

An easier way to obtain permits in BiH

Electronic Registry of Permits (E-Registry) is a centralized data base of administrative procedures under the competence of the respective authorities, published on their web pages and intended for the public at large. Establishment of this service is aimed to provide the citizens and businesses with a transparent overview of how the administrative procedures are carried out, as well as with a faster and streamlined access to information on what are the procedures for obtaining permits under the competences of the respective authorities.

Access to the E Registry

Through simple access to the E-Registry, businesses attain a complete overview of all elements of the permits they are interested in: the documents required and related costs, information about the manner and place of obtaining the required documents, as well as the deadlines in which the administration should decide upon the application. The templates which the applicant needs to fill out and file together with the accompanying documentation as the application for deciding upon are available from the same place. With the establishment of this service, legal entities and the public can obtain the necessary permits, certificates and licenses in a more transparent, easy, faster and cheaper manner.

E-REGISTRIES OF PERMITS IN BOSNIA AND HERZEGOVINA

Efficient administration – relief on the economy

Efficiency of the E-Registry itself is in direct correlation with its regular updating. With the aim of strengthening the efficiency of the administration, process improvement and economic development in general, each E-Registry should contain the most recent and most precise data about the permits, certificates and licenses, including the contact details of the competent authorities. Each institution wishing to create better conditions for attracting the investors and accelerating the economic development of its surrounding, should have in its E-Registry the most recent data on permits, in order to avoid mistakes and delays in the process in any of the administrative procedures, as well as the contact details of persons in charge of particular operations. The practice to date demonstrates that E-Registries of permits are exceptionally well visited, that there is a high degree of interest for permits and that, with the aim of accelerating the process, regular updating is of exceptional importance.

Faster, easier, cheaper

Collecting all of the required documents is the first step in the process of obtaining any permit or start of business operations. Before the E-Registries were established, it took days and weeks to collect all of the necessary information, forms and documents. All of these are now available from a single location, where all it takes to get from an idea to implementation for businesses is a visit to the web site of the authority and becoming familiar with the requirements for the needed permit. Another benefit is the fact that municipalities and cities should obtain a vast number of documents *ex officio* which additionally accelerates the process and drives down the registration costs.

Establishment of E-Registries and simplification of procedures on all levels in Bosnia and Herzegovina over the last five years has resulted in 15.86 million KM of direct savings for companies, with over 4,000 businesses that have benefited from streamlining of procedures for starting operations, which testifies to the significance of the E-Registry for the economy and citizens and the need for their ongoing updating. E-Registries of permits are a part of

the results of regulatory reform which the governments across Bosnia and Herzegovina are implementing in cooperation with the International Finance Corporation (IFC, member of the World Bank Group) and the Kingdom of Sweden.

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“The very fact that the time from the idea to start of operations has been reduced to the least amount possible speaks volumes about the importance of this type of registry. Since time constitutes one of the most important factors for successful operations, any shortening of the procedures is considered a great benefit for employers.”

Aco Pantić, Association of Cities and Municipalities of Republika Srpska

“Electronic registry of permits is of great importance for the business sector in Republika Srpska since it significantly shortens the procedures for making decisions on all applications submitted to municipal and city administrations. In doing so, we are creating a favorable business environment in order to improve the economic situation and facilitate the operations of businesses.”

Vesna Travljanin, Association of Cities and Municipalities of the Federation of Bosnia and Herzegovina

“With the implementation of the E-Registry on the locality, we have for the first time obtained a detailed data base of permits and information which will facilitate the operations for businesses in the Federation of Bosnia and Herzegovina. This way, local communities are once again demonstrating that they are at the service of the citizens.”

Predrag Zgonjanin, Union of Employers’ Associations of Republika Srpska

“The newly established E-Registry of permits is an excellent tool for attaining significant savings in the private and social sector. This will facilitate the work of all businesses, especially the investors who plan to come and invest their assets into new business capacities.”

Dragica Ristić, Chamber of Commerce of Republika Srpska

“As one of the institutions which is trying through its activities to accelerate the economic development of the environment in which it is active, and as the association of business in Republika Srpska, the Chamber of Commerce of Republika Srpska supports all of the activities which are aimed at providing comprehensive and timely information to businesses and potential investors, all with the aim of facilitating their operations.”

Kemal Grebo, Canton Sarajevo Chamber of Commerce

“The established electronic registries of permits, with up-to-date and accurate information, that provide easy access and overview, will surely contribute to easier operations, faster making of business decisions, better contacts and will thereby certainly attract potential investors. We believe this will enrich our data base which will be available for use to members of the Chamber as well as other businesses through our web page.”

E-REGISTRIES OF PERMITS IN BOSNIA AND HERZEGOVINA

- Council of Ministers of Bosnia and Herzegovina,
Ministry of Foreign Trade and Economic Relations
- Government of Republika Srpska,
Ministry of Economic Relations and Regional Cooperation
- Government of the Federation of Bosnia and Herzegovina
- Tuzla Canton
- Una-Sana Canton
- Zenica-Doboj Canton
- Municipality Tuzla
- City of Bijeljina
- Municipality Bosanska Krupa
- Municipality Novi Grad
- Municipality Bihać
- City of Banja Luka
- Municipality Novo Sarajevo
- Municipality Goražde
- Municipality Modriča
- Municipality Široki Brijeg
- Municipality Zvornik
- City of Doboj
- Municipality Tešanj
- Municipality Teslić