

Forum / Workshop

E-government applications in the service of citizens

Thessaloniki, Greece
31 March – 1 April 2006

List of Participants

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Mr. Darko Savic, System administrator in IT Team

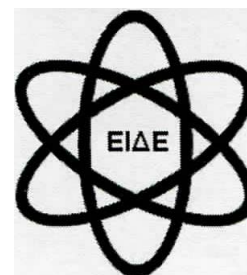
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**Thessaloniki, Greece
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Programme / Timetable

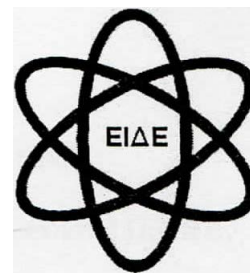
Thursday 30 March 2006

Arrival in Thessaloniki.

Check in at the hotel Electra Palace on Aristotelous Square.

Friday 31 March 2006

09.15 – 09.30	Registration of Participants
09.30 – 10.00	Opening of the Forum / Workshop [Michail Vrontakis and Professor Epaminondas Spiliotopoulos] Presentation of the HIAS
10.00 – 11.00	Presentation of the Greek Citizen Service Center concept / inter-service search for necessary certificates and documents / CSC personnel selection, employment and training [Mary Kotronia] Citizen satisfaction in the operation of the CSC [Nikolaos Ioannou] Structure of the CSC and operational characteristics [Evangelos Papanikolaou]
11.00 – 11.15	Coffee Break
11.15 – 11.30	[To be advised]
11.30 – 11.45	[To be advised]
11.45 – 12.00	Citizen Service Centers and E.U. strategy on e-government applications [Panos Liverakos]
12.00 – 13.00	Discussion
13.15 – 14.45	Lunch / Greetings by Host Government representatives
14.45 – 16.00	[Free time]



Φόρουμ

Ηλεκτρονική Διακυβέρνηση στην Υπηρεσία των Πολιτών

Θεσσαλονίκη
31 Μαρτίου – 1 Απριλίου 2006

Πρόγραμμα

Πέμπτη 30 Μαρτίου 2006

Άφιξη στη Θεσσαλονίκη.

Ξενοδοχείο Ηλέκτρα Παλάς στην Πλατεία Αριστοτέλους.

Παρασκευή 31 Μαρτίου 2006

09.15 – 09.30	Εγγραφή των συμμετεχόντων
09.30 – 10.00	Χαιρετισμοί και έναρξη των εργασιών του Φόρουμ [Μιχαήλ Βροντάκης και Επαμεινώνδας Σπηλιωτόπουλος] Παρουσίαση του Ελληνικού Ινστιτούτου Διοικητικών Επιστημών
10.00 – 11.00	Παρουσίαση της ιδέας των Κέντρων Εξυπηρέτησης Πολιτών / αυτεπάγγελτη αναζήτηση δικαιολογητικών / επιλογή προσωπικού των ΚΕΠ / εκπαίδευση προσωπικού των ΚΕΠ [Νικόλαος Σαριδάκης] Ικανοποίηση πολιτών δια μέσου της λειτουργίας των ΚΕΠ [Νικόλαος Ιωάννου] Δομή των ΚΕΠ και λειτουργικά χαρακτηριστικά [Ευάγγελος Παπανικολάου]
11.00 – 11.15	Διάλειμμα
11.15 – 11.45	Κέντρα Εξυπηρέτησης Πολιτών και πολιτική της Ευρωπαϊκής Ένωσης για την Ηλεκτρονική Διακυβέρνηση [Πάνος Λιβεράκος]
11.45 – 13.00	Συζήτηση
13.15 – 14.45	Γεύμα / Χαιρετισμοί από Κυβερνητικούς Αξιωματούχους
14.45 – 16.00	[Ελεύθερος χρόνος]

Prof. dr Stevan Lilić

E-GOVERNMENT PROJECT IN SERBIA

- SUMMARY PRESENTATION

Regional Forum / Workshop on
"E-government Applications in the Service of Citizens"
Thessalonica, Greece, 31 March - 1 April 2006.

Substantial public administration reform is indeed the essence of "good governance". The **idea of e-government** is intuitively appealing, appearing to make great sense in terms of efficiency, effectiveness and in meeting the needs of "democracy". There are basically three strands to e-government: **a) ensuring open government and transparency** in the activities of government agencies; **b) providing on-line services** enabling citizens to use the Internet to pay taxes, access registries, make applications or undertake procedures, elect their representatives, express their opinions, participate in administrative decision-making processes., and **c) interconnecting** government agencies.¹

Human touch
only in duties

One of the rare countries in Europe that is not following the development trend of e-government is **Serbia** (and Montenegro). This is stated in the **UN Report** (2005), and accordingly Serbia (and Montenegro) holds **position # 156**.² To be on the fair side, in December 2004 Serbia adopted the **Law on Electronic Signature**.

