONS: <i>drafting: RS Ministry of Finance, adoption: RS Government and RS Assembly</i>			IMPLEMENTATION DEADLINE: <i>IIIq2020. (2025)</i>		
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:						
	INDICATORS	INDICATOR VALUES:	<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
	Document adopted	BASELINE	-	-	no	-	-
		TARGET	-	-	yes	-	-
	CURRENT	-	-	yes	-	-	
Description of achievement	The activity was realized in 2021. At the 124th regular session, held on June 3, 2021, the Government of the Republika Srpska adopted the Strategy for the Management of Public Finances of the Republika Srpska for the period 2021-2025, with the corresponding Action Plan (hereinafter: SPFM RS). SPFM RS defined that the degree of realization of measures and activities planned in the period 2021-2025 is monitored through annual reports on the implementation of the Strategy. During the first half of 2024, the implementation of the activities defined by the SPFM RS continued.						
Risks/Problems	/						
Next steps	Implementation of activities within the Public Finance Management Strategy of the Republika Srpska 2021-2025 according to plan, and regular monitoring and reporting.						
Additional information	<p>SPFM RS serves as the main guideline for strengthening the legal and institutional framework and system for managing public finances of the Republika Srpska, in accordance with EU requirements and international standards in a defined time frame. It is aimed at strengthening the public finance management system by promoting transparency, accountability, fiscal discipline and efficiency in the management and use of public resources for economic development and improved delivery of services. SPFM RS is organized into 6 pillars that cover all key functions of the public finance management system, namely: Fiscal Framework, Public Revenues, Planning and Budgeting, Budget Execution, Internal Control and External Audit. This Strategy represents a comprehensive and integrated framework for planning, coordinating and implementing a set of sustainable and interconnected reform activities, which should ensure the achievement of the following key goals in the long term: Improvement of fiscal and macroeconomic stability; Development of a good system and practice of public finance management; Increasing the efficiency of public resource management; Improving the efficiency of service provision; and Increasing the transparency of public finances and accountability.</p> <p>Although the National Assembly of the Republika Srpska is listed as the responsible institution for the adoption of the Public Finance Management Strategy of the Republika Srpska in the SF Action plan for the Reform of Public Administration 2018-2022, according to the new Law on Strategic Planning and Management of Development in the Republika Srpska (Official Gazette of the Republika Srpska No. 63 /21). The National Assembly of the Republika Srpska adopts the Development Strategy of the Republika Srpska, and the Government of the Republika Srpska adopts the sectoral strategies of the Republika Srpska on the proposal of the competent republican administrative body.</p>						

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	The report on the implementation of the Public Finance Management Strategy of the Republika Srpska (2021-2025) for the year 2021 was adopted by the Government of the Republika Srpska at the 185th session held on September 1, 2022.
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ACTIVITY 5.0.4	ACTIVITY: Draft and adopt the PFM reform strategy of BDBiH for up to 2026	RESPONSIBLE INSTITUTIONS: <i>drafting: BD Finance Directorate, adoption: BD Government</i>				IMPLEMENTATION DEADLINE: <i>IIIq2020. (2025)</i>					
	ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY										
	INDICATORS			<i>INDICATOR VALUES:</i>			<i>Inst.BiH</i>	<i>FBiH</i>	<i>RS</i>	<i>BD</i>	<i>BiH</i>
		Document adopted		BASELINE			-	-	-	no	-
				TARGET			-	-	-	yes	-
				CURRENT			-	-	-	yes	-
Description of achievement	The activity was implemented in 2020. At December 17, the Government of the Brčko District of BiH adopted the Strategy for the Reform of Public Finance Management of the Brčko District of BiH for the period 2021-2025. During the first half of 2024, the implementation of the activities defined by the Strategy and Action plan continued.										
Risks/Problems	/										
Next steps	Implementation of activities within the BD BiH Public Finance Management Reform Strategy 2021-2025 according to plan, and regular monitoring and reporting.										
Additional information	The reform strategy of the PFM BD BiH is aimed at strengthening the PFM system by promoting transparency, responsibility, fiscal discipline and efficiency in the management and use of public resources for economic development and improved service delivery. It is organized into six pillars that cover all the key functions of the PFM system, namely: Pillar I - fiscal framework; Pillar II - public revenues; Pillar III – Budget planning and preparation; Pillar IV – Budget execution; Pillar V – Internal control; Pillar VI – external audit. The strategy envisages the adoption of Annual Action plans, which will contain more precise deadlines and details on the activities that will be carried out for the purpose of realizing the foreseen measures. Also, monitoring and annual reporting on the implementation of Annual Action plans is foreseen. For the purposes of monitoring and reporting, it is planned to use indicators at the level of activity output results and at the level of pillar results. Information for the purposes of reporting is collected from the annual reports on the work of institutions that are listed as bearers of the measure and other documents that are listed as sources of verification through the logical framework of the Strategy. For pillar V - internal control, the established framework for monitoring and reporting on the Internal Financial Control System Development Strategy 2021-2025 will be applied.										

