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14

**MOST FREQUENTLY ASKED  
QUESTIONS ABOUT THE  
MOST FREQUENT PUBLIC  
SERVICES FOR CITIZENS**



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This publication aims to provide citizens with information, respectively to answer their most frequently asked questions about the most frequently used public services, according to several life events. The publication should also serve, for example, on the part of data that every citizen can see online, in one place, for all services, thanks to the public services Catalogue that is in the process of preparation. Below you will find information about the following services:

1. Registration in the register of births
2. Acquiring citizenship on the basis of origin
3. Issuing a passport for the first time
4. Issuing an ID card for the first time
5. Registration in the register of marriages
6. Registration and termination of compulsory health insurance
7. Salary compensation during sick leave
8. Enrolling a child in primary school
9. Grant of student scholarship
10. Permanent financial assistance
11. Financial compensation for assistance and care by another person
12. Registration of ownership in the real estate cadastre on the basis of a purchase contract
13. Determination of property tax
14. Registration in the register of deceased

Taking into account the huge number of laws regulating public services and their delivery, it is difficult even for lawyers, and especially for citizens, to be fully aware of which authorities are responsible for which service, the conditions that need to be fulfilled, respectively evidences which are necessary for obtaining a certain public service, which is the legal protection mechanism in cases of unlawful acts of public authorities, whether and how much administrative fees and other fees should be paid in order to realize a certain service and other relevant data related to services. Such data will be part of the Catalogue of Public Services.

## CATALOGUE OF PUBLIC SERVICES

The Catalogue of Public Services is a register of public services in Macedonia, which will be available online, and which will give full information to citizens on the manner of obtaining public services. The Ministry of Information Society and Administration is working on the preparation of the Catalogue, in which all data on the procedures for obtaining public services will be shown in one place. The development of the Catalogue is the basis for future delivery of these services via the Internet, as well as for further simplification of the service delivery procedures. The Catalogue will help to identify possible problems or differences between the legally prescribed conditions for different services and established practice in the institutions, as well as to harmonize the practice of issuing public services in different places in Macedonia.

In the Catalogue of Services, the authorities will also enter contact details of the responsible units/services/officers, information on possible payments for the services, and will attach the valid templates/forms.

Citizens constantly face problems that are caused by the non-compliance of legal regulations and established practice. The legally prescribed guidelines may be incomprehensible, vague or complicated for citizens, leading to the need for citizens to contact institutions for the initial information about obtaining the services. Often, information is not available online, and they may be vague or out of date. Hence, a good part of the citizens are burdened with one address to the desk for obtaining information, then a second one for submission of documents, and third address to check the status of the procedure etc.



## LEGAL PROTECTION

Citizens have the right to legal protection against any administrative action or omission of administrative action or against a real act, if by that action or omission his/her rights or legal interests are violated<sup>1</sup>. Legal remedies available to citizens are:

- appeal;
- repetition of the procedure and
- objection.

After the exhaustion of such remedies, respectively when the appeal and the objection are not guaranteed by law, the citizen has the right to initiate an administrative dispute by filing a complaint with the Administrative Court.

<sup>1</sup> Article 104 of the Law on General Administrative Procedure („Official Gazette of RM“ no.124/2015)

## ELECTRONIC AVAILABILITY



Citizens still have very little of complete available services electronically, respectively electronic services. The draft law on electronic management and electronic services<sup>2</sup>, prepared in 2018, defines as electronic services those administrative services which the competent bodies, in accordance with their legal competence and services provided electronically. The Law stipulates that electronic services will be completely achievable electronically, which means that the only contact point of the citizen for submitting a request for the service, identification of the citizen as a party, eventual exchange of data between the institutions by electronic means and ultimately acquiring the right by the citizen, respectively obtaining evidence for acquiring the right shall be an electronic device. The citizen should not need any interaction in the premises of the institutions, in the whole process.

Although the regulations say that the filing the request to initiate the procedure for obtaining the service can be performed verbally or in writing, directly with the competent authority, some institutions have gone a step further in the electronic communication, and allow the citizens to submit a request electronically. These, however, are not electronically accessible services for the citizens, but only a possibility for eventual electronic initiation of the procedure. Hence, in the text below, it is especially emphasized that citizens have the opportunity to submit an application for obtaining the service electronically.

The legislation stipulates that public bodies are obliged to be service-oriented to citizens when they deliver public services within their competence, that is, to practice their role of service for citizens when they need to exercise their rights and interests. Citizen-centric approach to delivery of public services is not only an empty phrase that should confirm the belonging of the Macedonian administration to the European administrative space, but rather a system of legal institutions and mechanisms, and their consistent implementation will enable efficient realization of public services. The guidelines of the European Union and SIGMA<sup>3</sup> go a step further and as the best model for good governance they recommend the services to be improved not only for the citizens, but with the citizens, too.

In order to provide organized citizen contribution and participation in the reforms related to public services, a CSO Network is established to improve public services. The network, established within the framework of the project “Citizen-centric approach to

<sup>2</sup> The draft law is available on MISA's website on the following link: [http://www.mio.gov.mk/sites/default/files/pbl\\_files/documents/legislation/zeueu.pdf](http://www.mio.gov.mk/sites/default/files/pbl_files/documents/legislation/zeueu.pdf)

<sup>3</sup> SIGMA comments on the draft text of the Public Administration Reform Strategy [http://www.mio.gov.mk/files/pdf/dokumenti/SIGMA%20Comments%20on\\_Draft\\_PAR%20Strategy.pdf](http://www.mio.gov.mk/files/pdf/dokumenti/SIGMA%20Comments%20on_Draft_PAR%20Strategy.pdf)

delivery of public services”, aims to raise citizens involvement in the creating the reforms in this area, but also to strengthen the capacities of Civil Society Organizations and to establish a partnership relationship with key institutions, which are policy makers related to the delivery of public services.

