

*A cross-border region where rivers  
connect, not divide*



## GOOD PRACTICE COMPENDIUM

Interreg V-A Hungary-Croatia Co-operation Programme 2014-2020

Co-operation between Public Administration in Cross-Border Regions of Croatia and Hungary for  
Serving Citizens Better

CATCH

Month 2018



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**1. e-Citizens**

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	central
Source(s) of funding of the implementation (national, EU funds etc.)	national
Need(s), which the practice/procedure reflects	secure and developed electronic communication with the administration, receipt of personal electronic administrative messages, direct access to e-Services, it provides easy access to the information from everywhere, anytime and from any device
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p>The project e-Polgárok (e-Citizens) was started on June 10, 2014 with the purpose to modernize, facilitate and accelerate the communication between the citizens and the administration and to increase the transparency of the public sphere on the area of public services.</p> <p>With the decision about the introduction of the Project e-Citizens (Official Bulletin, No. 52/2013, 31/2014, 44/2016) the government of Republic of Croatia has initiated a project, which allows the uniform communication between the citizens and the state sector via Internet.</p> <p>Its usage is regulated by the National Information Infrastructure Decree (Official Bulletin, No. 92/2014) and the Organizational and Technical Standards related to National Information Infrastructure (Official Bulletin, No. 60/2017). Prerequisites of the central system of mutual interoperability: central registry system, which allows the integration of the data of the general register system and other register systems, a central database, which ensures the data exchange corresponding with the safety requirements between register systems and systems of entitlement in accordance with the architecture of e-services.</p> <p>The system e-Citizens is part of the national information infrastructure, which includes the following:</p> <ol style="list-style-type: none"> <li>1. central system of state portals;</li> <li>2. national identification and entitlement management system;</li> <li>3. system of individual user accounts.</li> </ol> <p>Central system of state portals</p> <p>The central system of state portals is a central Internet page, which allows the easy access to administrative information and prevents the fragmentation of information and e-Services on different websites. The set-up, functions and tasks of the administrative authorities are displayed in one place, simply, clearly and modern on the uniform gov.hr domain websites, because the citizens do not have to know the set-up and competence distribution of the individual bodies.</p> <p>The purpose of the central system of state portals is to provide information about the services of the administration related to every life situation and to integrate the websites of the central administrative authorities in standard form. Searching according to key word, type or topic currently more than 485 information items are available:</p> <ol style="list-style-type: none"> <li>1. Medicine – health insurance (5), health insurance duties and rights (4), right for cost reimbursement (4), foreign healthcare (5), occupational health (3), temporary incapacity (3), health protection of children and mothers (5);</li> </ol>	

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2. Family and life - marriage, partnership other than marriage, partnership (8), parental guidance (9), social welfare (3), third age group (4), death and inheritance (6), help and consultation (5);
3. Labour – job application (10), employment (9), termination of employment (2), retirement (4), unemployed (3), interpersonal relations (2), part-time employment for the support of childcare, rights of the employee and self-employed parent (3);
4. Croatian war veterans – status acquisition (3), pension insurance rights (7), training of Croatian war veterans and family members (5), support of Croatian war veterans and family members in home acquisition (9), employment (5), health insurance rights (7), other rights of Croatian war veterans and their family members (11), associations and alliances of the defence war (2), aid centres (2);
5. Citizenship and documents – Croatian citizenship (4), documents (7), certificates and receipts (4);
6. Education – kindergarten nursing and education (4), supervision system in education and training institutes (1), grammar-school education (9), secondary education (13), higher education (12), e-services in education (4) children of special needs (4), Croatsians outside the Republic of Croatia (2), education and script on the language of national minorities (1);
7. Legal state and safety – legal protection (10), consumer rights (3), prevention and announcement of crimes (9), crime victims and missing persons (9), protection and rescue organizations (4), public order and peace (4), foreign citizens residing in Republic of Croatia (11), persons returning to the Republic of Croatia (3), Internet safety (4), complaints and laudation of public officials (3);
8. Housing and environment – house building and renewal (16), purchase, sale and rental of properties (11), property rights (4), support for home acquisition (2), sustainable waste management (8), environment protection (7);
9. Traffic and vehicles – driving licenses (7), vehicle registration (5), purchase and sale (5), road safety (8), toll (2);
10. Enterprise – start of enterprises (11), subvention for employers (4), agriculture (9), tourism (4), island development (2), protection of intellectual property (6), business premises (1);
11. Finances and taxes – taxes and tax declarations (9), payment (2), debt management (2), savings and investments (6), insurance (2);
12. Active population and free time - associations (12), volunteering (6), travel (20), sport and leisure (11), citizens in political life (4), cultural events (3), nature (4).

The new script of the "Government of Republic of Croatia" was applied with special regard to the features of the Croatian language and writing, first of all the diacritical marks and ligatures.

National identification and authorization management system (NIAS)

The national identification and authorization management system (NIAS) manages the electronic identification of final users for the e-services of public sphere based on the national authorization management system.

The national identification and authorization management system (NIAS) acts as intermediary between the users of e-services, the service providers and the authorization management system. The data set forwarded by the national identification and authorization management system (NIAS) to the e-service is sufficient for the identification of one single user. The individual identification is the individual identification number of the person (OIB), which is simultaneously the individual e-identification number of the specific person, for the development of every application this personal identification number (OIB) is used for identification.

The national identification and authorization management system (NIAS) is a complete information and technology solution for the identification and authorization management of users on national level, which allows the recording of several reliability types on different safety levels, namely level 2 – low safety level, level 3 – significant safety level, level 4 – high safety level.

Electronic authorization managers for access to the e-Citizens system:

- electronic identity card (eOI) with identification certificate – authorization management data of the highest level, with which you can have access to all electronic data in the e-Citizens

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service system (level 4);

- CARNetmToken code of the Croatian Academic and Research Network (level 3);
- ePass code of the Financial Agency (level 2);
- electronic identification (user name and password) of the AAI @ EduHr system of the Accounting Centre of University of Zagreb (level 2);
- smartcard with the certificate of the Croatian Health Insurance Institute (level 3);
- FinaSoft certificate of the Financial Agency (level 3);
- FinaCertRDC certificate of the Financial Agency (level 4);
- HPB token/mToken of the Croatian Post Bank Plc. (level 3);
- user name and password in the ePost system of the Croatian Post – Croatian Post Plc. (level 2);
- ZABA token/m-token of Bank of Zagreb (level 3);
- PBZmToken/card reader of Economic Bank of Zagreb Plc. (level 3);
- RBAToken/mToken and CAP card reader of Raiffeisenbank Austria Plc. (level 3);
- one-time PIN code of Kentbank Plc. sent via SMS (level 3);
- HT Telekom identification of Croatian Telekom Plc. (level 3);
- Erste mToken/Display card of Erste & Steiermärkische Bank Plc. (level 3);
- user name and password issued by the Croatian Pension Insurance Institute (level 2);
- user name and password of the Central Registry System of Insured (level 2);
- user name and password of the Croatian Employment Centre (level 2).

Every e-service of the e-Citizens system requires user authorization of appropriate level and the (NIAS) allows only the selection of data upon login for claiming the individual services, which comply with the required minimum safety level.

The issuance of login authentication data is possible only for persons over 15 years of age, the login authentication data can be requested only personally and through an assignee based on authorization. The login authentication data cannot be issued abroad, for this reason a person shall be assigned in Croatia for this purpose.

Personal user account

The personal user account is the mechanism for safe submission of personalized information and provides proactive administration, because it starts the notification via e-mail and not through start of the e-service by the user.

The citizens can receive currently 64 different administrative notifications, e-mail examples according to the individual institutes:

1. Croatian Scientific and Research Network CARNet – notification of absence of child from school;
2. Financial agency – blocking and approval of accounts, new basis of account blocking, notification about blocking status, debt collection without blocking the account, approval of account management discounts, blocking of account management discounts;
3. Croatian Pension Insurance Institute – notification about the beginning and termination of insurance, cancellation of insurance beginning application, calculation of pension benefits, conversion of disability pension into retirement pension, notification about the procedure of determination of pension details;
4. Croatian Employment Centre – registration as unemployed, exit from the registration of unemployed, decision about financial benefits, termination of financial benefits;
5. Croatian Health Insurance Institute – payments and benefits, expiry of additional insurance, balance of additional insurance, modification of selected physician, mandatory health insurance status, notification about the completion of the European health insurance card, notification about the expiry of the European health insurance card, reminder of active application, handing over of a Unique Person Identification (MBO) for newborns, notification about cancelled application, registration for regular school education, modification of personal data, temporary incapacity;
6. Ministry of Enterprise and Labour – notification about incomplete / incorrect application for registration, notification about the completion of the enterprise registration procedure;

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7. Ministry of Interior – expiry of vehicle MOT, expiry of ID card, expiry of passports, expiry of driving licence, application for residence permit, notification about the completion of procedure initiated on the basis of the application, deadline of the taking over of the ID card, electronic documents;
8. Ministry of Finance – vehicle road tax, income tax accounted, notification about prize competition, decision about account of vehicle special tax;
9. Ministry of Sea, Traffic and Infrastructure – Notification about the expiry of the document registered in the e-Marine system, notification about the expiry of the boat MOT, fees of sea welfare and safety facilities, unpaid fees for the usage of marine facilities;
10. Department of Agriculture – notification about mandatory vaccination of household pets;
11. Ministry of Justice – changes in court procedures, e-Bulletin board, criminal record – incorrect application, confirmation from the criminal record, confirmation that there is not any ongoing prosecution, no ongoing prosecution – incorrect application;
12. Ministry of Administration – notification about polling place, notification about data control performed, e-Questionnaire about satisfaction related to electronic services, decision about application for temporary recording of voters;
13. Central register of insured – mandatory pension fund list, confirmation of the obligatory membership in a pension fund, exchange of obligatory pension fund category, assignment of obligatory pension fund management operations, union of pension companies;
14. Zagreb Holding – individual payment of cheques.