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ACTIVITY 5.0.5	<p>ACTIVITY:</p> <p>Draft and adopt a consolidated SF PAR for up to 2026, in line with the SF PFM, in such a way to:</p> <ul style="list-style-type: none"> - ensure expert and technical support for drafting the consolidated SF - form an inter-governmental working body for drafting the consolidated SF - define and agree on a methodological framework for drafting the consolidated SF - define and agree on coordination mechanisms for drafting, implementing and monitoring the implementation of the consolidated SF - draft and agree on a consolidated strategic document for improving PFM - draft and agree on an operative document (action plan) for improving PFM - develop a framework for M&E - adopt a consolidated strategic framework for PFM reform 	<p>RESPONSIBLE INSTITUTIONS:</p> <p><i>drafting: BiH MFT; FBiH MF; RS MF; BD FD; PARCO; Inter-governmental working body for drafting the consolidated SF; adoption: CoMBiH, FBiH Government, RS Government and RS Assembly, BDBiH Governmen</i></p>	<p>IMPLEMENTATION DEADLINE:</p> <p><i>1q2021. (2026)</i></p>	
	<p>ASSESSMENT OF THE CURRENT STATE OF THE ACTIVITY:</p> <p style="text-align: right;">● ● ● ● ●</p>			
	INDICATORS	<p>INDICATOR VALUES:</p> <p>Document adopted</p>	<p><i>Inst.BiH</i></p> <p><i>FBiH</i></p> <p><i>RS</i></p> <p><i>BD</i></p> <p><i>BiH</i></p>	<p>BASELINE</p> <p>TARGET</p> <p>CURRENT</p>
<p>Description of achievement</p>	<p>The activity was realized during 2022. The Council of Ministers of Bosnia and Herzegovina, the Government of the Federation of Bosnia and Herzegovina, the Government of the Republika Srpska and the Government of the Brčko District of Bosnia and Herzegovina, during 2022, approved the Comprehensive Public Finance Management Strategy (CPFMS) in Bosnia and Herzegovina for the period 2021-2025.</p> <p>The CPMFS in BiH presents a content and time overview of the strategies of the four levels of government in a harmonized structure, while the individual strategies of all levels of government (Strategy of Public Finance Management of the Republika Srpska 2021-2025; Strategy of Public Finance Management Reform of the Brčko District of BiH 2021-2025; Strategy of Improvement of Management public finances of the institutions of BiH 2021–2025 and the Strategy for the Reform of Public Finance Management of the Federation of BiH 2021–2025) form an integral part of the Comprehensive Strategy (annexes). The objectives, measures and indicators of the CPMFS in BiH are classified into six pillars: 1) Fiscal framework, 2) Public revenues, 3) Budget planning and preparation, 4) Budget execution, 5) Internal control and 6) External audit. The six pillars include 30 measures, with a defined comprehensive goal of the measure, and 278 activities, in such a way that for each measure, goal and activity, the level of government responsible for it, as well as the bearers of the measures and activities, is indicated. The CPMFS in BiH does not contain new activities in relation to individual strategies and covers the period of validity of individual strategies. Out of 278 activities, 11 activities (4%) were identified as horizontally dependent activities, i.e. activities whose implementation requires the cooperation of at least two levels of government. The management and coordination of implementation are, in accordance with the constitutional competences and institutional responsibilities in the field of public finance, conditioned by individual public finance management strategies, which are an integral part of the CPMFS in BiH. The overall strategy does not focus on the costs of implementing the activities and they are assessed at the level of individual strategies.</p>			

