

PARLIAMENTARY OPENNESS INDEX

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*In order to establish whether and to which extent parliaments have achieved progress in terms of their work transparency and openness over the past year, the Center for Research, Transparency and Accountability (CRTA), within its Open Parliament initiative, for a third straight year conducted a study on parliamentary openness in the region “**Parliamentary Openness Index 2016 - Serbia and Region.**”*

*Survey titled “**Parliamentary Openness in Serbia and Region**” seeks to determine parliamentary openness index in Serbia and countries in the region. Considering that the study was carried for a third straight year, it also aimed to review whether parliaments invested effort in advancing openness and transparency of information they publish. The ultimate goal is to provide concrete recommendations to parliaments in Serbia and the region that could help them to improve their work and to make them more open and more accessible to citizens.*

*The research surveyed the application of parliamentary openness criteria, contained in **the Declaration on Parliamentary Openness.**¹ The Declaration on Parliamentary Openness is a call by civil society parliamentary monitoring organizations to national parliaments, sub-national and transitional legislative bodies, for an increased commitment to openness and to citizen engagement in parliamentary work. The Declaration is intended not only as a call to action, but also as a basis for dialogue between parliaments and civil society parliamentary monitoring organizations to advance government and parliamentary openness, and to ensure that this openness leads to greater citizen engagement, more responsive representative institutions, and ultimately, a more democratic society.²*

¹ Declaration on Parliamentary Openness, <http://www.otvoreniparlament.rs/deklaracija-o-otvorenosti-parlamenata/> , accessed July 1, 2016.

² Declaration on Parliamentary Openness, <http://www.otvoreniparlament.rs/deklaracija-o-otvorenosti-parlamenata/>

1. INTRODUCTION

"Democracy is founded on the right of everyone to take part in the management of public affairs; it therefore requires the existence of representative institutions at all levels and, in particular, a parliament in which all components of society are represented and which has the requisite powers and means to express the will of the people by legislating and overseeing government action."³ (the Universal Declaration on Democracy, Article 11)

It is institutions that contribute to our freedoms, thereby making our potential and prospects dependable primarily on the type of institutions that exist, the way they function and the level of their inclusiveness. Without strong representative institutions, such as parliament, there can be no democracy, legal order or the rule of law. It is why openness and transparency are the key to democratization of each society.

Openness, as one of the principles of good governance, stands as an important criterion for determining the state of democracy of institutions in a society. Openness of institutions enables citizens to be informed about their work and all in-house processes, to control their work and to be engaged in decision-making.

Parliament, as a body selected by citizens, holds a central position in every democracy. A strong and efficient parliament plays a key role in strengthening democracy. Parliament needs to be strong and open and not only to exercise its powers laid down in the Constitution, but also to open up to all it recognizes as partners on the path to improving its work.

Parliament, one of the three pillars of a functional democracy, is the supreme representative body. As the central institution in a democracy, parliament expresses the will of the people and searches for answers to their needs. As a representative institution, parliament has a unique responsibility to mediate all confronted interests and expectations of different groups and communities through democratic dialogue and compromise. As the main legislative body, parliament is tasked with adjusting laws to the needs of the society and circumstances, which are changing rapidly. As the body which oversees government action, it is parliament's responsibility to ensure that government is fully accountable to people.

Democratic parliaments should ensure adequate representation, they should be transparent, efficient and accountable to citizens. The possibility for citizens to monitor and oversee parliamentary work represents a strong accountability mechanism and encouragement for producing better results⁴.

³ Universal Declaration on Democracy, Inter-Parliamentary Union, Article 11, <http://www.ipu.org/cnl-e/161-dem.htm>, accessed July 1, 2016.

⁴ Parliamentary openness enables citizens to be informed about the work of parliament, empowers citizen to engage in the legislative process, allows citizens to hold parliamentarians to account and ensures that citizens' interests are represented, preamble of the Declaration on Parliamentary Openness, <http://www.otvoreniparlament.rs/deklaracija-otvorenosti-parlamenta/>, accessed July 1, 2016.