The personal user account is accessible also via mobile platforms and it is intended to deliver the official notifications to the addressee with confirmation by the addressee.

### e-Services

The e-Services provided by the state bodies of Republic of Croatia can be grouped according to user criteria (services claimed by the citizens and legal persons) and to services, depending on the fact, whether the National Identification and Authorization Management System (NIAS) is used.

Available e-Services in the e-Citizens system (currently 49 services):

1. Legal state and safety (11) – e-Application for the issuance of e-Passport, issuance of e-Excerpt and valuation of real estates in the city of Zagreb, confirmation, that there is not any ongoing prosecution against a person, overview and management of the messages in the personal user account, registration of entrance authentication data issued by different originators, confirmations from the crime records, entry in the e-Temporary register of voters, consent and authorization in procedures belonging to the competence of the Ministry of Interior (MUP), e-Services of the Ministry of Interior;
2. Family and life (4) - e-Newborns, registry of social welfare benefits, calculator of childcare benefits, e-Civil register;
3. Education and training (6) - e-Application for registry of activity sites belonging to the competence of the Ministry of Science and Education, online courses of the University IT Centre, e-Diary for parents, issuance of e-Identification related to scientific and higher education system, e-List about student status, central application for university education programs;
4. Traffic and vehicles (3) - e-Application for issuance of driving licence, tax declaration, calculation and payment of vehicle tax, inspection of e-Boat documents issued;
5. Active citizenship (2) – e-Services of the City of Zagreb, connection to public e-Consulting during the process of the acceptance procedure of legal rules and other prescriptions;
6. Finances and taxes (2) – overview of personal data resulting from the personal identification numbers (OIB) system, e-Taxation;
7. Health (5) – realization of recipes, application for the issuance of the European Health Insurance Card, control at the selected physician, medical website, open assignments;
8. Labour (7) – e-Register of employment status (e-Employment card), user pages of the Croatian Pension Insurance Institute, e-Confirmations from the Central Register System of Pensions, Communication and e-Services, decisions from the register of insured, labour market, e-

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Mariner;

9. Enterprise (6) - e-Agriculture, e-Procedure on the areas of intellectual property, e-Application for geodetic professional exam for the performance of geodetic tasks, e-Enterprise, e-Visitor, registration of facilities providing accommodation for foreigners;
10. Housing and environment protection (3) – Water services of the Muraközi waterworks, collective property register and land office information system, public utility charges and usage fees at Zagreb Holding.

Currently there are 78 e-services in Republic of Croatia, which do not use the national identification and authorization management system.

There are 14.125.560 logins in the e-Citizens system in total, the most frequently used services are: personal user accounts (5.266.715 logins), e-Diary (1.370.147), e-Tax (1.089.525), Croatian pension insurance institute (HZMO) user websites (1.059.598) and e-Civil Register (953.369). The e-Citizens system was used by totally 767.698 users, 527.283 from this were individual users.

At the global summit of the Government Open Partnership Initiatives in Mexico City on October 28, 2015 the e-Citizens project of the Government of Croatia has won the European first place in the topic "Open government for improvement of public services".

Further information sources about the practice, if any (web pages, studies etc.)

<https://www.gov.hr/>



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**2. e-Newborns**

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	central
Source(s) of funding of the implementation (national, EU fund etc.)	national
Need(s), which the practice/procedure reflects	announcement of the birth of a child, integration of the system of Ministry of Justice into the system of the Ministry of Interior and the Croatian Health Insurance Fund
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p>The service e-Newborns is the registration procedure of the birth of a child, which is the most complex e-service of Republic of Croatia, which was installed in January, 2018.</p> <p>The decree about national civil register (Official Bulletin 96/93 and 76/13) and the decree of national civil register and adoption procedures (Official Bulletin 26/08) prescribes the competences of the registrar and the entry process in the civil register.</p> <p>Parents had to observe the announcement of a newborn and the acquisition of its rights as stipulated in the decree about newborns at the civil register and the procedure around the announcement of the newborn through the intricacy of bureaucracy. First of all they had to appear personally in the registrar's office in order to perform the registration of the child, the child has received its Personal Individual Identification Number (OIB) after the entry of its name. The marriage certificate and the ID card of both parents had to be presented. An application had to be filled in for the issuance of the birth certificate and the nationality certificate. After the announcement and registration the service of document issue had to be paid: 20 kunas for the birth certificate and/or 20 kunas for the excerpt from the register and 20 kunas for the nationality certificate. Upon announcement of the birth of the child beyond the medical institute the medical documentation about the birth and the maternity certificate shall be presented at the registrar.</p> <p>The child had to be announced for registration within 15 days after birth in the registrar's office of the city or village, to which the maternity ward belongs, where the newborn was born.</p> <p>The personal name of the child born had to be finally communicated to the registrar's office within thirty days after the date of birth, in the presence of both parents (both personally and agreeingly). Sometimes it was not possible, only one of the parents appeared; in this case an agreement declaration had to be submitted about the personal name of the child. In case one of the parents has died or was declared dead, the residence is unknown, the right of parental guidance is debarred or he/she is under surveillance, the personal name was determined by the other parent.</p> <p>Similarly the Individual Personal Identification Number (OIB) was issued in the registrar's office, ex officio, after registering the child, the authority immediately issues a confirmation about the Individual Personal Identification Number (OIB) received.</p> <p>After this procedure the parents have to go to the office of the Ministry of Interior, where the civil register identification of the child will be determined and the place of residence shall be announced.</p> <p>Then the parents were obliged to announce the child in the regional office or department of the Croatian Health Insurance Fund and apply for the payment of the one-time subsidy defined for newborns.</p> <p>Now via the e-Newborns service when the competent registrar's office receives the data of the child</p>	



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born from the hospital (electronically and/or in writing), it shall prepare the extended protocol determining the personal name of the child, which contains the data resulting from official registers and provides the possibility to enter and modify the data required for the registration of the child in the following registrations:

- registry of newborns of the Ministry of Administration;
- Individual Personal Identification Numbers (OIB) system of the Ministry of Finance;
- citizenship registry of the Ministry of Administration;
- blank for the statistical processing by the National Statistical Authority;
- address registry of the Ministry of Interior;
- system of the insured by the Croatian Health Insurance Institute.

The precondition of the claiming of the e-Newborns service is that both parents, or only the mother, in case she registers the child alone, has/have to have an e-ID card, which has authentication and signing certificate. Via the e-Newborns service every information required for the following services can be provided:

- entry of the child in the civil register;
- entry of the child in the nationality register;
- residence of the child, which corresponds with the address of one parent;
- regulation of the health insurance of the child;
- application for a one-time subsidy for the newborn child.

The e-Newborn service solves the registration of the children, in case the registration is usual, which means, that the legal frames require only the presence of the clerk and the parents. In the events, when further institutes shall be involved, e.g. social welfare centres or courts, it is not possible to register the newborn via the e-Newborn system. Currently it is only possible to register Croatian newborns born alive (one parent is Croatian citizen at least) and Croatian children born dead (in this case the child does not receive any Individual Personal Identification Number (OIB)).

After the announcement of the birth of the child the parents receive the following documents via the e-Citizens system in their own personal user account:

- e-Excerpt from the birth certificate of the child (directly after the approval of the entry);
- e-Excerpt about the data of the child from the Nationality register (directly after the approval of the entry);
- Confirmation of the address of the child (directly after the approval of the entry);
- Confirmation about the announcement of the child at the Health insurance (within 5 days);
- Confirmation about the one-time cash subsidy of the newborn child approved / rejected (within one week).

The Croatian Health Insurance Fund:

- submits the health certificate of the child to the registered address of the child (within 15 days) and the status of the application for a one-time financial subsidy of the newborn child.
- the approved one-time cash subsidy will be paid for the newborn child within 45 days.

In case the parents do not have an e-ID card or do not use the Internet, the registration of the child shall be performed personally in the local registrar's office. The data required for the registration of residence and for the determination of the civil register number of the child shall be submitted electronically to the Ministry of Interior, such as the login to the Croatian Health Insurance Fund and the application for the one-time cash subsidy.

It is scheduled to involve other institutes and procedures into the uniform system such as tax discount for dependents, child subsidy of the Croatian Pension Insurance Fund, other financial subsidies of local and regional municipalities for newborn children.

According to the estimation of the Ministry of Administration with the new e-Newborns service the citizens will save more than 100.000 hours of waiting in front of client desks and the clients will save the levy of 40 kunas, which should be paid in the registrar's office, it means approx. 1.616.000 kunas in a year.