C. G. sept 2004

E-government projects in **Serbia** have been identified by the Government as a priority and included in the **Strategy of Public Administration Reform Document**.³ A chapter of this Document deals with the issue of "**Introducing Information Technologies**" and sets out a general 3-year time framework and Action Plan Scheme. E-services for citizens are planned to be introduced starting mid-2008 on the central and local level. The services include "rendering various public services concerning status, citizenship, domicile, issuing permits and submitting tax applications, as well as citizen's internet interaction by which citizens can offer their suggestions and remarks regarding the public administration and obtain relevant information". At this stage, however, the Action Plan Scheme only includes these basic outlines (excerpt):

Measures and Activity	Deadline	Responsible Agency	Anticipated Support
V Modernization - Implementation of Information Technology			
First stage - General overview	End of 2005	Ministry of Science and Agency for IT and the Internet, in collaboration with the administrative services of the Central Government and local government	.I.
Second Stage - Integration and Implementation	End of 2006	Same	.I.
Third Stage - Introduction of Services	Mid 2008	Same	.I.

¹ Philip Leith, *Legal Issues in e-Government*, <http://www.lri.jur.uva.nl/~winkels/eGov2002/Leith.pdf> (Jan. 2006)

² UN Department of Economic and Social Affairs, Division for Public Administration and Development Management, *UN Global E-government Readiness Report 2005 - From E-government to E-inclusion*, New York, 2005, p. 13, 50.

³ *Strategy of Public Reform in Serbia* <http://www.prsp.sr.gov.yu/dokumenta.jsp> (Oct. 2004).

Prof. dr Stevan Lilić

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One of the rare countries in Europe that is not following the development trend of e-government is Serbia (and Montenegro). This is stated in the **UN Report** (2005), and accordingly Serbia (and Montenegro) holds **position # 156**.² To be on the fair side, in December 2004 Serbia adopted the **Law on Electronic Signature**.

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³ *Strategy of Public Reform in Serbia* <http://www.prsp.sr.gov.yu/dokumenta.jsp> (Oct. 2004).

16.00 – 16.15	Μεταφορά σε ένα Κέντρο Εξυπηρέτησης Πολιτών
16.15 – 18.15	Επίδειξη της λειτουργίας ενός Κέντρου Εξυπηρέτησης Πολιτών
18.15 – 18.30	Μεταφορά στο ξενοδοχείο
18.30 – 20.00	[Ελεύθερος χρόνος]
20.00	Δείπνο στο ξενοδοχείο

Σάββατο 1 Απριλίου 2006

09.30 – 11.30	<p>Παρουσιάσεις εφαρμογών ηλεκτρονικής διακυβέρνησης από συμμετέχοντες άλλων χωρών:</p> <ul style="list-style-type: none"> • Εξυπηρέτηση Πολιτών – Γενικές Εφαρμογές: Σλοβενία, “One-stop shop [E-VEM]” [Teja Batagelj] • Εξυπηρέτηση Πολιτών – Ειδικές Εφαρμογές: Κροατία, “E-tax: Introducing e-VAT [Value Added Tax]” [Tifani Simunovic, Leda Lepri and Jasna Kancir] • Μεικτά συστήματα – Κεντρική Κυβέρνηση: Ουγγαρία, “Central Electronic Service System” [Gabor Bodi and Andras Szigeti] • Μεικτά συστήματα – Τοπική Αυτοδιοίκηση: Βουλγαρία, “Integrated Administrative Services in the e-region of Blagoevgrad” [Todor Mladenov]
11.30 – 11.45	Διάλειμμα
11.45 – 13.00	Εργασία σε ομάδες
13.00 – 14.15	Γεύμα
14.15 – 15.30	[Ελεύθερος χρόνος]
15.30 – 17.30	<p>Σύντομες παρουσιάσεις των εργασιών σε ομάδες Συζήτηση και σύγκριση μεταξύ των χωρών. Συμπεράσματα</p>
20.00	Επίσημο Δείπνο

Κυριακή 2 Απριλίου 2006

09.00 – 13.00	<p>Επιλογή μεταξύ επίσκεψης στο Βυζαντινό Μουσείο ή ενός ιστορικού περιπάτου στα αξιοθέατα της πόλης. Αναχώρηση των συμμετεχόντων.</p>
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16.00 – 16.15	Transportation to a Citizen Service Center
16.15 – 18.15	Demonstration of how a Citizen Service Center operates
18.15 – 18.30	Transportation to the Hotel
18.30 – 20.00	[Free time]
20.00	Dinner at the hotel

Saturday 1 April 2006

09.30 – 11.30	<p>Presentations by participants of e-government application projects in their respective countries:</p> <ul style="list-style-type: none"> • Citizen Service – General Applications: Slovenia, “One-stop shop [E-VEM]” [Teja Batagelj] • Citizen Service – Specific Application: Croatia, “E-tax: Introducing e-VAT [Value Added Tax]” [Tifani Simunovic, Leda Lepri and Jasna Kancir] • Integrated Systems – Central Government: Hungary, “Central Electronic Service System” [Gabor Bodi and Andras Szigeti] • Integrated Systems – Local Government: Bulgaria, “Integrated Administrative Services in the e-region of Blagoevgrad” [Todor Mladenov] <p>Discussion [including short answers from participants from the other countries in the region]</p>
11.30 – 11.45	Coffee Break
11.45 – 13.00	Work in Groups
13.00 – 14.15	Lunch
14.15 – 15.30	[Free time]
15.30 – 17.30	<p>Closing session.</p> <p>Short presentations of group work.</p> <p>Discussion and cross-country comparisons.</p>
20.00	Official Dinner

Sunday 2 April 2006

08.00 – 13.00

Choice between a visit to the Byzantine museum and a guided tour on foot through the city of Thessaloniki passing by important landmarks and historical sites.
Departure of participants.

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