



Electronic registry in Novi Pazar was made within the project **“Improving Environment for Businesses at Local Level Through Regulatory Reform”** financed by the Swiss State Secretariat for Economic Affairs (SECO) and implemented by OPTIMUS – Center for Good Governance in cooperation with the Standing Conference of Towns and Municipalities – National Association of Local Authorities in Serbia.

Project aims at ensuring better business-enabling environment in local governments through simplification of administrative processes and procedures. Project results in increased efficiency and transparency of the local administration work and reduced costs and time for obtaining permits, approvals and licenses.



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Education and Research EAER
State Secretariat for Economic Affairs SECO

Electronic Registry of Administrative Procedures

INSTRUCTIONS

Which documents should I prepare?

How should I submit a request?

How much will it cost?

When will I get my permit?



What is Electronic Registry of Administrative Procedures?

Electronic registry is the new online service of the City containing all administrative procedures under the competence of the city administration which enables the beneficiaries to access the necessary information in a quick and easy manner.

Quickly and easily you can find out how, until which deadline and at what cost you can obtain permit, license or a certificate.



How to Get the Necessary Information?

1



How to submit a request?
ELECTRONIC REGISTRY
 of administrative procedures

Electronic registry may be used by selecting the link on the homepage of the City website (www.novipazar.rs) that will take you to the main page of the electronic registry.

2



On the main page you may start searching the registry by using one or several search engines. You may search by areas of activities, city organizational units, administrative procedures or keywords. On this page you may also find the instructions on how to use the electronic registry.

3



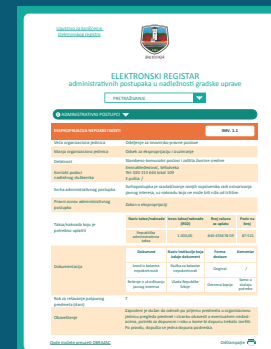
If you choose to search by “areas of activities”, a new page with the list of areas under the competence of the local government will open. When you select a certain area of activity, all administrative procedures that a city administration implements within that area will appear. You may choose one of the following areas: economy, urban development and construction, property and legal relations, environmental protection and occupational safety etc.

4



If you choose to search by organizational units, when you select a specific department or sector, a list with all administrative procedures that are implemented within that organizational unit will appear.

5



By choosing any administrative procedure a page containing all necessary information required for processing the procedure will open, such as: necessary documents for submission of request, amount of taxes and fees that you need to pay, deadline for resolution of a complete case, contact information of public employee processing the request etc. Furthermore, you can download the city form that you need to fill out in order to submit the request.