## WHAT ARE PUBLIC SERVICES?



Regardless whether the notion is public services, public services or services of general interest is used; public services are at the center of attention in modern society because their good functioning and availability affect the citizens' life quality and their sense of “satisfied citizen”. For a long time in the Macedonian legal system there was no clear definition of the term public service. The notion of public services, although in a narrower sense, was envisaged by the Law on Local Self-Government, as the performance of works of public interest of local importance to the users. The Law on Institutions, which regulates the performance of public services of public interest, for the first time was foreseen the definition of public service as an activity performed by the institutions in the fields of education, science, culture, health, social protection, child protection, and protection of persons with intellectual or physical disability, as well as in other activities that by law are determined as a public service. However, it regulates the realization of a public service as an activity that is not registered under a trade activity determined by law (non-commercial activity) and which can be determined by law as an activity of public interest. Yet, the concept of a public service is much wider, and in accordance with the Law on General Administrative Procedure<sup>4</sup> it includes adoption of administrative acts, conclusion of administrative contracts, protection of public service users and services of general interest, as well as other actions undertaken by public authorities. Taking into account this concept, public services are all services that public authorities provide to citizens, as well as services of general interest that legal entities provide to citizens on the basis of public authorization issued by a public authority.

The data in this publication are collected by analyzing the applicable regulations governing public services, as well as the information from the competent institutions websites for services they allow submission of a request (for the initiation of the procedure) electronically. The institutions will check, supplement and verify the data in the Catalogue, while this publication is made before the verification of the data by the institutions and the publication of the portal in public.

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4 “Official Gazette of RM” no.124/2015

# 1

## REGISTRATION IN THE REGISTER OF BIRTHS

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Birth
- **WHAT IS THIS SERVICE ABOUT?** Every newborn child should be registered in the Register of Births. Parents are obliged to submit a request for enrolling their newborn child in the Register of Births within 30 days of birth, in the region where the child was born
- **HOW IS THIS SERVICE INITIATED?** This service is initiated at the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Office for management of registers of births, marriages and deaths (OMRBMD), a body within the Ministry of Justice.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** At local level; at the regional units of OMRBMD.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing on the counter. Note: this should not be mistaken with the opportunity to electronically submit a request for a Birth certificate from Register of Births via the OMRBMD portal.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE OFFICE DELIVER THE BIRTH CERTIFICATE TO YOU?** They can deliver it by mail or you can personally pick it up at the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.

● **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Record keeping.

● **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

1. Identification document (ID card or Passport) from parents (photocopy and original for authentication);
2. Marriage certificate of the parents for a child born in marriage or Birth certificate of parents (and obligatory presence of both parents) for a child born in an extramarital community;
3. Request for issuing a Birth Certificate for a newborn child.<sup>4e</sup>

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** The Register of Births is a public document in which the basic personal data of the citizens at birth are recorded, as follows: data about the birth of the child: name and surname; sex of the child; hour, day, month, year and place of birth of the child; citizenship, personal identification number and data for the parents of the child, as follows: name and surname (for mother the maiden name, too); day, month, year and place of birth; nationality (ethnicity); citizenship and personal identification number; residence and address of the apartment.

● **HERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** <https://www.uvmk.gov.mk/mk/izdavanje-na-izvod>



## DILEMMAS FOR THE NECESSARY DOCUMENTS FOR OBTAINING PUBLIC SERVICES

For certain services, the legal acts do not specify the exact names of the documents that need to be submitted as evidence, that is, the acts say only “proof of ...”, which is not clear to the customers at all. In such cases, the citizen may not receive the service if he does not hit the evidence and eventually has to go to get information about the required document in the institution even before starting the procedure for obtaining the service or he/she can be exposed to unnecessary expenses.

Example:

The citizen assumes that the Birth certificate, ID card or passport can serve as a proof of citizenship. On the other hand, the Law on Citizenship of the Republic of Macedonia<sup>5</sup> states that the citizenship of the Republic of Macedonia is proven with a valid ID card or passport, as well as a Certificate of Citizenship of the Republic of Macedonia. Such details are often not known to every citizen, and perhaps the specific institution where the service is requested in their daily practice accepts only one of these documents as evidence.

For certain services, the legal acts state only the conditions that a person should fulfill in order to obtain the service, which is also insufficiently clear to the customers. When the requirement relates to evidence of a factual situation that is undeniable, it is necessary to improve the acts in which the evidence will be accurately identified.

Examples:

1. Not to be deprived of or to have limited business ability.
2. To have settled legal property obligations against state bodies.

## 2

### ACQUIRING CITIZENSHIP BY ORIGIN – BOTH PARENTS AT THE TIME OF BIRTH ARE CITIZENS OF THE REPUBLIC OF MACEDONIA

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Birth.
- **WHAT IS THIS SERVICE ABOUT?** If both parents have citizenship of the Republic of Macedonia, they may submit a request for acquiring citizenship of the Republic of Macedonia by the origin of their child.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.

<sup>5</sup> "Official gazette of RM" no. 67/1992, 08/2004, 98/2008, 158/2011, 55/2016

● **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?**

Ministry of Internal Affairs.

● **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** In the regional unit of the Ministry of Internal Affairs.

● **HOW CAN YOU SUBMIT A REQUEST?** A request for acquiring citizenship (prescribed form) is submitted, in writing, to the archives or on the counter

● **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.

● **HOW CAN THE OFFICE DELIVER THE CITIZENSHIP CERTIFICATE TO YOU?** They can deliver it by mail or you can personally pick it up at the counter.

● **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.

● **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Citizenship of the Republic of Macedonia.

● **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

1. ID cards of parents;
2. Passports of parents;
3. Certificate of citizenship of parents;
4. Birth certificate of the child.

Note: Evidence under ordinal number 2, 3 and 4 are considered to have been submitted as an attachment to the request, and they obtained by the Ministry of Internal Affairs ex officio.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?**

The child who acquires citizenship of the Republic of Macedonia by origin is considered a citizen of the Republic of Macedonia from the moment of his/her birth. Citizenship is a legal relationship between individuals and the state and does not indicate the ethnic origin of persons. Citizenship of the Republic of Macedonia is proven with a valid ID card or travel document. Citizenship of the Republic of Macedonia is also proven by the Certificate of citizenship of the

Republic of Macedonia, which is issued by the Ministry of Internal Affairs on the basis of the records.