2.OPEN GOVERNMENT PARTNERSHIP & DECLARATION ON PARLIAMENTARY OPENNESS

The research surveyed the parliaments of Serbia, Montenegro, Croatia, Bosnia and Herzegovina, Macedonia and Albania. All the mentioned countries have joined the Open Government Partnership (OGP), a multilateral initiative seeking to provide support to governments to promote transparency and cooperation with civil society organizations, fight corruption and harness new technologies. By accessing the initiative, the participating countries committed to honoring the principles of transparency, openness and accountability.

Also, the parliaments of Serbia, Montenegro, Croatia, Bosnia and Herzegovina, Macedonia and Albania are active within a special Open Government Partnership working group, called Legislative Openness Working Group.

While some countries have made OGP action plan commitments to improve public consultation in legislative or regulatory action, legislative engagement has been underemphasized in the action plans of many OGP member countries. It is why the objectives of this Working Group is to provide sharing of best practices and experiences between governments, parliaments, civil societies and international institutions for to advance legislative openness. One of the basic documents the Working Group relies on is the Declaration on Parliamentary Openness. In September 2012, a network of Parliamentary Monitoring Organizations (PMOs) adopted the Declaration, which is now supported by more than 160 organizations from 82 countries. The Declaration has contributed to an improved quality of debate between the civil society and parliaments on opening up parliamentary information and an enhanced cooperation between the civil society and parliaments in a large number of countries.

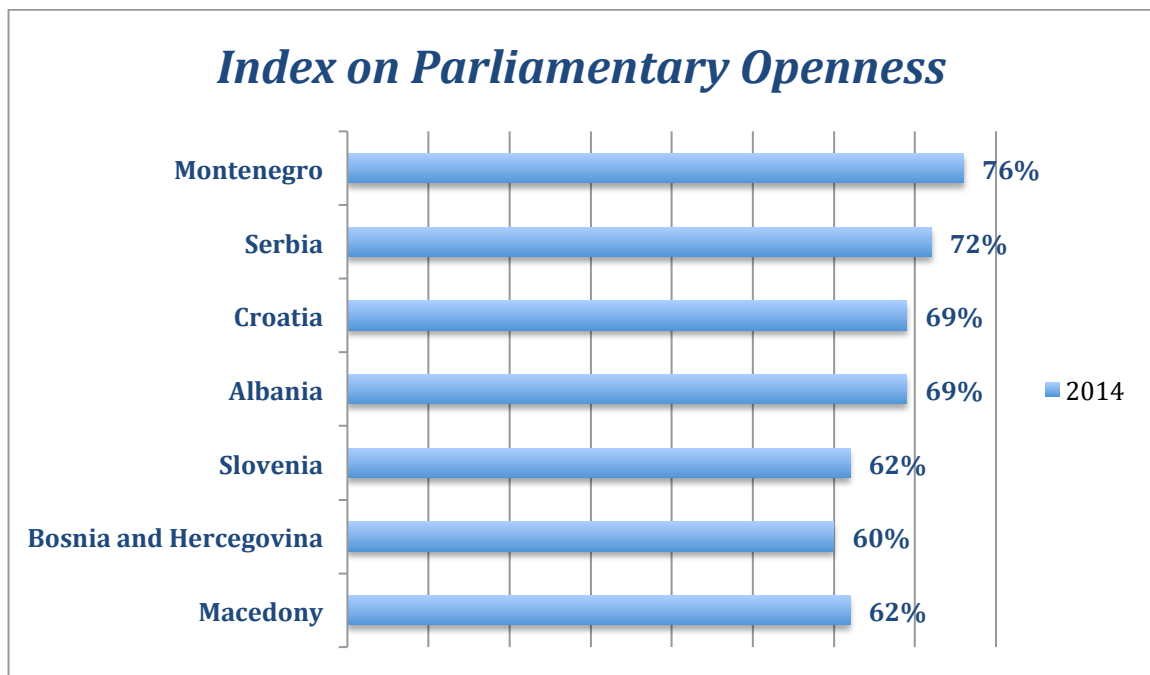
Parliaments across the globe have been adopting the Declaration on Parliamentary Openness thereby univocally expressing their commitment to the principles of institutional transparency and openness

