

UN Public Service Awards 2024

Subject: Support to Serbian Office for IT and eGovernment nomination for UNPSA 2024: project eID and cloud signature for free – equal access to the digital revolution

Belgrade, 25 October 2023

Dear Sirs,

NALED is an independent, non-profit and non-partisan association of businesses, local governments and civil society organizations that work together on improving the conditions for doing business in Serbia. Gathering nearly 340 members and representing more than 20.000 small businesses via participating SME associations, NALED initiates changes and supports the reforms to facilitate the work of businesses, improve the efficiency of public administration, and enhance the quality of life for citizens. Since it was established in 2006, NALED has implemented more than 200 projects and economic development initiatives.

Reliable electronic identification and electronic signatures and seals are the prerequisite for electronic business and electronic services. We consider the rollout of trustworthy, mobile, widely accessible and easy to use eIDs and eSignatures an important step in the digital transformation of Serbia. Feedback from our member organizations is very positive, businesses, especially small ones, find the mobile-based authentication and signatures very convenient to use, and a single sign on feature of the portal eID provides them with an opportunity to access all services using a single account. Thanks to the initiative of the Office for IT and eGovernment, advanced mobile-based eIDs and signatures are available to everyone free of charge, ensuring equal access to the digital services for everyone and facilitating the achievement of the United Nations Development Goals.

NALED strongly supports all the trust service and eID-related initiatives of the Office for IT and eGovernment.

Sincerely,



Violeta Jovanović
NALED Executive Director