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The beneficiaries of e-Newborns are both the families and the state organizations. The parents and the children do not have to appear in the Registrar' office and the national organizations anymore, because the data of the newborn children will be forwarded on electronical way and hereby the time for registrating the children will reduce and the accuracy of data is assured in the registration systems.

Further information sources about the practice, if any (web pages, studies etc.)

<https://gov.hr/moja-uprava/obitelj-i-zivot/roditeljstvo/prijava-rodjenja-djeteta/326>  
<https://nias.gov.hr/Authentication/Step1>

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**3. Portal of open access data**

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	central
Source(s) of funding of the implementation (national, EU fund etc.)	national
Need(s), which the practice/procedure reflects	data junction, which performs the collection, categorization and distribution of the open access data of the public sphere and facilitates the re-usage of these data.
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p>The open access data portal of Republic of Croatia is a central portal, which allows the re-usage of the information of state authorities. It was installed on March 19, 2015 and it is a data junction, which performs the collection, categorization and distribution of the open access data of the public sphere and facilitates the re-usage of these data. The open access data portal would like to increase the transparency of administration, enhance the cooperation with the private sector, especially on the area of IT and to promote the improvement of e-services.</p> <p>The purpose of its establishment is to improve the propagation of public and open access data through a uniform central website, facilitating the development of innovative, non-commercial and commercial applications by using these data. The open access data are data of databases or registers prepared by authorities, which can be utilized by the private sector, the civil society and private persons and with the usage of which they can realize added value or economic advantages.</p> <p>The datasets related to the publication are catalogued by the decree about Access to Information (Official Bulletin 25/2013 and 85/2015) and the action plans of the Open Government Partnership of Republic of Croatia for the year 2014-2016 and the distribution thereof shall be performed in accordance with the guidelines of the Recommended Standards and the datasets and according to the decree about Re-Usage Fees of Documents (2014/C 240/01). The open access data generally do not contain personal data, namely the data protected by the decree about the protection of personal data shall not be considered as open access data, because the publication thereof is not allowed.</p> <p>The re-use conditions of information and the approval thereof is defined by the decree about type and content of data (Official Bulletin, 67/2017), which orders the free and unlimited re-use of information used by administrative authorities, which have open usage permission. The open usage permission provides free of charge access for the users to information of commercial and non-commercial purpose, including their copy, publication, distribution, disclosure, the processing of information, the comparison with other information, the integration into own products and handing-over to third parties, without special permission, but it is mandatory to refer to the data source. With the integration of EU directives into the Decree about Obtaining Information the public sphere obligates every institute to re-use the data of public sphere and obligates the publication of this information on Internet sites or portals. The reimbursement of costs is only possible upon demand and according to the rules.</p> <p>After query of the information for further use the user has to handle them in good faith, independent from the purpose of the re-use of information. It is not allowed to abuse the information received and it is not allowed to use and transfer the information for the purpose of crime, illegal, racist, discriminative, libellous, pornograph, sexist or homophobic activities.</p>	

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The portal constitutes a kind of information catalogue suitable for re-utilization with metadata (data, which describe the repositories in more detail) in machine-readable format supporting open use and facilitates the search for the requested public information for the users. In order to have the data and information open, those shall be published in a form, which are readable on PC (the PC can read and interpret this independent from the applied platform).

Until now 564 data sets were published, which are classified into the following categories:

topics – society issues (96), finances (48), environment protection (42), education and communication (39), politics (38), agriculture, silviculture and fishery (33), employment and work conditions (13), transportation (11), business and competition (11), economy (9);

formats: XLS (358), CSV (231), HTML (193), aspx (64), PDF (42), XML (41), metadata / get (20), JSON (12), Zip (8), DOC (7);

publisher: City of Rijeka (143), National Statistical Authority (79), City of Zagreb (77), Croatian Environment Protection and Conservation Agency (39), Mobility and European Union Programs Agency (20) National Bank of Croatia (17), City of Pula (15);

Croatian Financial Supervision Authority (13), Croatian Health Insurance Institute (11).

The search among the datasets of the portal can be facilitated by the arrangement according to importance, popularity, title of data, the last update and location.

The groups of open datasets can be for example geographical data, turnover data, meteorological data, environment data, statistical data, financial data, vacancies, name lists and address-books.

The portal of open use data contains also free of charge applications, which have been approved on the basis of their content, contexts and appropriateness: Autobuses – international and domestic long distance bus timetables of Croatian transporters, CRO invoice – comparison of economic, budgetary, social and demographic indexes of local and regional municipalities, CroSos – list and call of every emergency number of Republic of Croatia, Gugalag – kindergarten search engine, Hakmap – interactive map; HRstat – interactive visualisation of the Croatian statistical data, HZnet – online timetable of Croatian railways, HŽPPApp, We have the right to know – more transparent and easier access to information of the authority bodies, InvestinCroatia – Information about previous Croatian investments, Croatian presidential election of 2014, To whom belong the former military facilities?, LLHZZO – medicine list of the Croatian Health Insurance Fund (HZZO), Intelligent medicine – search and identification of medical institutes, business premises of the City of Split, the statement of the financing of the Croatian political parties, autobus – public transport services of Split, ZagrebTram – tram and autobus lines of the City of Zagreb, Water level – current water level according to cities, ZagrebFood and ZagrebTransport.

The EU Open Data Portal was established in 2012 on the basis of the decision of the Commission no. 2011/833/EU for re-usable data of the European Commission. Every European institute is requested to publish their data, when it is possible. It means that these data can be reused in databases, reports or projects, in principle free of charge and without limitation of copyrights. The usage of data inspires the economic development of EU and the transparency of the EU institutes for the publicity. The information contains the geographical, geopolitical and financial data, statistical data, election results, legal acts, crime data, medical data, environment protection data, data of traffic and scientific researches. On this portal the open access data from whole Europe can be found and viewed, including the datasets on the Open data portal of Republic of Croatia.

Further information sources about the practice, if any (web pages, studies etc.)

<https://data.gov.hr>

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**4. REGISTRY OF THE ASSOCIATION OF REPUBLIC OF CROATIA**

Hosting country	Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU fund etc.)	national
Need(s), which the practice/procedure reflects	Right to freedom of association
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p>One of the rights protected by the article 11 of the European Convention on Human Rights and Fundamental Freedoms is the right to freedom of association. The article 43 of the Constitution of Republic of Croatia (Official Bulletin no. 56/90, 135/97, 113/00, 28/01, 76/10, 5/14) ensures the right to freedom of association for everyone in order to protect their interests or social, economic, political, national, cultural or other convictions and purposes. For this everyone can freely establish trade unions and other associations, joins or exit them as stipulated by the law. The right to freedom of association contains such prohibition of restrictions, which can mean violent threats for the democratic constitutional order, can threaten the democratic constitutional order, independence, sovereignty and regional integrity of Republic of Croatia.</p> <p>The legislation frames of Republic of Croatia are described in the Decree of Associations (Official Bulletin no. 74/14, 70/17) and the regulation about the content and method of registration of associations of Republic of Croatia and the regulation of registry of foreign associations of Republic of Croatia (Official Bulletin no. 4/15).</p> <p>The decree about associations (hereinafter referred as the Decree) regulates the foundation, the registration, legal status and termination of companies with legal personality in Republic of Croatia and the associations are defined as free and voluntary partnerships, which consist of several individuals and legal persons, who protect their interests or human rights and right of freedom, support ecological, humanitarian, information, cultural, national, reproduction, education, social, professional, sport, technical, medical, scientific or other convictions and purposes, however without the intention to make profit and these are subject to the organization and operation rules of such association forms.</p> <p>Minimum three founding member can establish an association. Any natural person can be founder of an association, who can exercise business activity, if not deprived from his business activity by a decree about business activities. The founding member can be legal person as well. Among the founders there can be also minor with an age of 14 years and grown-up, who is disabled and based on the regulation about business activity with the authentic consent of the legal representative or guardian.</p> <p>The association receives the legal person status on the date of entry in the register of the Associations of Republic of Croatia. The registry of associations is a public list in electronic form, which is uniform for every association of Republic of Croatia and operated by the county administrative authority and the City Office of the Directorate-General of City of Zagreb. The entry into the register is voluntary and it is performed upon request of the person authorized for the representation of the association, who applies for the registration of the association at the Registration office with territorial jurisdiction. The competent Registration office makes its</p>	

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resolution about the application for the registration of the association after the performance of the administrative procedure. The associations act clearly defines the conditions, which have to be fulfilled by an association in order to be registered. The inhabitants can find every condition, information and required form and the blanks required for the application, the application for registration on the administration website of Ministry and on the websites of the competent authorities of the counties, but they can contact the competent officials personally as well.

The persons registered in the Registry of Associations entitled for representation are obliged to inform the competent authority about every data change: statutes, names, purposes and activity, changes of site and address, election of persons entitled for representation, without reference to the fact, whether the persons of the previous mandate are reelected, the decisions about the election of liquidator and the withdrawal of the liquidation and the termination of the association, any change, which has occurred after the registration of the association, within 60 days after the decision about the change. In their legal activity the associations cannot use the data changed until these are not entered in the register of the Associations of Republic of Croatia.