3.RESEARCH METHODOLOGY

The first study “Parliamentary Openness Index - Serbia and Region” was conducted in October 2014. The report was composed after analyzing three sets of criteria, divided into **58 indicators** corresponding to the principles contained in the *Declaration on Parliamentary Openness*.⁵

⁵ The Declaration on Parliamentary Openness seeks to establish a framework for dialogue between parliaments and civil society organizations on advancing parliamentary and government openness, and also to ensure that this openness leads to greater citizen participation, more responsive representative institutions and a more democratic society.

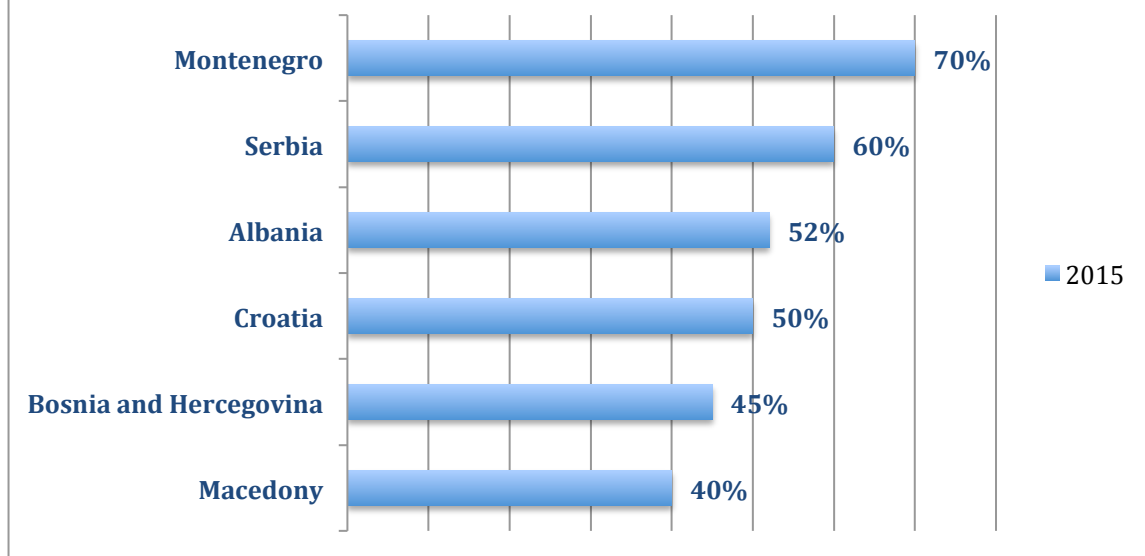
Results of 2014 survey



In 2015, three sets of criteria were additionally upgraded and further divided in order to ensure a considerably more detailed review of parliamentary openness index. In 2015, parliamentary openness index was measured by **123 indicators**. The survey showed that over the reviewed year, parliaments in the region made a considerable step forward in terms of their openness and transparency. Like the year before, the largest number of indicators was fulfilled by the **Parliament of Montenegro**, with positively assessed **86 indicators** of a total of 123 (70% openness criteria fulfillment). The second ranked was the **National Assembly of Serbia**, with **74 indicators** fulfilled, or 60%, ahead of the **Parliament of Albania**, **64 fulfilled indicators, or 52%**, and the **Croatian Parliament**, **61 met indicators, or 50%**. Next in the ranking was the **Parliamentary Assembly of Bosnia and Herzegovina**, **55 fulfilled indicators, or 45%**, and the **Assembly of the Republic of Macedonia**, **49 met indicators, or 40%**.

Considering that the 2015 study methodology was significantly upgraded, that is, indicators were further divided, the findings were not comparable with those from the 2014 survey.

Index on Parliamentary Openness 2015.