● **WHERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** <http://www.mvr.gov.mk/upravni-rab/18>

# 3

## ISSUING A PASSPORT FOR THE FIRST TIME

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Travel and personal identification.
- **WHAT IS THIS SERVICE ABOUT?** To travel and stay abroad, as well as for returning to the country, as a citizen of the Republic of Macedonia, you need a passport
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** To the Regional offices of the Ministry of Internal Affairs.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** Request for issuing a passport is submitted on a prescribed form to the Ministry of the Interior.
- **HOW CAN YOU SUBMIT A REQUEST?** Request for issuing a passport (form) is submitted in writing to the archives or on the counter. The personal presence of the applicant (for adults) or the parent/parents or the guardian (for minors) is compulsory.Задолжително е закажувањето на термин за поднесување на барањето.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE OFFICE DELIVER THE PASSPORT TO YOU?** It is per-

sonally picked up at the counter.

● **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No..

● **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on travel documents of the citizens of the Republic of Macedonia.

● **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

1. Birth Certificate, respectively Marriage Certificate.
2. Valid ID card (enclosed with the request) or other public identification document.

**Note:** evidence under Item 1 is considered to have been enclosed to the request and it is obtained by the Ministry of the Interior ex officio.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** The passport is a personal identification document issued to a citizen of the Republic of Macedonia for traveling and staying abroad, as well as for returning to the country

For persons over the age of 27, the passport is issued with a validity period of ten years. For persons aged 4 to 27, the passport is issued with a validity period of five years. For persons up to the age of four years, the passport is issued with a validity period of two years. The holder of the travel document is obligated to carefully keep the travel document

● **WHERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** <http://www.mvr.gov.mk/upravni-rab/10>

# 4

## ISSUING FIRST ID CARD FOR ADULTS

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Adulthood.
- **WHAT IS THIS SERVICE ABOUT?** Citizens with 18 years of age are obliged to have an ID card.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** To the Regional units of the Ministry of Internal Affairs.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** Request for issuing an ID card (form) is submitted to the Regional unit of the Ministry of Internal Affairs according to the citizen residence.
- **HOW CAN YOU SUBMIT A REQUEST?** Personally at the counter or in the archives.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE OFFICE DELIVER THE ID CARD TO YOU?** It is personally picked up at the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on ID card.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  1. Birth Certificate, respectively Marriage certificate;
  2. ID card or passport (of one of the parents is enclosed together with the request for issuing the first ID card for adults).

Note: evidence under Item 1 is considered to have been enclosed to the request and it is obtained by the Ministry of the Interior ex officio.

- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** The ID

card is a public document which proves the identity, citizenship, residence and address of the citizen of the Republic of Macedonia.

● **WHERE CAN BE MORE INFORMATION FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** <http://www.mvr.gov.mk/upravni-rab/10>

# 5

## REGISTRATION IN THE MARRIAGE REGISTER

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Marriage.
- **WHAT IS THIS SERVICE ABOUT?** The spouses submit a request for marriage, at a time which they will determine. The act of marriage is recorded in the Marriage Register of the married couple at the moment when it is concluded, thus formally legal marriage is concluded and the rights and obligations of the Family Law and other regulations regulating the obligations of the marital partners arise
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Office for management of registers of births, marriages and deaths (OMRBMD), a body within the Ministry of Justice.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted at local level.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing on the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** It's not possible. This should not be mistaken with the opportunity to electronically submit a request for a Marriage certificate from the Marriage register via the OMRBMD portal.
- **HOW CAN THE OFFICE DELIVER THE MARRIAGE CERTIFICATE TO YOU?** By mail or you can personally pick it up on the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.

● **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Record keeping.

● **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST FOR MARRIAGE?**

1. Identification document from both spouses and witnesses at the conclusion of the marriage;
2. Birth certificates of the future spouses;
3. Request for issuing a Marriage certificate.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** During the wedding, in the Marriage Register, are recorded the following basic personal data of the citizens: data for the conclusion of the marriage: name and surname of the spouses; day, month, year and place of birth; Personal number, citizenship, nationality, address of the spouses residence; day, month, year and place of marriage and statements of spouses for their surname; name and surname of the parents of the spouses; name and surname and place of residence of the witnesses at the conclusion of the marriage, name and surname of the official person before whom the marriage is registered and the name and surname of the registrar; annulment of marriage or termination of marriage; name and surname and residence of the power of attorney if at the conclusion of the spouses is represented by a power of attorney and changes in the name and surname of the spouses.

● **WHERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** [https://www.uvmk.gov.mk/files/pdf/admin\\_taksa.jpg](https://www.uvmk.gov.mk/files/pdf/admin_taksa.jpg)  
<https://www.uvmk.gov.mk/files/pdf/pp50.jpg>

## ATTACHMENT OF ALTERNATIVE DOCUMENTS

For certain services, it is envisaged attachment of alternative documents, which act as “a document for ...”. For example, the forms that are part of the rulebooks under the authority of the Ministry of the Interior, which refer to personal documents, stipulate that an ID card or a personal identification document having a photograph issued by a competent authority may be attached in order to prove the identity when submitting a request to the state organs .

Although under the given definition it can be understood that such a document is also the driver’s license, in practice driver’s licence is not accepted as valid proof of a citizen’s identity in several institutions.



# 6

## REGISTRATION AND TERMINATION OF COMPULSORY HEALTH INSURANCE

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Employment, termination of employment, temporary unemployment, retirement.
- **WHAT IS THIS SERVICE ABOUT?** Rights from compulsory health insurance can only be realized by a person who has been identified as an insured person. The health insurance application is submitted within eight days from the day of the establishment of the employment relation, respectively from the date of acquisition of the status on the basis of which one is obliged to submit a mandatory health insurance application.
- **HOW IS THE SERVICE INITIATED?** Upon request by the citizen or by the taxpayer for calculation and payment of the contribution (usually the employer).
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Health Insurance Fund.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** Application (Form 30-1) for enrolment-check out for compulsory health insurance is submitted to the Health Insurance Fund at the regional level.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing in the archive, on the counter, by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** It's not possible.
- **HOW CAN THE DECISION BE DELIVERED TO YOU?** It can be personally picked up or it can be delivered by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law n health insurance.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

The applicant is obliged to attach to the application appropriate evidence proving the legal basis for insurance, except for those evidence (facts) that the Fund has in disposition ex officio.

Everyone should submit an application for health insurance (Form 3O1).

In most points 1, 2, 3, 5, 7, 8, 9, 10, 11, 12, 13, 14 and 15 it is necessary to submit a health card.

