



LETTER OF RECOMMENDATION

25 October 2023

To Whom It May Concern

Regional School of Public Administration (ReSPA) is a regional organization established in 2010 as a joint initiative financed by the European Commission and Western Balkans administrations. It is managed and governed by five ReSPA Members: Albania, Bosnia and Herzegovina, Republic of North Macedonia, Montenegro and Serbia, while Kosovo*¹ is beneficiary. Our mission is to support the creation of transparent, accountable and professional public administration institutions that provide efficient services to the benefit of citizens and businesses.

To promote and recognise outstanding efforts in public administration, ReSPA and OECD/SIGMA initiated the unique awards system - The Public Administration Awards in the Western Balkans (the PA Awards).

In the 2022 edition of the PA Awards the initiative "The rollout of key digital transformation enablers" comprising eID/cloud signature and user-friendly e-payment solutions of the Office for IT and eGovernment, was recognized as an example of future-oriented, inspirational practices that provide improved service for better lives of citizens.

ReSPA and OECD/SIGMA jury recognized the vast potential of the initiative as well as the great dedication of the Office for IT and eGovernment of Serbia:

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"Due to high transferability and sustainable potential, but moreover, with the forward-looking and creative element as well ease of use and increase of mobility, this initiative has vast potential. With this initiative, the Office of IT and e-Gov of Serbia demonstrated great dedication to the constant improvement of the service."

Sincerely,

Maja Handjiska-Trendafilova

ReSPA Director

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¹ This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.