Study titled *“Parliamentary Openness Index 2016 – Serbia and Region”* was conducted in June 2016, for a third straight year, surveying **123 indicators**. *Given the same methodology applied, the findings of the 2015 and the 2016 surveys are comparable.* 123 indicators used to measure parliamentary openness were divided into three categories:

- ✓ *transparency of parliamentary information*
- ✓ *promoting a culture of parliamentary openness*
- ✓ *access to parliamentary information*

The first category relates to ensuring **transparency of parliamentary information**. Transparency of parliamentary information means the adoption of policies ensuring proactive publication of parliamentary information and periodical reviews of these policies to take advantage of evolving good practices.⁶ In the study, this category contains **72 indicators**, relating to publication of information about parliament's roles and functions, internal administrative rules and procedures, documents governing these affairs, basic budget data, detailed information about MPs, including assets disclosure, records of plenary and committee proceedings, and documents generated through their work.

The second category is focused on **promoting a culture of parliamentary openness**. Parliamentary openness means that parliamentary information belongs to the public.⁷ To enable a culture of parliamentary openness, parliament must enact measures to ensure inclusive participation of citizens and civil society organizations. Also, parliament shall work collaboratively with the civil society and citizens to ensure that parliamentary information is

⁶ Declaration on Parliamentary Openness, <http://www.otvoreniparlament.rs/deklaracija-o-otvorenosti-parlamenata/>, accessed July 1, 2016.

⁷ Declaration on Parliamentary Openness, <http://www.otvoreniparlament.rs/deklaracija-o-otvorenosti-parlamenata/>, accessed July 1, 2016.

complete, accurate and timely. In the report, this category contains **30 indicators** referring to parliamentary openness, offices for public relations, civic education, and cooperation with the civil sector, the existence of Constituency offices, and parliamentary activities on social networks to foster direct communication with citizens.

The third category in the study is **access to parliamentary information, containing 21 indicators**. Access to information means that parliament shall ensure that information is broadly accessible to all citizens on a non-discriminatory basis through multiple channels, including first-person observation, print media, radio and live and on-demand broadcasts and streaming. Physical access to parliament shall be provided to all citizens, subject to space and security limitations, with clearly defined and publically available policies for ensuring access by media and observers. Parliamentary information shall also be available free of charge, in multiple national and working languages, and through tools, such as plain language summaries, that help ensure that parliamentary information is understandable to a broad range of citizens.⁸

3.1 Sources of data obtained

*The survey conducted in June 2016, included the parliaments in Serbia, Croatia, Albania, Bosnia and Herzegovina, Montenegro and Macedonia. Also, the 2016 study reviewed the assemblies of Vojvodina and Kosovo,*⁹ which were not covered in the previous two surveys. Bearing in mind that one of the study's goals is to review the progress achieved by parliaments in the region over the past year and also to compare the findings with those from 2015, the findings of the assemblies of Kosovo and Vojvodina cannot be compared with those of the parliaments included in the previous two surveys.*

The study was conducted by visiting official websites of parliaments ([the National Assembly of the Republic of Serbia](#), [the Croatian Parliament](#), [the Parliament of Montenegro](#), [the Parliamentary Assembly of Bosnia and Herzegovina](#), [the Assembly of the Republic of Macedonia](#), [the Parliament of Albania](#)), as well as by analyzing documents (Rules of Procedure, Information Booklet, budget, etc).

The applied research methodology measured parliamentary openness based on the very existence of certain regulations, procedures and mechanisms. It did not take into consideration the qualitative component, that is, efficiency of those regulations, procedures and mechanisms.

Considering the work methodology, researchers remain open to work collaboratively and individually with parliaments to upgrade the study by inspecting additional documentation. Recommendations developed based on the survey results should serve to all parliaments to take concrete steps toward advancing their work transparency and openness.