In certain cases, for example, an individual farmer, it is necessary to submit a Property list or a Possession list (not older than 6 months) or a Verification form issued by the Public Revenue Office for realized revenues of performing an agricultural activity or an Contract for lease of agricultural land.

Persons who enroll at the Employment Agency and actively seek work should also submit an ID card for inspection; proof that the person is registered in the EARM (a copy of the card or certificate); Birth Certificate (copy), respectively Marriage certificate.

Citizens of the Republic of Macedonia who are not compulsory insured under one of the points 1 to 14, who seek determination of the status of an insured person, to the application for compulsory health insurance should enclose the following:

- application for admission in the compulsory health insurance;
- Copy of the Birth certificate, respectively Marriage certificate;
- Copy of the ID card, with applicant's consent, and
- Health legitimation.

For the insured persons - family members, evidence proving the relationship with the insured person (Birth certificate, Marriage certificate or decision by a competent authority) should be enclosed to the application.

application for admission in the compulsory health insurance;

- Copy of the Birth certificate, respectively Marriage certificate;
- Copy of the ID card, with applicant's consent, and
- Health legitimation.

For the insured persons - family members, evidence proving the relationship with the insured person (Birth certificate, Marriage certificate or decision by a competent authority) should be enclosed to the application.

For the insured person's children, of the age over 18 years, a certificate for regular education is enclosed to the application.

For children who are or will become incapable of independent living and work, a decision that the child is unable to live and work independently according to the

regulations on pension and disability insurance, respectively for social protection, should be enclosed to the application.

### ● WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?

Insurance is compulsory for:

- 1) employee in working relationship with a legal entity, self-employed person, institution, other legal entity that performs activity of public service, state body and body of Local self-government and the City of Skopje;
- 1-a) executive member of the Board of Directors in a trade company, member of the Board of Directors in a trade company, respectively manager in a trade company, if it is not insured on any other basis;
- 1-b) a person who has a short-term employment in accordance with the Law on temporary employment agencies;
- 2) a citizen of the Republic of Macedonia who is employed on the territory of the Republic of Macedonia with foreign and international bodies, organizations and institutions, with foreign diplomatic and consular representations, in the personal service in foreign diplomatic and consular offices or is in the personal service of foreigners, unless it is otherwise stipulated by an international agreement;
- 3) self-employed person;
- 4) an individual farmer;
- 5) a religious clerk;
- 6) temporary unemployed person while receiving financial compensation from insurance in case of unemployment;
- 7) a citizen of the Republic of Macedonia employed abroad, if during that time is not compulsory insured with a foreign insurance holder according to the law of the country he is employed at, or according to an international agreement, and had a residence on the territory of the Republic of Macedonia immediately before the establishment of the employment abroad - for family members who live in the Republic of Macedonia;
- 8) pension and salary compensation beneficiary according to the regulations on pension and disability insurance;
- 9) a citizen of the Republic of Macedonia who receives a pension or disability pension by a foreign insurance holder from a state which the Republic of Macedonia has not concluded/undertaken a Social Security Agreement or the Republic of Macedonia has concluded/undertaken such an Agreement with, but it does not regulate the possibility of exercising the right to health insurance while staying in the territory of the Republic;

- 10)** a person entitled to permanent financial assistance; a person with recognized refugee status; person under subsidiary protection; a person accommodated in a foster family; a person accommodated in a social protection institution (for institutional and non-institutional protection); beneficiary of financial assistance for assistance and care by another person; a person who is 18 years old and has had the status of a child without parents and without parental care, up to 26 years of age, and uses social financial assistance; a person – victim of domestic violence which a measure of protection is undertaken for in accordance with the Law on Family and a person covered by organized independent living with support, if it can not be insured on another basis;
- 11)** a foreigner who is on the territory of the Republic of Macedonia in a working relationship or in service of foreign natural and legal persons, international organizations and institutions or foreign diplomatic and consular offices if it is not otherwise determined by an international agreement;
- 12)** a foreigner who is attending school or vocational training in a the Republic if it is not otherwise determined by an international agreement;
- 13)** a person serving a prison sentence, a person who is in detention (if not insured on another basis) and a minor who is on the execution of an educational measure to be sent in an educational-correctional institution, and
- 14)** participant in the National Liberation War and participant in the People’s Liberation Movement in the Aegean part of Macedonia, war invalids and members of the families of the fallen fighters and the deceased participants in the National Liberation War, as well as the civilian invalids of the WWII, the persons persecuted and imprisoned for the ideas of the autonomy of Macedonia and its statehood, to whom this capacity have been determined by special regulations and members of the families and parents of the persons–citizens of the Republic of Macedonia, killed in the wars during the breakup of the SFRY;
- 15)** a citizen of the Republic of Macedonia who is not compulsory insured according to one of the points 1 to 14 of this Article.

Услугата не се наплаќа.

- **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE IN GENERAL?** <http://www.fzo.org.mk/default.asp?ItemID=8EA29900A5538440B67AEFD26FED42F3>

# 7

## SALARY COMPENSATION DURING TEMPORARY INABILITY TO WORK OR DUE TO ILLNESS OR INJURY

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Disease and injury
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Health Insurance Fund.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request (H1) for compensation of salary due to disease/care is submitted to the Health Insurance Fund at regional level.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing in the archive, on the counter, by mail.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE DECISION BE DELIVERED TO YOU?** It can be personally picked up or it can be delivered by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** The right to salary compensation during temporary inability for work due to sickness and injury can be realized by following insured persons:
  - 1) employee in working relationship with a legal entity, self-employed person, institution, other legal entity that performs activity of public service, state body and body of Local self-government and the City of Skopje;
  - 2) a citizen of the Republic of Macedonia who is employed on the territory of the Republic of Macedonia with foreign and international bodies, organizations and institutions, with foreign diplomatic and consular representations, in the personal service in foreign diplomatic and consular offices or is in the personal service of foreigners, unless it is otherwise stipulated by an international agreement;
  - 3) self-employed person.

In case of: illness and injury outside of work; injury at work and occupational disease; treatment and medical examination; nursing a sick child up to the age of three; nursing a sick member of close family over the age of three, but no more than 30 days; necessary association of a sick person sent for examination or treatment outside the place of residence; it is necessary to accompany a sick child up to the age of three while the child is on hospital treatment, but no more than 30 days; voluntary donation of blood, tissue or organ, and isolation for the prevention of infection.