The Republic of Croatia has described the registration form and content of associations and foreign associations, the application of associations and foreign associations for entry of modifications, the content of the application for excerpt about associations and foreign associations, the classifications of associations, the submission method of the application of associations and foreign associations for registration, the method of registration and management of associations and foreign associations, the list of the required documents and the method of termination of associations and foreign associations as legal persons and the methods of termination of their activities on the area of Republic of Croatia in the regulation about the registration of associations and the registration content (hereinafter referred as Regulation).

In accordance with the Regulation of the year 2015 a new web application was established for the registration of Associations, the officials of the competent authorities enter the data related to the association as legal person with this application. The Registration of Associations is publicly available for the members of the association, the inhabitancy, other associations and the competent bodies supervising the work of the interested.

The Registration of Associations is electronically connected to the Individual Person Identification (OIB) system of the Ministry of Finance, which facilitates the work of the officials after the introduction of the modifications in the Registration of Associations and allows for the representatives of the association to take over the Individual Person Identification (OIB) confirmation additional to the decision about the entry into the Registration of Associations.

The law and the decree prescribe and the web application of the Registration of Associations allows for every interested person and institute, to anytime access to and control the registration data and the Individual Person Identification Number (OIB) of the organization, the name and headquarters of the association, the name and mandates of the persons authorized for representation, the data of foundation and the entry into the Registration of Associations, the objectives, the activities and the action fields in accordance with the objectives, the coordination between the remarks of the competent authorities (e.g. control inspections) and the activity of associations with the legal rules. Additional to the data mentioned the statutes of the associations can be accessed via the Registration of Associations. Namely, when an association is registered, the competent authorities are obliged to verify the statutes of the association and the Office is obliged to upload this in order to ensure its availability for any interested person and institute.

Besides with the introduction of the Registration of Associations according to the law and the Regulation the members of association, the inspection bodies, the donators of financial sources and every interested can print the "Excerpt of the Registration of the Association" from the Registration of Associations anytime for a selected date, which contains every topical information about the Association, which means, that the printout from the Registration of Associations can confirm the registration of the Association,, the statutes and the mandate of the person authorized for legal representative and observation of legal rules. Owing to this the



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associations do not have to pay any administration fee for the request of the excerpts from the Registration of Associations as public document and they can view the statues of the associations entered in the Registration of Associations, so the tracing of public procurement tenders or public procurement projects orienting to state subsidy programs or project financing is simplified for the associations, where the financing is performed from public finances. Furthermore it is allowed for the officials of the competent authorities, who supervise the associations and the ones, who evaluate the tenders and programs of public tenders with state financing to access up-to-date information in the Registration of Associations and the provisions of the Statutes without requesting special permission from the Association.

Additional to the above mentioned possibilities offered by the registration system of Associations the operation within normative frames means significant progress for the Associations, which are the results of the “new” decree of the associations and which contains the operation regulation of associations. First of all the more clear decrees of the procedures of the competent authorities shall be highlighted, as the result of which the registration of applications and modifications of associations in the Registration of Associations becomes more rapid and effective.

Further one of the highlighted principles of the activity of associations is the operation transparency based on publicity as prescribed by the law, which is ensured by the integration of the mandatory parts of the Statutes and the appropriate recording in the Registration of Associations as defined above. The issues related to the organization and operation of association with legal personality shall be defined obligatory and not optionally in the activity of associations from legal certainty reason as stipulated by the law, consequently it shall be observed that the legal provisions do not exceed the limits of the autonomy of the association, the expanded obligatory content of the statutes was defined with the purpose to promote the work of the executive bodies, by which it is indicated for the associations, which questions shall be defined by themselves in the statutes. The new provisions related to the behaviour of registering and control bodies mean a completely new positive change, because the competence thereof was defined clearly and accurately and in this manner legal uncertainties and legal inequalities in the procedure prior to the acceptance of the “new” act. Further considering the fact that most of the civil organizations are publicly financed, the decree orders the classification of activities, with which the organization can reach their goals and based on this it is possible to elaborate the financing plans of the civil sector more exactly and to finance those from public sources. This classification is extremely useful upon elaboration of statistical reports and analysis of the civil sector broken down to social areas.

Based on above it can be stated that the provisions of the Law were clearly and accurately defined and these consider the private, non-profit character of associations and do not interfere into the regulation related to internal relationships, respecting the autonomy of the management of the association, however ensuring the efficient supervision by the state authorities.

In addition the transparency and publicity of the activities of associations are also highlighted by the act, the execution decrees and the new applications of the Registration of Associations, namely they clearly define the financing conditions, measures and procedures of programs and projects performed by the associations of general interest, providing bigger space for the citizens in strengthening the trust for the work of the associations and the civil sector, which is one of the preconditions of the development of every society.

Further information sources about the practice, if any (web pages, studies etc.)

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## 5. REGISTRATION OF THE EMPLOYEES IN THE PUBLIC SPHERE

Hosting country	
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	
Source(s) of funding of the implementation (national, EU fund etc.)	
Need(s), which the practice/procedure reflects	
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Introduction</b></p> <p>With the decision dated June 10, 2010 of the Government of Republic of Croatia (Official Bulletin 83/2010) the establishment and control of the Registration Information System of the Administrative Office was assigned to the Financial Office. The registry of public servants concentrates the data related to the officials and public servants of the state authorities and the data related to the officials and public servants public institutes and ensures the tracking and modification of these data.</p> <p>All institutes are considered as users of the register and every beneficiary of the budget, the employee and public service expenses of which are provided from the state budget. All public services shall be considered as public service, which are declared by the Public Service Wage Decree (Official Bulletin 27/2001, 39/2009) as such.</p> <p>By May 2012 the required IT infrastructure was installed, which is able to collect the data of 250.000 employees. A web application suitable for data input was developed and a system respectively, which applies modern and reliable safety mechanisms for every user, which ensures the usage of the Open Key Infrastructure (PKI) with intelligent card. Then 4,000 system users have registered and the customer service was organized.</p> <p>With the establishment of the registry of the state and public service employees, which unites the data of state public servants and employees and the officials and public servants at public services in one place. The preconditions of the setup of a system were realized, which allow efficient and effective human resource management for state and public service providers and the wage calculation of the employees has been centralized, the employment expenses of which are financed from the state budget.</p> <p><b>Legal frame</b></p> <p>Based on the provisions of the Decree about Public Servant Registration (Official Bulletin 34/2011) the Registration of the Employees of the Public Sphere was established.</p> <p>All data in the Employees of the Public Sphere shall be entered by means of the appropriate applications and kept up-to-date. Pursuant to art. 6 of the decree mentioned the rules related to personal data, the confidentiality of data and protection of information safety shall apply during the collection and further processing of data from the register. The content of the register, the data collection and data processing methods are determined by the decree about the Registration</p>	

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of the Employees of the Public Sphere (Official Bulletin 55/2011), the data content, data collection methods, data processing and data protection measures related to public servants are defined in an order. Every public service organization is obliged to appoint a person for the works related to registration and to ensure the authorization for the activities in the register.

### **Institutional framework**

The institutional framework, where the Registration of the Employees of the Public Sphere is performed, is provided by the state authorities, for example governmental organs, judicial bodies, authorities of professional services, the Parliament of Croatia, the Administration of the President of Croatia, the professional service provider offices of the Government of Croatia, the professional service provider offices of the constitutional court of Croatia, the expert office of the ombudsman, the professional service provider office of the ombudsman related to children, the professional service provider offices of the ombudsman for gender equality, the professional service provider offices of the ombudsman for disabled persons, the State Audit Office, the National Electoral Committee and other public service and service provider organizations, state institutes and other legal persons, which receive the sources required for wages from the state budget, the Croatian Pension Insurance Fund, the Croatian Employment Office, the Croatian Health Insurance Fund and the state institutes, which receive the sources for the covering of the prescribed wages from the Croatian Health Insurance Fund.

### **Users, data types and data content of the Registration of the Employees of the Public Sphere**

The employees of the public sphere – officials, public servants and employees of public services – are officials and public servants, appointed officials and officers in state organizations and judicial organizations.

The normative framework related to the data type is provided by the decree about Administrative System (Official Bulletin, 150/11, 12/13, 93/16 and 104/16 – information about state and public service organizations), the decree about internal county set-up of state organizations (Official Bulletin 40/12, 51/12 és 90/13 – data about their interim organization of state organizations and public service organizations), internal operational orders of Offices (workplace data), decree about the method of data collection and data processing for the Registration of the Employees of the Public Sphere and data protection (Official Bulletin 55/11 – Employee data).

The registry contains the following data types:

1. data related to the state organization or public service provider,
2. data related to the internal structure of the state organization or public service provider,
3. data related to the workplace,
4. data about the employee,
5. data required for wage calculation.

Data content:

1. name of institute, abbreviated name of institute, zip code of the headquarters of the institute, city/village/county of the headquarters of the institute, category and subcategory of the institute and the type of the institute,
2. legal act of the internal organization of the institute, date of entry into force, date of modifications, date of expiry, name of the internal organizational unit and name of the sub-department organization,
3. name and description of the workplace, denomination of the institute, in which the workplace is systematized, number of internal systematized workplaces, number of employees – date of commencement of work, date of completion of work, denomination of profession/specialization,
4. name and surname of the employee, citizenship, number of employed years, pension insurance information, pension insurance funds, general health insurance, data about

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dependants, personal education data, status of the employee,  
5. general coefficient, increase of basic coefficient, working conditions, substitution, required qualification, factual qualification, bank account number of employees.

