

Report on the monitoring of local administration – **The city of Vršac**



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Summary

The city of Vršac won a total of 52 points, so on a six-point scale (0–5) the overall situation is rated 1. The basic finding is the complete absence of any communication between the city administration and our researchers. The city administration did not respond to the invitation to sign the agreement, nor to any of the four requests for access to information of public importance, which we sent by e-mail to the address of the head of the administration. Since the city administration did not submit any documents, practically the only source of data and documents was the official website.

For half of the indicators (for 6 out of 12), the city administration did not receive any points, namely for four indicators within three areas (*Strategic framework for public administration reform, Policy development and coordination and Service delivery*), and in the area of *Public services and human resource management* for two of the four indicators. A somewhat better result was achieved in the area of *Accountability – Proactivity of the local administration in publishing information on the official website*. A relatively good result was achieved only in the area of *Public financial management*.

During the research, we got the impression that the situation is certainly better, but due to the lack of will to communicate with the researchers, we cannot argue that impression.

Conclusions



Strategic framework for public administration reform

We cannot determine with certainty whether this strategic framework exists, because the City did not respond on the request for access to information of public importance, and they were not found on the City's website.



Policy development and coordination

The city of Vršac does not inform citizens via the website about sessions of the City Council, no informs about the held sessions, nor announces the next ones, there are no press releases, reports, or any similar form. Decisions made by the Chamber are published only in the *Official Gazette* and irregularly. On the website of the City of Vršac, there is a special page *Javne rasprave* (Public hearing), which sporadically contains information about documents, public hearings and reports on held public hearings. In the *Vesti* (News) section, you can also sporadically find notices about public hearings. The town of Vršac does not have a Facebook page.



Public services and human resource management

The only available information published on the website: the announcement that there is a *Department for Human Resources Management*, with a description of the responsibilities of the 5 expected executors, then the *Decision on the organization of the city administration and the Rulebook on the systematization of work positions in the city administration*, but not the *Reports on the number of employees*. As part of a special page, competitions for 15 work positions in the period 2020–2022 are published on the website, contain all methodological elements, but are written in bureaucratic language and not in the languages of national minorities. *The code of conduct for officers and officials has been adopted and is available on the website*. Also, there are the *Decision on the formation of the Complaints Commission and the Rules of Procedure of the Complaints Commission* on the website, as well as the *Local Anti-Corruption Plan*, but its validity has expired. There is no information on whether the new one is in the process of development or adoption.



Accountability

Proactivity of the city administration is at a satisfactory level. *The Directory, Information sheet, Statute, Rulebook on the organization and systematization of workplaces, then the Annual Public Procurement Plan*, strategic documents and documents related to the preparation and implementation of the budget, are published on the City's website and are easily accessible. No documents related to the preparation of the budget were published, nor were calls for public hearings, nor reports with regards to them. The documents were published only in the Serbian language, and not in the languages of national minorities that are in official use.



Service delivery

There is no information on the existence of a public policy document that deals with ensuring and increasing the quality of service delivery to citizens, nor on the existence of a Single administrative point, on monitoring the degree of satisfaction of citizens, nor on access to facilities for people with disabilities. No service provided by the City of Vršac is available on the *eUprava* portal. On the website, it is not possible to determine whether the City of Vršac provides services in the languages of national minorities that are in official use.



Public financial management

The city of Vršac did not submit data on compliance with the budget calendar. Documents related to the budget (*Decisions on the budget, Decisions on the final account, Reports on the use of budget reserves*, as well as six-month and nine-month *Reports on budget execution*) are available on the site, but they are not easy to find, because they are given in PDF format, or on pages that cannot be reached from the menu, but only through the browser, or are given only within the *Official Gazette*. There are *Citizen's Guides to the budget decision*, but not a *Guide to the final account*. *The Rulebook on the closer determination of public procurement planning, the Rulebook on the organization and systematization of work positions* are available, but not the *Report on the employment of public procurement work positions*. Public procurements are published on the Public Procurement Portal.



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