

Respondent

< 9 Anonymous >

250:01  
Time to complete

1. Country name \*

Montenegro

## Contact information

2. Your name \*

Milica Vučinić

3. Title \*

Ms

4. Organization \*

Ministry of public administration, digital transformation and media

5. Email \*

milica.vucinic@mju.gov.me

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Responses for this questionnaire are provided in

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

www.gov.me; www.euprava.me

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

www.euprava.me; www.dokumenta.me; www.covidogovor.me;  
https://www.ezdravlje.me/ezdravlje/authorization-server/login#!/;  
https://www.dnevnik.edu.me/login; http://biraci.me/; https://eprijava.tax.gov.me/;  
http://www.nekretnine.co.me/me/Katastarski\_podaci.asp;  
https://www.upisi.edu.me/#/loginPage;

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar \*

<https://www.euprava.me/eparticipacije>

10. Please provide link(s) for portal(s) providing following services/features:

- Open government data

[www.data.gov.me](http://www.data.gov.me)

11. Please provide link(s) for portal(s) providing following services/features:

- Public procurement

[https://www.javne-nabavke.com/international/crna\\_gora](https://www.javne-nabavke.com/international/crna_gora)

12. Please provide link(s) for portal(s) providing following services/features:

- Others (if any)

<http://www.euprava.me/elicence1>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

There is no national Agency, only Ministry of public administration, digital society and media is in charge for the eGovernment development

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Marina

16. Title \*

Banović

17. Organization \*

Ministry of public administration, digital society and media

18. Email \*

marina.banovic@mju.gov.me

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## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

There is Information Security Council and Electronic Government Council in aim to monitor the eGovernment development in comprehensive way

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

Ministry of ecology, spatial Planning and Urbanism

22. Education \*

Ministry of education, science, culture and sports

23. Health \*

Ministry of health

24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of finance and social welfare

25. Employment and Labour \*

Ministry of finance and social welfare

## 26. Environment \*

## 27. Justice \*

## 28. Economy/finance \*

## 29. Industry/trade \*

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## B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No

## COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

<https://www.covidodgovor.me/>

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*

Yes

No

33. Please provide link and detail.

The budget is not yet adopted

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

35. Please provide link and detail.

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## C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

37. If yes, please provide link and detail.

Law on Free Access to Information  
[https://www.gov.me/ResourceManager/FileDownload.aspx?  
rid=101461&rType=2&file=13\\_63\\_25\\_4\\_2012.pdf&alphabet=cyr](https://www.gov.me/ResourceManager/FileDownload.aspx?rid=101461&rType=2&file=13_63_25_4_2012.pdf&alphabet=cyr)

38. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

39. If yes, please provide link and detail.

Law on personal data protection: <http://www.azlp.me/docs/zajednicka/zakoni/zakon-o-zastiti-podataka-o-licnosti.pdf>

40. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

41. If yes, please provide link and detail.

Law on information security: <http://www.katalogpropisa.me/wp-content/uploads/2016/11/Zakon-o-informacionoj-bezbjednosti.pdf>

42. Is there any legislation, law or regulation on digital identity? \*

Yes

No

43. If yes, please provide link and detail.

Law on Electronic Identification and Electronic Signature:  
<http://www.sluzbenilist.me/pregled-dokumenta-2/?id={8F748B4F-D893-46AE-9B9D-0A12B586ABF7}>

44. Is there any legislation, law or regulation on digital signature? \*

Yes

No

45. If yes, please provide link and detail.

Law on Electronic Identification and Electronic Signature:  
<http://www.sluzbenilist.me/pregled-dokumenta-2/?id={8F748B4F-D893-46AE-9B9D-0A12B586ABF7}>

46. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

47. If yes, please provide link and detail.

Law on procurement: <http://www.katalogpropisa.me/wp-content/uploads/2020/01/Zakona-o-javnim-nabavkama.pdf>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

51. If yes, please provide link and detail.

Law on electronic Government: <http://www.sluzbenilist.me/pregled-dokumenta-2/?id={5580F3CE-BB54-46F0-9CFC-46ED5D5A7B58}>