**Data input into Registration of the Employees of the Public Sphere**

The data of the employees can be entered in two manners:

1. Manual input via a web application, which requires the Fina-ina intelligent card and the reader thereof. In case the installation of the card, card reader and the digital authentication is successful, then the registration of the employees can be reached at the following website: <https://zaposleni.javnisektor.hr>
2. Thi institutes, which were able to prepare the date from already existing information systems and can compile tem in defined XML form in encrypted files, they can import the data into the Register of employees (single method for the solution of data input problems).

**Conclusion**

The Registration of the Employees of the Public Sphere is an excellent instrument for the establishment of uniformity, a functionally and financially effective system and it realizes the supervision of human resource and the supervision of the payments of the public sphere respectively. Although in the first year significant scepticism has anticipated the implementation of the system, however it has to be emphasized that the system complies with the preliminary basic expectations on the part of publicity (list of institutes and employed - „final” and not an imagined number of employees – both in state and public institutes), users (the “clerks” will be visible, who are hereby not only officials without a name, but state officials with “name and surname”) and also the central bodies (they use it as „inputot” for preparation of strategical plans). Although the original objectives were achieved, the Register itself shall be further developed; the handling of the complexity of working times, the simple translocation of employees from one institute to the other shall be solved without losing sight of simultaneous operation with other bodies (Croatian Pension Insurance Fund (HZMO), Croatian Health Insurance Fund (HZZO), etc.).

Despite the data it is difficult to state, how big is the Croatian public sector. For this reason the employment problem of the public sphere shall be handled calmly and objectively and one shall act with negligence of the daily political coherence, with the purpose to improve the whole system on long and middle term, with special regard to efficiency, which does not exclusively concern the employees, but also the bonus system and so on.

Further information sources about the practice, if any (web pages, studies etc.)	
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## 6. Centralized payroll (COP)

Hosting country	
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	
Source(s) of funding of the implementation (national, EU fund etc.)	
Need(s), which the practice/procedure reflects	
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Introduction</b></p> <p>Centralized Payroll (COP) is one of the reforms and budget consolidations of the period 2014-2016. The decision of the Government of Republic of Croatia about the commencement of the project of the central payroll and human resource management information system allowed the high-quality human resource management of the public sphere and the administration of the payroll of the public sphere and the reporting related to payments paid from budget related to institutes, institute groups and the whole system.</p> <p>The introduction of the centralized payroll system (COP) includes the realization of the COP system, its supervision, handling and maintenance, the training for the system operators and the support of the users' work.</p> <p>The purpose of the project is to grant access to the method of wage payment, allows the overview of the paid wages between the different branches, the effect of individual wage components to the wage (coefficients and different wage supplements), the uniformity of wage calculation based on the same legal rules, simulation of possible new payroll models for coordination of legal rules.</p> <p><b>Legal and institutional framework</b></p> <p>The Government of Republic of Croatia adopted a decision at its session on August 3, 2006 about the establishment and operation of the central budget management and human resource management service provider system of every administrative body (Official Bulletin, 90/06). The decree about the registration of persons working in the public sphere (Official Bulletin 34/11) and the decree about the data content, data collection, data processing of the register of public employees and data protection methods (Official Bulletin 55/11) regulate the establishment and operation of the registration of public servants in the public sphere. With the establishment of the Central Registration System the improvement conditions of the functionality of the Central Payroll and Human Resource Management (COP) have been created.</p> <p>The institutional framework of Centralized Payroll is based on the decision related to the establishment and maintenance of the Central Payroll and Human Resource Management system related to the administrative bodies the Government of Republic of Croatia and every administrative and other organization, the costs of which are ensured from the state budget.</p> <p><b>Users of Centralized Payroll (COP) and general information about the method of the usage of the application</b></p>	

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Based on the decision related to the establishment and maintenance of the Central Payroll and Human Resource Management system the decision is obligatory for every administrative body, the users of the Centralized Payroll (COP), the officials of the Government of Republic of Croatia and the officials in every state organization of the state budget and every other user of the state budget, the employment expenses of which are covered from the state budget.

The users participate in the Central Payroll (COP) system through the persons responsible for communication, coordination and the application of the Central Payroll (COP) standards, which are selected by every user. The users shall be liable for the accuracy and timeliness of the data in the Central Payroll (COP) system.

The Financial Agency allows for the users with the services of the Central Payroll (COP) system to more effectively control and supervise the payroll, based on collective and branch contractual agreements, based on the unified data of the wages paid the uniform reporting system provides a high-quality and accurate basis for the planning of wage expenses, the transparent and high-quality regulation and decision-making, the state budget savings by modelling the legal and organizational changes.

The required prerequisite of the usage of the applications is Internet access and intelligent card / usb token support installed to the computer. The card / usb token owners receive access to the system in accordance with the permitted rights of the card owner; the card owner receives these access rights in the document "Application form", before even receiving the card / usb token. In the system during work performance every user shall be entitled to view the employee data, which are needed for the calculation of the employee wages of the particular institute, related to the institute, for which the user has the authorization for data input. In every segment of the application, where the institute can be selected, only those institutes are offered, for which the user has access authorization.

In the application modules there are the legal documents, legal rules, legal and institutional decrees and parameter definitions, which define the extent of the wage. The prerequisite of the accurate calculation of wages is that the parameter values defined in the legal documents (Decree about the Denomination and Complexity of Workplace of Employees in the Public Sphere, Official Bulletin no. 25/13, 72/13151/13, 14/09, 40/14, 51 / 14, 77/14, 83/14 - correction, 87/14, 120/14, 147/14, 151/14, 11/15, 32/15, 38/15, 60/15, 83/15, 112 / 15, 122/15, 10/17, 39/17, 40/17 - correction, 74/17, 122/17 and 18/09, Collective contract of public servants Official Bulletin no. 112/17 and 12/18, for example increase of the wage coefficient considering the workplace complexity and years of service as defined in the article 39 of the Decree about Public Service Activities and Special Work Conditions, the extent of which is 4,8 – 10% (Official Bulletin no. 74/02, 58/08, 119/11, 33/13, 65/15 and 17/02) and the rating decisions of the belonging special workplaces) and the assignment to institutes were performed. In addition in order to have access to the payroll, every single employee shall have the workplace in the particular institute in the period, for which the payroll is made, the prerequisite thereof is the appropriate entry of the data of the employees of the public sphere via the application of the registry.

### **Conclusion**

For the whole project (introduction of the Central Payroll (COP) system, the Registration system of Employees) it has become necessary to screen the existing human resources of the public sphere, to perform the required trainings and to relocate the employees in jobs, which correspond with their abilities and competences, insight into the fluctuation of the number of employees, planning of the number of retiring and new employees and increase of the efficiency of human resource management in order to improve the work of public sphere. Regarding the wages the purpose of the Central Payroll (COP) system is to establish a system, which allows additional to the payroll of every public institute the quality reporting broken down for the whole system, institute groups, institutes and individual employees based on simple rules with the complete analytics thereof and the efficient regulation of the budget sources used for the wage of the employees of the

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public sphere.

The tendency of further development is an efficient IT solution, “submission of wage accounts” to the personal user accounts, which is a rapid and simple solution for the employees to analyze their personal income.

The advantages of the Central Payroll system (COP) reflect in the uniform payroll and the standardized wage accounts, in the more effective control of payroll, better transparency and standardization, which contribute to bigger safety of the employees.

With the establishment of the Central Payroll system (COP) the uniformity of payroll is ensured on the basis of the same legal rules, it promotes the coordination of legal rules and allows the simulation of new payroll models and especially the more effective control of the usage of sources resulting from the national budget.

Further information sources about the practice, if any (web pages, studies etc.)	
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**7. FREE LEGAL AID SERVICE**

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	State
Source(s) of funding of the implementation (national, EU funds etc.)	State budget
Need(s), which the practice/procedure reflects	Realization of the equality of every person in front of law, effective legal defense and access to courts and other public authorities for the citizens of Republic of Croatia and other persons.
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Introduction</b></p> <p>The establishment of the free legal aid system enabled the professional legal aid for the group of citizens vulnerable from social and economic aspects for effective legal protection and in order to provide access to courts and other state authorities under equal conditions.</p> <p>The right for free legal aid is an essential element of the access to jurisdiction. The right for access to courts is one of the rights protected by the article 6 of the European convention on the protection of human rights and fundamental freedoms, although this is not expressly mentioned in this article. A fundamental condition for the access to jurisdiction is provision of legal aid for the part of the inhabitancy, which cannot bear the costs of a procedure. The right for access to justice is a fundamental human right and one of the most important aspects of the right for fair procedure, which is a syntagma and which unites every measure for the assurance of fair and equal treatment for every person appearing in front of courts and other public authorities.</p> <p><b>Legal framework</b></p> <p>The right for free legal aid in Republic of Croatia is ensured by the article 29 of the Constitution of Republic of Croatia (Official Bulletin no. 56/90, 135/97, 8/98, 113/00, 124/00, 28/01, 41/01, 55/01, 76/10, 85 / 10, 05/14).</p> <p>In Republic of Croatia the legal framework is provided by the decree about Free Legal Aid (Official Bulletin no., 143/13), the decree about the determination of the remuneration of the secondary legal aid concerning the year 2015 (Official Bulletin no. 20/15) the decree about the determination of the remuneration of the secondary legal aid concerning the year 2016 (Official Bulletin no. 83/16), the decree about the determination of the remuneration of the secondary legal aid concerning the year 2017 (Official Bulletin no. 83/17), regulation for the forms of the application for legal aid and the approval decision (Official Bulletin no. 64/14 and 20/16), the regulation of registration of primary legal aid (Official Bulletin no. 64/14) and the rule book about criteria for the evaluation of organizational projects authorized for primary legal aid and remedy and reporting method of legal aid procedures (Official Bulletin 64/14).</p>	



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### **Institutional framework**

The institutional framework of the legal aid system consists of the county administrative authorities and the Free Jurisdictional Department of the Administrative Office of the City of Zagreb, which deal with the applications of the citizens for approval of secondary legal aid and the Free Legal Aid Service of the Ministry of Justice, which performs the activities related to the enforcement of the decree about free professional and administrative legal aid (Official Bulletin no. 143/13).