● **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Health Insurance.

● **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

- Report on temporary inability for work – ISR form by a selected doctor;
- A notarized statement on the transaction accounts for the legal entity and a copy of the statements for the turnover and condition of the transaction accounts (only for a legal entity with one employee);
- Finding, evaluating and opinion of a medical committee;
- Evidence for applicants transaction account.

● **IS THE SERVICE CHARGED?** The service is not charged.

● **WHERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** [http://www.fzo.org.mk/WBStorage/Files/Obrazec\\_na\\_barawe\\_N1\\_\(Barawe\\_za\\_nadomestok\\_na\\_plata\\_poradi\\_bolestpovredanega\)-ZLP-OVL.pdf](http://www.fzo.org.mk/WBStorage/Files/Obrazec_na_barawe_N1_(Barawe_za_nadomestok_na_plata_poradi_bolestpovredanega)-ZLP-OVL.pdf)

[http://www.fzo.org.mk/WBStorage/Files/Upatstvo\\_za\\_popolnuvawe\\_na\\_N1.pdf](http://www.fzo.org.mk/WBStorage/Files/Upatstvo_za_popolnuvawe_na_N1.pdf)

# 8

## ENROLLMENT OF A CHILD IN PRIMARY SCHOOL

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Education.
- **WHAT IS THIS SERVICE ABOUT?** Compulsory primary education is realized in primary schools. The parent is obliged to enroll a child In the first grade of primary school id the child until the end of the calendar year will be six years.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** The Ministry of Education is the competent ministry, but the application is submitted at the school.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted in regional level, respectively directly to the school where the child is enrolled.
- **HOW CAN YOU SUBMIT A REQUEST?** The application can be submitted in person at the school or by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** It's not possible.
- **HOW CAN THE DECISION BE DELIVERED TO YOU?** In person or by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Primary Education.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - Certificate for received mandatory vaccinations of the child issued by a competent medical institution
  - additional documents listed as required by schools (data recorded on the Internet):
    - Photocopy of Birth certificate;
    - Photocopy of the identity card of one of the parents;
    - Certificate from a systematic examination of the oral cavity by dentist issued by the dental clinic that works within the school (based on MES notification under no. 11-119 3/2 of 26.03.2012. and Municipality Centar - Skopje filed under no. 08-2720 / 1 from 28.03.2012).

The service is not charged

- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** As an exception, the child can enroll in the first grade if turned six years until January 31 next year, upon prior request from the parent and received opinion of the psychologist or counselor at the school. The registration of the child at the request of the parent, can be postponed by the health institution by one year if it is determined that the child is not ready to go to school.

Compulsory primary education is realized in primary school lasts nine years and it is organized in three educational periods, from first to third grade, fourth to sixth grade and seventh through ninth grade. The parent or guardian of the student is obliged to allow their child to fulfill the obligation of compulsory primary education.

Children enroll in the first grade of elementary school students in May for the next school year.

- **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE IN GENERAL?** More information about the service can be found at the websites of local self-government units and at the primary schools.



## ADDITIONAL DOCUMENTS THAT MAY BE REQUESTED WHEN APPLYING

Citizens often encounter situations where although not formally required other document except legal documents listed in the application, when submitting the application they find out by the competent authorities or as unofficial information that they need to submit additional documents.

Example: During the enrollment period of a child in elementary school, in the websites of some municipalities and some schools, as well as physical of the schools in the period ahead the deadlines for enrollment of children, are published information that require additional documents. This difference in reporting and untimely reporting, puts citizens in disadvantage to obtain the service under difficult circumstances. In such cases, institutions have discretion and privilege to inform citizens or to subjectively apply them to individual cases.

It is necessary all the information for the citizens to be harmonized in municipal and central level, in order not to leave room for confusion or uncertainty among the citizens. Additionally, if the documents requested by another act (as in this example: notification of the Ministry), it is necessary as soon as possible to harmonize/amend acts that prescribe the service.



## GRANTS FOR STUDENT SCHOLARSHIP

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Education.
- **WHAT IS THIS SERVICE ABOUT?** In order to discover, encourage and nurture gifted students from various fields of science, technology, culture, art and sport, Ministry of education and science awards scholarships to students. The awarding of student scholarships is done based on a competition announced by the Ministry, which contains all the detailed conditions.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** The request for a student scholarship (application) is submitted to the Ministry of Education and Science (MES).
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The application can be submitted at central or regional level, depending on the scholarship. Conditions for submission published in the competition.
- **HOW CAN YOU SUBMIT A REQUEST?** By mail, at the counter or in the archive. The competition is published electronically through the portal of the Ministry and enables electronic submission of the application.
- **IS IT POSSIBLE TO SUBMIT THE APPLICATION ELECTRONICALLY?** Yes, in <http://konkursi.mon.gov.mk/?p=136&lang=mk>
- **HOW CAN THE DECISION BE DELIVERED TO YOU?** It can be personally picked up or to be submitted by mail.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No..
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** 3Law on students' standard.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**

Documents that need to be submitted when applying for a student scholarship are listed in the competition for scholarships, depending on the type of scholarship.

MES explains that the Certificate for citizenship of the Republic of Macedonia will be provided ex officio.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF ?**The competition for student scholarships, depending on the type of scholarship, contains specific conditions, the number and amount of scholarships and deadlines for awarding scholarships and method of application.

- The student must meet the following conditions:
  - to be a citizen of the Republic of Macedonia
  - to be a student in secondary education
  - to have achieved success in education, and depending on the type of scholarship, to prove that he/she meets the specific conditions:
    - unfavorable financial situation of the immediate family or
    - have won awards / diplomas in national /international competitions or
    - has proof that he/she is a student with special educational needs or
    - to have evidence that he/she is a child without parents.

● **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE IN GENERAL?** <http://konkursi.mon.gov.mk/?p=136&lang=mk> <http://mon.gov.mk/index.php/konkursi?limit=20&start=20>

## ADDITIONAL CONDITIONS FOR RECEIVING SERVICE

Where conditions are subject to evaluation by the institutions, citizens cannot know in advance whether they will be assessed as eligible to receive the service. The only way to adequately inform and prepare citizens is to list conditions/criteria for exercising the right or to obtain service, but on a timely manner.