52. Is there any legislation, law or regulation on open government data? \*

Yes

No

53. If yes, please provide link and detail.

Law on electronic Government: <http://www.sluzbenilist.me/pregled-dokumenta-2/?id={5580F3CE-BB54-46F0-9CFC-46ED5D5A7B58}>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

55. If yes, please provide link(s) and detail(s).

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## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

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Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

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

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

79. Internet of Things (IoT) - please provide link and detail:

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

82. Please provide link and detail.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

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## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

88. If yes, please provide link and detail.

89. Is there a national e-participation policy/strategy or similar? \*

Yes

No

90. If yes, please provide link and detail.

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

96. If yes, please provide link and detail.

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

98. If yes, please provide link and detail.

99. Does the Government use any social media platform(s)? \*

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

i) Twitter: [https://twitter.com/intent/follow?  
original\\_referer=http%3A%2F%2Fgov.me%2F&ref\\_src=twsrc%5Etfw&screen\\_name=VladaCG&tw\\_p=follow](https://twitter.com/intent/follow?original_referer=http%3A%2F%2Fgov.me%2F&ref_src=twsrc%5Etfw&screen_name=VladaCG&tw_p=follow)  
Facebook: <https://www.facebook.com/VladaCrneGore/> Youtube:  
<https://www.youtube.com/channel/UCnPgxxUNDiW7bqWPJEBiXw> ii)  
<http://eusluge.euprava.me/eParticipacija/Konsultacije/>

101. Please include any guidelines for government officials/institutions on the use of social media.

Government of Montenegro has adopted in 2018 The Communication rules

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

103. If yes, please provide link (URL) and detail.

## F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

105. If yes, please provide link and detail.

The statistic are used for eGov analyses.

106. Does the Government measure user satisfaction of e-government services? \*

Yes

No

107. If yes, please provide link and detail.

Ministry of public administration, digital society and media monitors the user satisfaction through the questionnaire on eGov Portal and only monitors eServices that are published on this portal

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

Ministry of public administration, digital society with United Nations Development Programme has launched the implementation of the project "E-services and digital infrastructure as COVID-19 response measure" will support the development of digital public administration and platforms, electronic portals, and the development of e-services of the highest complexity for both citizens and businesses on both central and local level. The digital transformation of the Public Administration will entail the development of a set of complex software system and upgrading the existing ones, while removing the malfunctions and enabling the efficient and rapid response to citizens/businesses' needs in the provision of public e-services. In addition, the project will raise the awareness of citizens and the businesses about the importance and benefits of digital services and tools, but also enable them to participate in creating those that are necessary to meet their needs. Beside this e-Governance Academy (estonia) in cooperation with our ministry is preparing the Digital Maturity Assessment which will be included in the Strategy of digital transformation of Montenegro.

111. Please provide any other information related to e-government development in your country. \*

In 2020, the Ministry of Public Administration, Digital Society and Media, formally in charge of the "digital domain", started preparing the draft tofor the Digital Transformation Strategy of Montenegro 2022-2026, which will be proposed to the Government of Montenegro for its adoption. The Government of Montenegro recognises digitalisation as one of the priorities for the development of Montenegrin society, taking into consideration the processes that can effectively influence and improve the quality and standard of living of Montenegrin citizens. The Digital Transformation Strategy will comply with the goal and objectives of the new Public Administration Reform Strategy 2021-2025 in the area of e-Government, that is currently being drafted. Namely, these two strategies are concerned with comprehensive digitalization in the provision of public administration services, and will address the issues of the development of interoperability, and the identification of all relevant stakeholders in ICT and business sector and their cooperation in the area of delivery of e Sservices delivery. The Law on Electronic Government (Official Gazette of Montenegro, No 72/19) was adopted on 3 January 2020, entering into force six months after its adoption, 4 April 2020. The Amendments to the Law on Electronic Identification and Electronic Signature (Official Gazette of Montenegro, No 72/19) entered into force on 3 January 2020.

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## Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

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## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

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