### **Types and users of the free legal aid**

Pursuant to the decree about free legal aid the beneficiaries of legal aid are Croatian citizens, children not being Croatian citizens and residing in Republic of Croatia without legal grown-up and being liable according to the law, persons with temporary residence permit, in case the agreement on the principle of reciprocity exists, foreign persons with permanent residence, foreign persons under temporary protection, foreign persons, who reside in the country illegally or for a short time during the time of the deportation process and during the time of leaving the Republic of Croatia, asylum seekers, refugees and persons subject to additional protection and family members of persons, who reside legally in the Republic of Croatia in procedures, for which they are not entitled for legal aid.

The type of legal aid service can be primary and secondary legal aid service. The primary legal aid service is ensured by the administrative authorities, assigned associations and remedy organizations, while the secondary legal aid is provided by lawyers.

The primary legal aid includes the following: a) General legal information, b) Legal advise, c) Support in the compilation of applications to be submitted to administrative authorities, the European Court of Human Rights and international organizations, in accordance with international contracts and the rules related to the work of associations, d) representation in procedures of public law authorities, e) legal aid during extrajudicial procedures.

The secondary legal aid includes the following: a) Legal advise, b) compilation of legal defense complaints of employees during employment law procedure, c) compilation of submissions during judicial proceedings, d) representation in judicial proceedings, e) legal aid for amicable settlement of disputes. The secondary legal aid includes the free of charge judicial proceedings and relief from the payment of court fees.

### **Realization of the right for free legal aid and best practice examples**

Based on the provisions of the decree about free legal aid the person, who would like to exercise his/her right for free legal aid, shall apply for the free legal aid serviced in writing by filling-in the pre-defined blank at the county administrative authority according to his/her address. The clear written consent of the applicant and the family members of full age for the approval of data related to their income and assets shall be attached to the application and the application shall undertake financial and criminal responsibility for the reality content of the data. The Authority shall be obliged to evaluate the application within 15 days after submission.

In case the applicant would lose his/her right for legal aid application for the specific procedures due to the shortness of the evaluation time and it would be out of time, for which he/she has submitted the application, the Authority shall be obliged to decide the application within a period of less than 15 days and to enable the applicant to submit the claim.

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*Example: An applying lady has submitted an application for the approval of legal aid at the Muraközi County Administrative Office for representation in the proceeding introduced by the Court of Real Estate Affairs due to trespass, the authority immediately approved the free legal aid service for the prevention of violence and the termination of the illegal possession of the real estate and for the prevention of irreparable damages for the compilation of the trespass indictment and the proposals concerning temporary measures.*

The approval of legal aid ensures complete or partial relief of paying the costs of the legal aid activity depending on the financial position of the applicant. Namely the beneficiary of legal aid participates in the bearing of the costs of the proceedings depending on his/her financial circumstances.

The secondary legal aid will be approved in the event, if the total income of the applicant and the other members of the household does not exceed the monthly minimum income defined by the budget broken down to the individuals living in the household (3 266,00 kunas) and in case the total assets of the applicant and the other members of the household do not exceed 60-times of the budget basis amount (199.560, 00 kunas)

However the application for legal aid can be also approved, if above assumptions are not fulfilled, in case the applicant cannot dispose of whole income and assets from objective reasons and in case the available part of the total income and assets available for the applicant does not exceed the previous allowable amounts.

*Example: An applicant has submitted an application at the Muraközi County Administrative Office for the approval of legal aid in enforcement proceedings for the purpose of relief from the court fees. Although during the procedure it was stated that the whole assets of the applicant and the members of the household exceed the allowed sum, according to estimations the applicant cannot dispose of his/her possession from objective reasons and the payment of the court fees would endanger the financial circumstances of the applicant and the household members. For this reason the applicant received the free legal aid and the relief from the payment of court fees was awarded.*

The secondary legal aid can be approved without the determination of the financial situation, if the applicant is:

- a) a child subject to the exercise of child support right,

*Example: The underaged applicant represented by the mother and lawyer has asked for legal aid at the Muraközi County Administrative Office in form of legal representation in a family proceeding introduced due to non-payment of child support. Namely, although the final and enforceable justice judgement has stated that the father of the underaged applicant was obliged to pay child support, but he did not do this. For this reason the state administrative office made a decision about the granting of legal aid and a lawyer was appointed for representation of the underaged applicant, to initiate the application for direct payment at the Financial Authority (FINA).*

- b) the victim of violent crime during the exercise of his/her right for the reimbursement of the damage caused by the commission of criminal act,

*Example: The underaged applicant represented by the mother and lawyer has asked for the approval of legal aid at the Muraközi County Administrative Office in the proceeding of the compensation of damage occurred due to crime of violence, at the Muraközi County Administrative Office in form of representation in court proceedings and the relief from the payment of court fees was immediately*

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approved.

c) the person, who receives maintenance subsidy in accordance with the special provisions related to the exercise of right in social welfare system or

*Példa: The underaged applicant represented by the mother and lawyer has asked for the approval of legal aid at the Muraközi County Administrative Office for approval of legal aid in a family affair proceeding for the purpose of determination of paternity. During the procedure performed it was stated that the applicant is entitled for social maintenance subsidy and received immediately free legal support in form of representation in court proceedings and in form of reliefs from the payment of court fees.*

d) Croatian war veterans, who are entitled for an allowance pursuant to the decree about the Rights of War Veterans and Their Family Members and the decree about the Military and Civil Disabled of War.

**Conclusion**

The overview of the solutions resulting from the free legal aid act points out that the poor citizens can receive the right fro legal aid within a short time. In fact certain provisions of the decree enable for the process leaders that the rights of the parties are approved within a very short time, even on the same day in certain situations.

In the proceedings, where the financial situation of the applicant is controlled, the process leaders depend on the cooperation and efficiency of companies and other state organizations. The usage of electronical communication – additional to the acceleration of the procedure – significantly reduces the process costs. Owing to the computerization of different state institutes the process leaders have instruments, which facilitate their daily work to a great extent, for example e-Cases application, the ZIS, JRR applications – electronic invoice databases, direct insight into the state civil register etc. On the other hand due to the aim of strictly formulated communication some state organizations significantly slow down the collection of evidences and in this manner also the solution of administrative proceedings.

Additional to the assurance of the court proceeding the free legal aid is also important that the parties in the process are equal, based on the so called Equality of Arms principle. Above mentioned principle is contained in the articles 13 and 14 of the decree about free legal aid, which prescribe that legal aid is allowed in every administrative and civil court proceeding, when such requirement results from the specific circumstances of the applicant and the members of the household. It creates the opportunity that the parties of the procedure receive free legal aid also on legal areas not regulated by the decree about free legal aid in order to ensure the equality of procedural position of the parties of the proceeding.

Further information sources about the practice, if any (web pages, studies etc.)

<https://pravosudje.gov.hr/besplatna-pravna-pomoc/6184>

<https://gov.hr/moja-uprava/pravna-drzava-i.../pravna.../besplatna-pravna-pomoc/486>

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**8. E-CONSULTATION PORTAL**

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	State
Source(s) of funding of the implementation (national, EU funds etc.)	State
Need(s), which the practice/procedure reflects	Participation in legislation
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Introduction</b></p> <p>The E-consultation is a portal, which enables the connection of the interested publicity, so citizens, organizations, local and regional municipalities, enterprises, institutes, governmental organizations and several other legal subjects to the public legal consultation process of legal and other orders and legal rules. The main objective is to collect information about the interests, attitudes, proposals and interests related to public political objectives, to increase the understanding and acceptance level of political objectives, to recognize the negative effects of public politics unseen so far and to be eliminated in due time and the concerned representatives of publicity are given the opportunity to influence public politics with their knowledge, experiences and expertise. The e-Consultation portal was installed on April 27, 2005. Within 2 years after the installation of e-Consultation 1143 public consultation was opened in the system, which were published by 48 state and public bodies, in April 2017 the system had more than 11.000 registered users, the number of individual users exceeded 9.000 persons.</p> <p><b>Legal framework</b></p> <p>Codex about consultation with the interested publicity in procedures related to the acceptance of decrees, other orders and legal rules (Official Bulletin no. 140/09).</p> <p><u>Decree about the right for access to information</u> (Official Bulletin no. 25/13), which among others obliges the state authorities to disclose the drafts, other provisions and decrees and defines a consultation deadline of 30 days with the interested publicity.</p> <p><u>Modifications and additions of the decree about the right for access to information</u> (Official Bulletin no. 85/15) – the legislation framework of e-Consultation was established. It obliges the administrative authorities to consult with publicity via the Internet portal of the central government during legislation, upon decision about general acts or other strategical decrees and plan documentations, which can affect the interests of citizens and legal persons. Based on the regulation the consultation period shall be 30 days, the announcement shall contain the reason for making the act and the purposes, which one wishes to achieve with the consultation. Further after the consultation the governmental bodies are obliged to inform the publicity concerned about the remarks and proposals accepted and not accepted via the central governmental information Internet portal in form of a report about the consultation carried out, which shall be submitted also to the Government of Republic of Croatia. It is important to emphasize that the consultation shall be performed with the involvement of publicity and upon agreement with the public opinion also upon acceptance of local and regional (territorial) municipality general acts, such as in case of legal persons with public authorization, when such competences of these units are defined, which can affect to interests of citizens and legal persons. For the establishment and operation of the portal the Civil</p>	

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Organization Office of the Government of Republic of Croatia shall be liable.