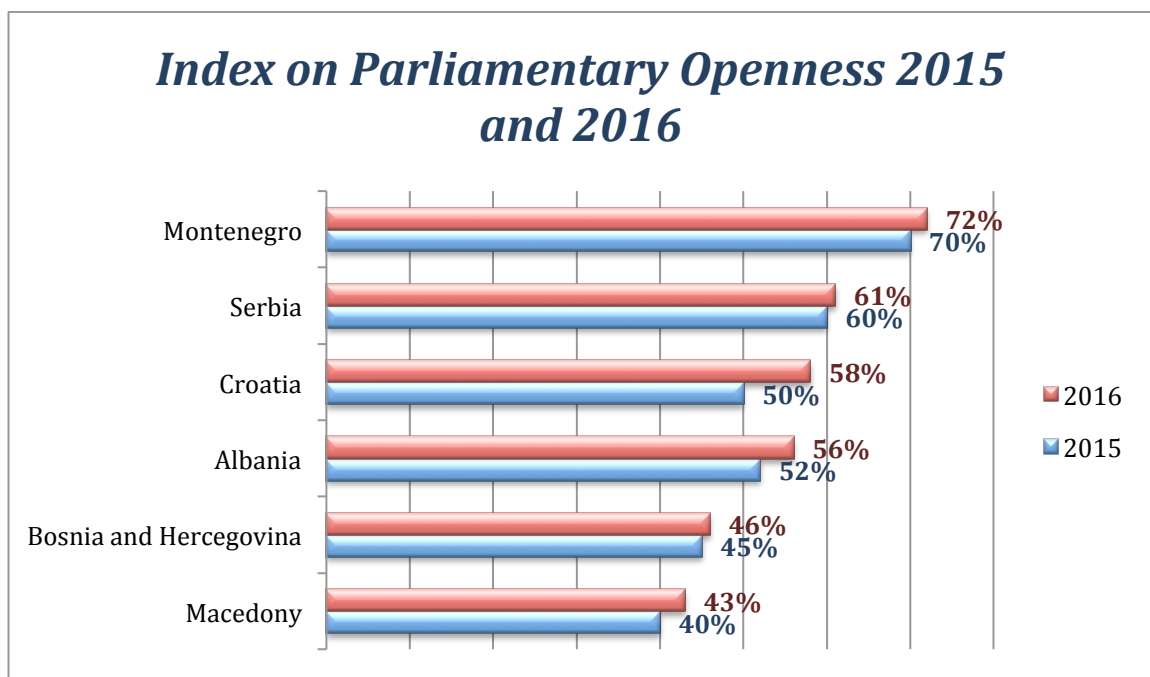
⁸ Ibid.

⁹ This designation is without prejudice to position on status, and is in line with UN Security Council Resolution 1244/99 and the International Court of Justice Opinion on the Kosovo declaration of independence.

4. PARLIAMENTARY OPENNESS 2016

4.1 MAIN FINDINGS

The study results show that for a third year in a row, the Parliament of Montenegro fulfilled the largest number of criteria, with positively assessed **89 indicators** of a total of 123, or **72% openness criteria fulfillment**. The second ranked is the National Assembly of the Republic of Serbia, with **75 indicators met, or 61%**, followed by the Croatian Parliament, with **72 fulfilled indicators, or 58%**. Next in the ranking was the Parliament of Albania, with **69 fulfilled indicators, or 56%**, and the Parliamentary Assembly of Bosnia and Herzegovina, with **56 positively assessed indicators, or 46%**. The Assembly of the Republic of Macedonia, despite progress achieved, ranked last, with **53 met criteria, or 43%**.



In the past year, parliaments in the region made steps forward in terms of their work openness and transparency. The largest progress was achieved by the parliament of Croatia and Albania. Steps forward were also registered with the Parliament of Montenegro and the Assembly of the Republic of Macedonia. Compared with the 2015 study, **the Croatian Parliament's** fulfillment of transparency and openness criteria was up **8%**, **the Parliament of Albania, 4%**, **the Assembly of the Republic of Macedonia, 3%**, and **the Parliament of Montenegro, 2%**. The National Assembly of the Republic of Serbia and the Parliamentary Assembly of Bosnia and Herzegovina, both registered progress of a mere 1%.