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	<p>By giving consent to the Proposal of the CPMFS in BiH, consent was also given to the framework for monitoring and reporting, which includes the consolidated annual action plan (AAP) and the annual implementation report (AIR). As part of the preparation of the Proposal for the CPMFS in BiH, forms for the Annual Action Plan (AAP) and the Annual Implementation Report (AIR) were prepared for monitoring and reporting on individual strategies, as well as for consolidated planning and reporting. The deadlines for the development of AAP and AIR of individual strategies are harmonized with individual strategies, while the consolidated AAP and AIR for CPMFS in BiH are adopted by September 15. The purpose of monitoring and reporting is to provide timely and relevant consolidation of information on the degree of execution of public finance management reforms in BiH. The Annual Action Plan (AAP) and the Annual Implementation Report (AIR), before being submitted for approval, must be reviewed and approved by the Implementation Monitoring Working Group.</p> <p>During the first half of 2024, the implementation of the activities foreseen in the Comprehensive Strategy for the Management of Public Finances in BiH 2021-2025 continued, as foreseen in the Action plans. The Consolidated Report on the Implementation of the Comprehensive Strategy for Public Finance Management in BiH for 2022 with the Consolidated Action plan for 2023 was adopted by the Council of Ministers of BiH in January 2024. The Consolidated Annual Implementation Report (C-AIR) for 2022 presents an overview of the implementation of measures and achieved results within the Comprehensive Strategy of Public Finance Management in Bosnia and Herzegovina 2021-2025. The Consolidated Annual Action Plan (C-AAP) for 2023 presents an overview of the activities planned for implementation in this calendar year.</p> <p>The consolidated AAP and AIR were prepared by the Working Group for Monitoring the Implementation of the Comprehensive Strategy³³ on the basis of information from the individual annual reports on the realization of strategies (AIR) submitted by the Ministry of Finance and Treasury of BiH, the Federal Ministry of Finance, the Ministry of Finance of the Republika Srpska and the Finance Directorate of Brčko District of BiH</p>
Risks/Problems	/
Next steps	Realization of the Comprehensive Public Finance Management Strategy in BiH 2021-2025, regular monitoring and reporting, and its evaluation.
Additional information	Bearing in mind that the Action plan for the public administration reform of BiH 2020–2022 foresees the formation of an intergovernmental body for the development of a consolidated strategic framework for this activity, activities on the development of a comprehensive strategy for managing public finances in BiH began with the appointment of two representatives from all levels of government to the intergovernmental working body. In this regard, the Government of the Republika Srpska adopted a Decision ³⁴ on the appointment of representatives of the Republika Srpska to

³³ In accordance with Chapter III of the Comprehensive Public Finance Management Strategy in Bosnia and Herzegovina 2021-2025.

³⁴ Decision of the Government of the Republika Srpska on the appointment of a representative of the Republika Srpska to participate in the development of a comprehensive public finance management strategy in BiH for the period 2021–2025, number: 04/1-012-2-2040/21 from July 8, 2021

Annex 1: Tabular overview of the implementation of the Action plan

	participate in the development of a Comprehensive Public Finance Management Strategy in BiH for the period 2021–2025, and the Decision ³⁵ on the appointment of a representative of the Republika Srpska to monitor the implementation of the Comprehensive Public Finance Management Strategy in BiH for the period 2021-2025. year. The activity was implemented with the technical support of the Department for Fiscal Affairs of the International Monetary Fund (IMF) through the project Reform of Tax Administration, Public Finance Management in Southeast Europe financed by the European Union (EU) and the State Secretariat for Economic Affairs of Switzerland (SECO).
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³⁵ Decision on the appointment of a representative of the Republika Srpska to monitor the implementation of the Comprehensive Public Finances Management Strategy in BiH for the period 2021-2025, number 04/1-012-2-2293/22 from June 6, 2022.