Example: In practice, some of these services are published as competitions, while the acts explain the criteria and scoring. For example, when awarding scholarships for which is conducted evaluation and ranking, while the scholarships are awarded until funds are exhausted, the specific requirements, criteria and documents cited in the competition.

For all other services where there is evaluation and ranking, and competitions are not published, the acts should contain as much as possible information about citizens.

# 10

## PERMANENT FINANCIAL ASSISTANCE

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Inability to work.
- **WHAT IS THIS SERVICE ABOUT?** The right to permanent financial assistance belongs to a person incapable of work and financially unsecured, who can not provide funds for his/her existence on the basis of other regulations.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Центри за социјална работа.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** The request is submitted at the local level where the applicant resides.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing on the counter.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE DECISION FOR PERMANENT FINANCIAL ASSISTANCE BE DELIVERED TO YOU?** It can be delivered by mail or you can personally pick it up on the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Social Protection.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - 1) Valid ID card for citizens of the Republic of Macedonia or a permanent residence permit for a foreigner or ID card for recognized refugee or ID card for a person under subsidiary protection, which is submitted only to prove identity and citizenship or submitted application for recognition the right to asylum;
  - 2) Birth certificate;
  - 3) Marriage certificate, if the person has concluded marriage;
  - 4) Birth of the deceased, for a deceased family member;
  - 5) Court decision for divorce, if the person is divorced;

- 6) Property list;
- 7) Receipt of income from wages in the Republic of Macedonia or abroad;
- 8) Confirmation of earned pension in the Republic of Macedonia or abroad, for pensioners;
- 9) For an unemployed person, who is not in the records of the Employment Agency of the Republic of Macedonia is required a list of registered data of generated working experience;
- 10) Certificate for realized annual revenues from the Public Revenue Office;
- 11) Specific Court decision for legal support, if any;
- 12) Certificate for regular student, if any family member is a student, and
- 13) Report on the findings and opinion of doctor and medical documentation.
- 14) Exercising the right to financial assistance is not charged.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** In order to exercise this right, the person must be incapable to work and not to have enough resources. Incapable to work, in terms of this law, is considered any person:

1. with moderate, severe and profound disabilities in the mental development, and any person with combined and other disabilities in the development, which due to the degree of disability cannot acquire education, as well as any person with physical disability due to which he/she is incapable to work;
2. a person mentally ill and persons with permanent changes in their health status, and thus are incapable to work;
3. single mothers during pregnancy one month before delivery and single parent in accordance with the Law on family, untill the the child turns four years old;
4. child without parents and parental care that is not protected under the right to accommodation, who has no income on the basis of property and property rights and does not generate funds under other regulations, but up to 18 years of age. and
5. any person older than 65 years.

The amount of the permanent financial assistance is:

1. for the holder of the right 4.306 denars
2. for the carrier and one co-beneficiary, the amount is 6,028 denars
3. for carrier and two or more co-beneficiaries, the amount is 8.312 denars.

● **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE?**

More information about the services can be obtained online, but citizens can turn to social work centers and field offices through telephone contacts available on: <http://www.mtsp.gov.mk/institucii.nsp.x>



## FINANCIAL COMPENSATION FOR ASSISTANCE AND CARE BY ANOTHER PERSON

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Mental or physical disability.
- **WHAT IS THIS SERVICE ABOUT?** What does this service? Right to financial assistance for assistance and care by another person is ganted to a person over 26 years of age with moderate, severe and profound mental disabilities, persons with severe and extremely severe physical disability, completely blind person and a person with permanent changes in health condition, who needs assistance and care from another person because he/she cannot alone fulfill basic needs, if this right cannot be exercised on the basis of other regulations.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Center for Social Work.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted at the local level where the applicant resides.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing to the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** It's not possible.
- **HOW WILL THE DECISION FOR FINANCIAL COMPENSATION BE DELIVERED TO YOU?** By mail, or you can personally pick it up on the counter.

- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Social Protection.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - A photocopy of a valid ID card for citizens of the Republic of Macedonia, permit for permanent residence of foreigners, photocopy of ID card for recognized refugee or a photocopy of the ID card of a person under humanitarian or subsidiary protection
  - Primary care physician opinion about the need for assistance and care by another person
  - Medical documentation (specialist report, discharge list and other medical documentation).
  - The exercise of the right to Financial compensation for assistance and care by another person is not charged.
- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** The right for financial compensation for assistance and care by another person, by exception, is granted to a person over 26 years of age with severe and profound mental disabilities, person with severe and most severe physical disabilities, and a totally blind person whose type and degree of disability is determined by finding, evaluation and opinion of an expert body. Center for Social Work is obliged to inform the user of the need for a review two months before the expiry of the re-assessment to determine the need for assistance and care of another person. The Center conducts mandatory inspection at the home of the applicant in order to determine the facts and prepares a report on the merits of the right to Financial compensation for assistance and care by another person, who affect the exercise of the right. Need of assistance and care from another person on a larger scale has a person with severe and profound mental disabilities, person with severe and severe physical disability, completely blind person and a person with permanent changes in health status, due to which he/she cannot fulfil basic needs, neither can with the help of orthopedic devices independently move in the apartment or outside the apartment, cannot eat, dress, maintain personal hygiene, and cannot perform basic physiological needs. Need for help and care from another person on a smaller scale has a person who due to temporary changes in the health status cannot meet basic needs without the help from another person.

The amount of financial compensation for assistance and care from another person on a larger scale is 4,409 denars, aligned with the rise in the cost of living for the previous year published by the State Statistical Office, in January of the current year. The amount of financial compensation for assistance and care from another person on a smaller scale is 3,900 denars, aligned with the rise in the cost of living for the previous year published by the State Statistical Office, in January of the current year. The right to financial compensation for assistance and care by another person is suspended during the time the person is accommodated for more than 30 days in a health or other institution with a decision by the center. The need for assistance and care by another person with findings, assessment and opinion is determined by an expert commission that can be within a public institution, which in its activity treats problems in the field of psychophysical development of persons with a certain type of disability or in any other legal entity.