### **Registration and method of login**

In case the interested user would like to participate in the preparation of a law draft and other legal prescriptions and acts in form of open consultation and would like to make comments, it can be made in 2 steps:

1. First you have to register and open a user account either as private person or as organization / institute.

**2. In case you are already user of the e-Citizens service, then you can register the e-Consultation system via the NIAS (National Identification and Authorization Management - NIAS) system.**

After registration you have to login into your own user account, then you receive an e-mail **notification about every new open consultation** to the e-mail address, which you gave during registration, the notification contains: the name of the consultation, the short summary thereof, the deadline, until your own comment can be made and the deadline, until the authority would like to make a report about the outcome of the particular consultation, the letter contains the access and connection path of the particular consultation.

### **How can you make a comment**

In case an interested user would like to participate in the consultation, the access path, link of the consultation has to be opened and you will be immediately redirected to the consultation site and you can start making your comments. It is important to remark that you can view every published consultation, the comments received, the disclosed information and reports about consultations carried out without creating a user account. Every consultation can be viewed on the site of e-Consultation and during the search you can use different filters such as name of the institute opening the consultation, status of consultation (open, closed, published reports) etc.

### **Best practice**

Independent from the fact, that there are further unanswered remarks at a high rate and the fact that for the major part of the consultations the deadline is shorter than 30 days, e-Consultation is a best practice, because the application simplifies the access to information about open consultations opened by every governmental authority and facilitates the commenting of the process. Further the portal requires high level of transparency concerning the measures of the state authorities, through the report of the consultation results with the justification of the comments accepted and not accepted, while on the other hand the transparency and publicity of comments made by the interested publicity also increased, because these remained visible during the whole period of consultation. After the application is opened, the comments are accessible in a summarized form in the application itself, the comments accepted and not accepted and the reports about the consultations are displayed in table form, which are automatically generated after the competent body has answered the comments, which can be seen by every interested party, who has participated in the consultation. In this manner the trust of the citizens is further strengthened regarding consultation processes and transfers positive message towards the participants of the consultation and acknowledges the efforts of making comments.

### **Summary**

The consultations generally contribute to the collection of data, ideas and expert's opinions to a wide extent, to the establishment of a big database required for further normative activities and to the correct creation of the place for innovative solutions, the recognition of the possible enforcement problems of prescriptions in due time, the enhancement of the quality of decision-making and the

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positive strengthening of citizens and the strengthening of the trust related to the executive organs and the strengthening of democratic citizen culture.

Further information sources about the practice, if any (web pages, studies etc.)

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## 9. ENTERPRISE REGISTRY

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	State
Source(s) of funding of the implementation (national, EU funds etc.)	State budget
Need(s), which the practice/procedure reflects	Foundation of enterprise
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Legal framework</b></p> <ul style="list-style-type: none"> <li>• Code of Enterprise (Official Bulletin no. 143/13)</li> <li>• Form and method of enterprise registry (Official Bulletin no. 58/09)</li> <li>• Regulation of contents and forms of enterprises (Official Bulletin no. 101/15)</li> <li>• Regulation of coupled and beneficiary enterprises and regulation of beneficiary methods (Official Bulletin no. 42/08)</li> <li>• Regulation of traditional and art enterprises (Official Bulletin no. 112/07)</li> <li>• Decision on determination of prices of enterprises (Official Bulletin no. 159/13), Decision amendment on determination of prices of enterprises (Official Bulletin no. 151/14), Decision amendment on determination of prices of enterprises (Official Bulletin no. 135/15), Decision amendment on determination of prices of enterprises (Official Bulletin no. 3/2017), Decision amendment on determination of prices of enterprises (Official Bulletin no. 3/2018)</li> <li>• Decree of enterprises realizable in residential buildings (Official Bulletin no. 101/95)</li> </ul> <p><b>Definitions, content and competence</b></p> <p>An Enterprise is an independently allowable continuous economic activity conductable by any natural person for the purpose of income and profit, which is achieved by production, distribution or service. Any legal person can have an enterprise, which performs an economic activity, which is contained in the code of enterprise in the list of coupled and beneficiary activity, practical training and education. Within the frame of the enterprise every economic activity is allowed, which is not prohibited by law.</p> <p><b>Depending on type enterprises can be:</b></p> <p><u>free enterprises</u> – enterprises, for the exercise of which only the prerequisites of the registration shall be fulfilled, namely a prescribed professional qualification is not required</p> <p><u>bound enterprises</u> – enterprises, for the exercise of which additional to general conditions also the existence of appropriate professional qualification is required, e.g. secondary-school qualification, mastership examination</p> <p><u>concessionary enterprises</u> – enterprises, which can only be exercised on the basis of concessionary permits issued by the competent ministries and authorities respectively, depending on the profession</p> <p><b>General conditions</b>, which shall be fulfilled by the natural person:</p> <ul style="list-style-type: none"> <li>- the exercise of activity was not prohibited by the court with effective transgression decision and based on the decision of the Honour Court of the Croatian Craftsman Chamber there is not any</li> </ul>	



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temporary restriction or safety prohibition measure introduced for the exercise of the particular activity

- the place of activity has a legal licence of use, in case it is required for the exercise of the activity.

### **Special conditions:**

- professional qualification, appropriate secondary-school qualification or mastership exam, in case of a bound enterprise

- compliance with separate medical conditions, in case it is prescribed by law

- in case of concessionary enterprises.

### **Process of the registration as enterprise**

**The newly established enterprises can be registered in three manners:**

- **personal appearance in the competent state county office / office of the City of Zagreb,**

- **via Internet, using the service of e-Enterprise from the e-Citizens system or**

- **via the HITRO.HR system of the Government of Republic of Croatia**

**For free, bound and concessionary enterprises the entrepreneur shall have an enterprise permit,**

**for concessionary enterprises the entrepreneur shall have the appropriate concessionary permit.**

**The enterprise permit is issued by the competent county administrative organs and the administrative organ of the City of Zagreb, the concession is issued by the competent Ministry depending on the type of activity.**

**The application for registration shall be applied in the form filled-in with the prescribed content, which can be obtained at the county administrative organs and the administrative organ of the City of Zagreb or downloaded from the Internet (from the link FORMS). To the filled-in form the following documents shall be attached:**

- **copy of the ID card of the Croatian citizen**
- individual person identification number (OIB)
- copy of passport, application for residence in the Republic of Croatia or copy of the ID card, in case the person is resident in the Republic of Croatia (foreign persons)
- evidence that the applicant complies with the medical conditions, if required by law
- evidence about the existence of the right for room usage, in case a room usage is required for the enterprise
- receipt about the payment of the registration costs (the bank account number and the amount to be paid will be indicated by the office of the administrative organ of the county / of the City of Zagreb)

The Ministry of Economicx, Enterprise and Craft has started a new electronic service with the name e-Enterprise, through which it is possible for the first time in Croatia to register an enterprise via Internet.

In case an application is submitted via the e-Enterprise application, prior to start of using the e-Enterprise application you have to create a personal user account (OKP) in the e-Citizens system so the tracking of the application status becomes possible.

For the access to the e-Enterprise electronic service any identification from the e-Citizens system is sufficient.

In case you are a foreign citizen, then the access to the e-Enterprise application is only possible, if you are from an EU member state and you have a registered address, in case of foreign citizens outside the EU you have to have a Croatian residence and work permit issued by the Ministry of Interior (MUP). You will not be charged for the issuance of the identification codes.

In case the application is submitted electronically, then you do not have to go to the competent office personally, because every administration can be performed via Internet.

The competent county administration authority and the Office of the City of Zagreb make the decision about the registration of the enterprise in the Registration of enterprises. In case the application was submitted via the e-Enterprise system, you receive the decision about the registration of the enterprise in the Registration of enterprises in your own personal user account.

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The entrepreneur shall be obliged to prepare a stamp, to open an account in a commercial bank and to register in the Croatian Pension Insurance Institute (HZMO), the Croatian Health Insurance Institute (HZZO) and the Tax Authority.