● **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE?**

More information about the services can be obtained online, but citizens can turn to social work centers and field offices by telephone contacts available on: <http://www.mtsp.gov.mk/institucii.nspk>



## OTHER DOCUMENTS NECESSARY FOR THE PROCEDURE

In certain legal acts are foreseen "other documents necessary for the procedure" also, among other evidences required to initiate a procedure for obtaining service, which is insufficiently clear to the customers. There are cases in which the evidences are referred to only as "evidence of ..." when fulfilling a condition or belonging to the category or establishing the facts can be demonstrated by several types of documents/evidences.

Example: For exercising the right to financial compensation for assistance and care by another person is required "other medical documentation" which actually can be more specific. In other services we come across, for example, the need for "evidence that the person receiving pension" which can be confirmed by several different documents, and numerous other documents which are not specified.

In such cases the acts allow institutions to be in superior position to the citizens, respectively there is legal uncertainty or it is an additional burden for the citizens. In such cases, institutions can on their subjective discretion decide on individual cases.

# 12

## REGISTRATION OF OWNERSHIP IN THE REAL ESTATE CADASTRE ON THE BASIS OF A PURCHASE CONTRACT

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons and legal entities.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** KBuying or selling real estate.
- **WHAT IS THIS SERVICE ABOUT?** The registration of title in the real estate cadastre , means formal transfer of the ownership of certain real estate from one person to another. After the registration of the right in the real estate cadastre, Natural person, respectively the legal person may obtain a Property certificate, as a formal proof of ownership of a particular real estate.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen and at the request by a legal entity (via legal entities with transferred public authorities).
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Agency for Real Estate Cadastre.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted in local level where the property is located.
- **HOW CAN YOU SUBMIT A REQUEST?** Electronically.
- **HOW CAN THE OFFICE SUBMIT THE PROPERTY CERTIFICATE TO YOU (OBTAINING PROPERTY CERTIFICATE IS THE NEXT STEP AFTER THE REGISTRATION OF THE CHANGE OF THE RIGHT TO PROPERTY)?** Citizens can obtain a property certificate in written or in electronic form. The procedure for obtaining the title deed falls under another service.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** Yes.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Real Estate Cadastre.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - solemnized purchase contract or notarial act, with the clause for paid ad-

vance of real estate sales tax ;

- Report on the assessment of the market value of the property;
- Calculation of the advance sales tax prepared by a qualified evaluator;
- Filled advance tax return.

● **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** What, in detail, comprising the service? Registration in the real estate cadastre is done based on solemnized purchase contract or notarial act, with a clause for paid advance tax on real estate sales, and in addition to that by the notary are electronically submitted a report on assessment of market value of the property and calculation of an advance tax on sales, prepared by an authorized evaluator and filled advance tax return.

The legal basis, along with the annexes, the Agency for Real Estate Cadastre within one working day after the registration in the real estate cadastre, electronically submits to the relevant unit of local self-government.

● **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE?**

<http://www.katastar.gov.mk/услуги/запишување-на-промена-во-катастарот-и/>

# 13

## DETERMINATION OF PROPERTY TAX

● **WHOM DOES THE SERVICE RELATE TO?** Natural persons and legal entities.

● **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Owning real estate.

● **WHAT IS THIS SERVICE ABOUT?** Property tax is paid on real estate property, except for the property which is exempt from tax under this Act. Real estate is land (agricultural, construction, forest and pasture) and buildings – residential buildings or apartments, office buildings and business premises, administrative buildings and administrative offices, buildings and apartments for vacation and recreation and other buildings and installations erected on them or under them and permanently connected to them.

The taxpayer of the property is obliged to file a tax return by 31 January of the year for which the tax assessment. The taxpayer of the property, who has once filed a tax return is not bound to file a new application for the same property if there is no change to the data contained in previously filed tax return, and which affect the amount of tax liability.

- **HOW IS THE SERVICE INITIATED?** At the request of a citizen or a legal entity. The competent authority shall adopt the first decision by the taxpayer for the property tax per application/request, while the consecutive decisions are done ex officio.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Municipality and for the municipalities in Skopje competent is the City of Skopje.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted to the local level where the property is located.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in writing to the counter.
- **IS IT POSSIBLE TO SUBMIT A REQUEST ELECTRONICALLY?** It's not possible.
- **HOW CAN THE AGENCY DELIVER THE DECISION ON DETERMINED PROPERTY TAX TO YOU?** By mail or you can personally pick it up on the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on property taxes.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - Tax return DI in addition form DI/P.

The determination of the property tax is not charged.

- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** Taxpayer of the property is a legal entity or Natural person – owner of the property. Taxpayer of the property is a legal or natural person – user of the property, in cases where the owner is unknown or not available. Taxpayer of the property may be property possessor according to the law. If the property is owned by several persons, each of them is a taxpayer in proportion to the equity portion. Taxpayer of the property is a legal or Natural person – user of real estate owned by the state and municipality. The basis of property tax is the market value of real estate. Determination of the market value of real estate is conducted by individual-evaluator, who is employed in the local self-government unit, and at the request of the local self-government unit it can be conducted by an authorized person. The rates of property

tax under Article 3 of this Law are proportionate and range from 0.10% to 0.20%. The rates of property tax may be determined by the type of property. The rates of property tax on agricultural land that is not used for agricultural production can be increased three to five times compared to these rates.

● **WHERE CAN MORE INFORMATION BE FOUND ABOUT THE SERVICE?**

More information about the service can be downloaded from the websites of the Municipalities and the City of Skopje as well as on: <http://www.ujp.gov.mk/e/vodic/category/858> and [https://www.finance.gov.mk/files/u8/di\\_prijava\\_za\\_danok\\_na\\_imot.pdf](https://www.finance.gov.mk/files/u8/di_prijava_za_danok_na_imot.pdf)

# 14

## REGISTRATION IN THE REGISTER OF DECEASED

- **WHOM DOES THE SERVICE RELATE TO?** Natural persons.
- **WHICH LIFE EVENT THE SERVICE IS ASSOCIATED WITH?** Death.
- **WHAT IS THIS SERVICE ABOUT?** Deceased person is registered in the Register of deaths. Family members are obliged, within 30 days of death to report the deceased in the Office of management of births, marriages and deaths in the area where the deceased person had a residence.
- **HOW IS THE SERVICE INITIATED?** At the request of a citizen.
- **WHICH COMPETENT AUTHORITY IS THE REQUEST SUBMITTED TO?** Office of management of births, marriages and deaths, a body within the Ministry of Justice.
- **AT WHAT LEVEL IS THE REQUEST SUBMITTED?** The request is submitted at local level.
- **HOW CAN YOU SUBMIT A REQUEST?** Orally or in written on the counter.
- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** It's not possible. Note: this should not be mistaken with the opportunity to electronically submit request for a birth certificate from Register of Births via the OMRBMD portal.
- **HOW CAN THE DEATH CERTIFICATE BE DELIVERED TO YOU?** By mail or you can personally pick it up on the counter.

- **IS THE SERVICE AVAILABLE ENTIRELY ELECTRONICALLY?** No.
- **WHICH LAW REGULATES THIS PUBLIC SERVICE?** Law on Civil Registry.
- **WHICH DOCUMENTS SHOULD BE ATTACHED TO THE REQUEST?**
  - Death certificate (hospital);
  - Identification document (ID or passport) of the deceased person and the reporting person;
  - Birth certificate of the deceased;
  - Request for issuance of death certificate.
- **WHAT DOES, IN MORE DETAILS, THE SERVICE CONSIST OF?** In the death registry are kept data on deceased persons, including: name and surname of the deceased; surname before marriage; sex; hour, day, month, year and place of death; day, month, year and place of birth, marital status before death; citizenship, nationality (ethnicity), residence and address of the apartment; name and surname of the spouse and the surname before marriage if the deceased was married, name and surname of the parents of the deceased; name and surname and residence of the person who reported the death, respectively the name of the institution that reported death and declaring a missing person dead that has been proven in a court proceeding.
- **WHERE CAN MORE INFORMATION BE FOUND IN TERMS OF THE PAYMENT AND FOR THE SERVICE IN GENERAL?** <https://www.uvmk.gov.mk/mk/prijavuvanje-i-izvod-na-pocinato-lice>

## PUBLIC AUTHORITIES MUST BE A SERVICE TO THE CITIZENS

### LAWS STIPULATE THAT:

- Public authorities are obliged to provide to citizens public services guaranteed to them by the law if they do not prejudice the rights and legal interests of other parties or third parties and are not at the expense of the public interest determined by law.
- Public services should be available to citizens in the simplest possible way, without delay and with as much as possible little cost for them.
- Public authority is obliged to enable all parties in the procedure to exer-



cise and protect their rights and legal interests as effectively and as easily as possible.

- Public authorities are obliged to ensure equal, impartial and objective application of the laws and other regulations.
- Public authorities are obliged ex officio to collect, review and process all information stored in the official records and registers (provided that access to this information is not prohibited by a separate law).
- Public authorities are obliged to give citizens the opportunity to state their facts and circumstances before deciding whether a certain public service will be given.
- Public authority informs the parties about the legal provisions that are important for solving the administrative matter, their rights and obligations, including for all information related to the procedure and warns them about the legal consequences of their actions or omissions.

The legal framework provides opportunities for improving the delivery of public services, but the possibilities are not used to the maximum by the institutions. Such options that do not require complex legal or institutional changes can improve the delivery of public services for citizens which will increase their satisfaction in the short term.

One option is a legal evidentiary ex officio. In fact, the law stipulates such cooperation between the institutions as a liability of officials who manage the procedures, who are not allowed to require from parties documents (evidence and information) that they have in their own records or in the records of another public authority or are issued by public authorities. Each public authority is obliged to ask for legal help when it needs facts, documents or other evidence possessed by other bodies or when for when for legal reasons it can not itself implement the necessary administrative action. Public authority which assistance is requested from is obliged to act on the request without delay and not later than seven days from the receipt of the application and to provide the requested facts, documents or other evidence. The public authority shall interrupt the ongoing procedure until the requested legal assistance is provided.

In reality, although it is a legal obligation, this practice is not used often, primarily due to dysfunctioning of the system for interoperability between public institutions, which should ensure a secure environment for the exchange of synchronized data between institutions. Because the electronic exchange through this system is not yet a regular practice, institutions can exchange data and other evidence in the existing channels of communication. However, citizens are often subjected to additional efforts, costs and

time for themselves to provide the evidences derived from other public authorities.

The other option of improvement and simplification of services for citizens, is the option for administrative cooperation<sup>6</sup>, which provides that when the law allows, at the request of the citizen, the entire administrative procedure can be carried out through one public authority. This means that the public authority conducting the procedure informs the citizen about everything that is related to obtaining the service, including the means and conditions for accessing public registers and databases, and also, receives requests from citizens and forwards them to the competent public authority, too. Such a choice of the citizen for all administrative actions to be carried out by one body does not affect the implementation of citizens' rights nor hinders his right to direct communication with the competent public authority.

However, in order to be able to use this opportunity, the institutions should harmonize their activities, respectively acts that regulate their work, should establish procedures for such administrative cooperation, but to some extent to transfer some of its responsibilities regarding the public services, in particular the phase of direct communication with citizens/clients. In the case of the municipalities, this could mean real transfer of responsibilities at local level or greater decentralization of services.

New draft laws on electronic documents, electronic identification and trusted services for electronic management and electronic services and for central register of population are trying to overcome some of these problems for the citizens, but the question about the time that will be necessary for institutions to prepare and laws to be implemented in practice, that when citizens feel improve the delivery of public services remains.

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<sup>6</sup> Article 28 Administratyve cooperation of the Law on General Administrative Procedure ("Official Gazette of RM" no.124/2015)



Within the project "Citizen-centric approach to delivery of public services", funded by the European Union and co-funded by the British Embassy in Skopje, are implemented measures for general improvement of public services. The project has identified that one of the main concerns of citizens is poor information at the first contact with the public sector institutions, and the interaction with the institutions is, therefore, dragged up in multiple contacts, for a long time, and greater cost for obtaining the service. The same problem has been identified as a priority by the Ministry of Information Society and Administration, and therefore the Catalogue of services is being prepared, because the Catalogue will primarily give complete information on receiving public services in one place. The project "Citizen-centric approach to delivery of public services" directly supports the completion of the Catalogue by providing appropriate expertise, and this publication is intended to give a picture of what information the citizens will receive from the Catalogue of Services.