### **Where can you receive information:**

- the legal regulation can be found on the portal of the Registrar of Enterprises of Republic of Croatia ([www.portor.hr](http://www.portor.hr))
- National classification of activities 2007. National classification of activities (NKD) 2007. (Official Bulletin no. 58/07), which contains the names of the activity, which shall be indicated for the future activity "National Classification of Activities (NKD) 2007 with explanations"
- company and enterprise website of the Ministry of Economics.

### **Advantages and best practices:**

With the introduction of the e-Enterprise application the current and future sole proprietors can apply for registration and modification of status, without having to go to the competent registration authority. For the acquisition of the official documents it is not necessary to go to the competent registration authorities, because the entrepreneur can obtain his own entrepreneur certificate, the certificate about the opening of the enterprise and the excerpt from the register of enterprises through his own personal user account.

When the client starts the opening of the enterprise via the e-Enterprise application, the purpose of the process is the communication between the client and the Administrative authorities via this application. In order to be precise the client submits his application via the web application, he prepares copies about the required documents and upload those. In case something is missing, the Administrative authorities notify the client about the documents to be replaced via the application. The decision about the registration of the enterprise will be submitted to the client also on electronical way (at the bottom of the decision there is a verification code, by copying the electronical code the correctness of data can be verified).

Namely if the client, who has initiated the foundation process of the enterprise via the application, goes to the customer service office personally in any phase of the procedure and substitutes the missing documents, the process via the application will be interrupted and cancelled and a new process starts as if the client would have submitted his claim at the administrative office.

The next advantage is that for data protection and the protection of the employees the application provides access to the data only for certain users – employees – of the Administrative office, who can connect to the Internet only with their own identification data, even via local virtual private network (VPN).

The application allows the update of the data communicated by the entrepreneur and the entry of new data into the system.

For external users the view of data is allowed via the Internet, which were uploaded in the Registration system for a particular subject at the latest and which were already transferred to the central database of the Registration System of Entrepreneurs.

In order to improve the usage of the e-Enterprises application it would be necessary to establish e-communication between state authorities and citizens and between state organizations. It would ensure a more rapid and simple information flow, shortening the time required for the administrative inspection of the persons, who wish to deal with sole proprietors.

### **Summary**

With the introduction of the e-Enterprise the current and future sole proprietors can apply for registration or modification of their status, without having to go to the competent registration authority. For the acquisition of the official documents it is not necessary to go to the competent registration authorities, because the entrepreneur can obtain his own entrepreneur certificate, the certificate about the opening of the enterprise and the excerpt from the register of enterprises through his own personal user account. The electronic services of e-Enterprise allow the client a more rapid, simple and efficient realization of his own rights.

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Further information sources about the  
practice, if any  
(web pages, studies etc.)

[www.portor.hr](http://www.portor.hr)  
[www.mingo.hr](http://www.mingo.hr)

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## 10. REGISTRY OF CONSTITUENTS

Hosting country	Republic of Croatia
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	State
Source(s) of funding of the implementation (national, EU funds etc.)	Republic of Croatia
Need(s), which the practice/procedure reflects	Registration of constituents, list of constituents, rights of constituents
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	
<p><b>Introduction</b></p> <p>In Republic of Croatia the right to vote is a constitutional category and belongs to the personal and political rights of freedom, which are guaranteed by the article 45 clause (1) of the Constitution of Republic of Croatia (Official Bulletin no. 56/90, 135/97, 8/98, 113/00, 124/00, 28/01, 41/01, 55/01, 76/10, 85/10 and 05/14). According to the law Croatian citizens with an age of over 18 years have general and equal right to vote. In order that the constituent can exercise his right to vote he shall be registered in the electoral roll.</p> <p><b>Legal framework</b></p> <p>Decree of the electoral roll (Official Bulletin no. 144/12 and 105/15) Decree about the right to vote of citizens of other EU member states related to the elections of representative bodies of local territorial units (regional) (Official Bulletin no. 92/109)</p> <p><b>Definition, content and competence</b></p> <p>Every Croatian citizen with an age of over 18 years is registered in the electoral roll. The electoral roll is a uniform electronic database, in which every Croatian citizen with right to vote is registered, additionally the citizens of EU member states are also registered, who have right to vote in Republic of Croatia. The electoral roll is managed by the competent administrative authorities ex officio on local level. The County Administrative Offices and the General Administrative Office of the City of Zagreb are liable for the registration, cancellation, correction, supplementation and data change of constituents. The central authority responsible for the national budget (on national level) is the Ministry of Administration, which is liable for individual program solutions, the registration of constituents, the processing and analysis of data from the electoral roll and other sources and for the performance of other related tasks. Every city and village shall be obliged to register the electoral roll of the Croatian citizens according to their address, except the constituents without address, which are entered in the central register in the City of Zagreb. The principle of the electoral roll is the principle of permanence, namely the electoral roll is a permanent register, which is continuously updated and it is not only compiled for</p>	

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the individual elections.

All three registers are kept exclusively on web and via electronic applications and depending on the competence of the individual bodies a defined type of register is kept. Every citizen has the right to review his own entry in the electoral roll and can request the supplementation or modification thereof during the year with personal administration or online on the website of the Ministry of Administration - <https://biraci.gov.hr>.

### **Registration and keeping of the register**

The connection of the administrative authorities to the Internet and the application of information and communication technologies led to the complete digitalization of administrative processes, independently from the fact, that data exchange is performed between several state authorities with different jurisdiction. The registration of the constituents is performed ex officio based on interdepartmental cooperation of several administrative bodies, these organs are competent for several different official registrations, the basis of which is the electoral roll (police, tax authority and registrar's office). The police forces, which register the place of residence and inhabitancy, provide continuously, on a daily basis the competent offices with digital data about persons, who received the right to vote and hereby entered in the electoral roll. Similar to this any later change related to the personal data of the constituent (personal name, citizenship, personal civil register identification (MGB), personal identification number (OIB), gender, date of birth, change of address) as stipulated by the law are automatically updated with electronic notifications, which are submitted by the competent authorities.

Unlike Croatian citizens the citizens of other EU member states will be entered into the electoral roll of EU citizens in accordance with separate regulation concerning them, like those, who exercise their right to vote upon their own request according to their place of residence and inhabitancy in the Republic of Croatia, they have to announce it at the competent authority within 30 days prior to the day of election at the latest. In this case the constituent shall submit a written application directly to the competent authority on postal way or via e-mail.

### **Electoral roll**

The list of constituents is part of the Register of Constituents, which are prepared after the closure of the register for an election (10 days prior to elections) and on the day of the elections it constitutes the basis of election. About the electoral roll closed written excerpts are prepared.

The trial operation of the e-Excerpt project was realized during the local elections in 2017. The e-Excerpt resulted progress in a selection process, it enabled the more quick control of the constituents indicated in the excerpts, the comparison of the voting citizens with the register of constituents was accelerated in the polling stations, the issuance of confirmations in case the constituent is not contained in the excerpt of the electoral roll and individual statistical data could be provided by the constituents.

### **Best practice for the method of realization of right to vote**

The e-Citizens system was established for modernization, in order to simplify and accelerate the communication between citizens and public sphere and to increase the transparency of public services.

On the election day in order to support the realization of rights to vote and depending on the election type and category of the constituents, three web application were installed for data exchange between the competent offices of the Republic of Croatia and for the diplomacy and consular representation of Republic of Croatia abroad. The active registry institute was planned for the voting of constituents not having place of residence in the Republic of Croatia. In the active registry institute pre-registration and temporary entry was prescribed. The pre-registration and

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temporary registration was established for constituents living in Republic of Croatia, who reside abroad on the day of elections and who wish to vote outside their place of residence. The competence for active and preliminary registration of temporary entry is distributed between the competent authorities and the foreign diplomacy and consular representations of Republic of Croatia. The constituents can submit their application of registration, directly in written form, on postal way, via e-mail or via the web application e-Citizens - <https://pretinac.gov.hr> (e-Ideiglenes, e-Előzetes, e-Aktív).

### *Example 1*

A Croatian citizen having or not having his place of residence in Republic of Croatia would like to vote in Budapest, Hungary.

- *preliminary or active registration – the application shall be submitted directly in the competent office in Croatia or in the Embassy of the Republic of Croatia, on postal way, via e-mail or via the e-Citizens system.*

### *Example 2*

Croatian citizen, who is not sure, where he votes, either in Republic of Croatia or in Budapest, Hungary.

- *written confirmation for voting – the application shall be submitted directly in the competent office in the Republic of Croatia, on postal way, via e-mail.*

### **Summary**

The usage of electronic administration activity during the exercise of right to vote led to the modernization, simplification and acceleration of the communication between the citizens and the competent organizations in the management of the electoral roll. The digitalized administration processes led to the integration of different responsibilities of the administrative organizations, both in the electoral roll of Croatian constituents and in the foreign bodies of Republic of Croatia. The web application of the uniform and permanent Registration of Constituents and the complete digitalization of the data exchange of the Registration of Constituents, concerning the institutional framework, resulted the more rapid and simple processing of data, increased the control and accuracy and reduced the costs, on the other hand it enabled for the constituents to realize their rights to vote simply and in an efficient way.

Further information sources about the practice, if any (web pages, studies etc.)	
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