The Croatian Parliament reported considerable progress from the 2015 study, primarily owing to the launch of *E-doc system*, which contains records of MPs' activities at parliamentary debates. It should be mentioned that the Croatian Parliament was gradually, in phases, publishing data contained in the system. E-doc data base is of great importance as an example of good practice for it contains a large number of statistical data on the work of the parliament and MPs.

If we speak about the general indicator fulfillment, certain indicators were met by all the parliaments surveyed. Information about parliaments' roles and functions, internal rules and procedures, as well as Rules of Procedure is published by all parliaments. Also, all parliaments publish biographies of MPs and posts they hold in parliaments, texts of introduced legislation, as well as texts of adopted laws.

All parliaments have adopted the principle of transparency as one of the most important principles, only subject to narrowly and precisely defined exceptions. Public relations departments and civic education offices have been set up in all the parliaments reviewed. Parliaments have enabled media coverage, physical presence of citizens and access to information published on parliaments' websites free of charge. Most of parliaments' websites contain contact forms which citizens can use to contact their representatives.

Also, over the past year, parliaments in the region **considerably improved budget transparency**, offering on their websites information on budgets for the ongoing year, as well as on budgets for the previous two years.

However, in terms of parliamentary openness, what **lacks** is greater transparency of records of committee proceedings. Further, websites of most of the parliaments surveyed lack more detailed information about MPs – their professional qualifications, profession, formal education and employment record, and assets, as well as more budget transparency. In addition, major shortcomings include the lack of an annual legislative activities agenda and schedule with most of parliaments surveyed and non-adoption of a Lobbying act, which would precisely define rules and procedures for meetings between public officials and interest groups and registered lobbyists.

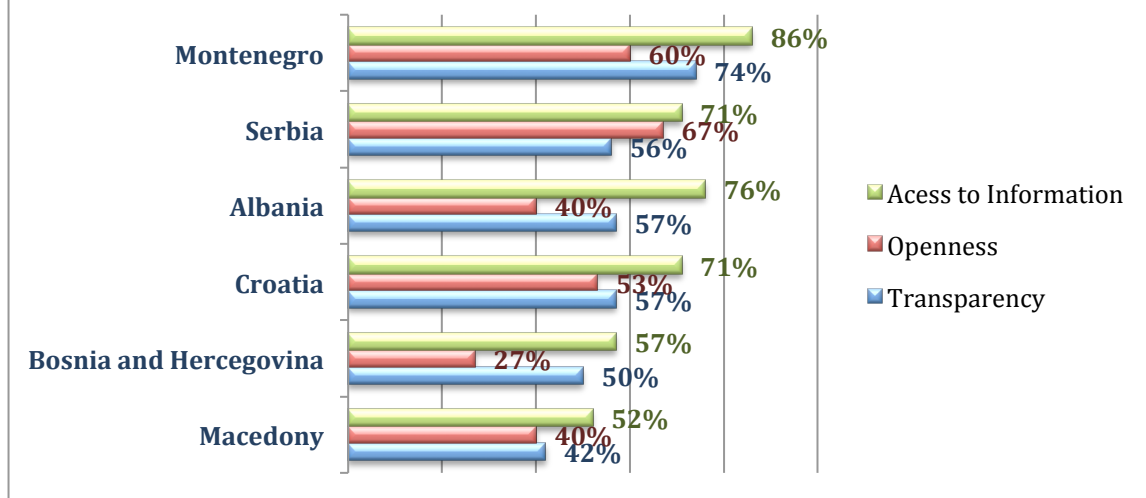
Although one of parliament's most crucial roles is its representative function, what still **lacks** is direct communication between MPs and citizens, primarily through the mechanism of Constituency offices.

Although the use of the Internet in everyday communication has been constantly and considerably increasing over the past few years, amid the proliferation of social networks, most of parliaments in the region still do not recognize this opportunity as an important tool for enhancing communication with the public and citizens. Most parliaments are **not active** and do not communicate with citizens via social networks (Facebook and Twitter).

None of the parliaments reviewed **publishes** information in machine-readable formats¹⁰, that is, formats which people can see and read, but which machines (computers) cannot reprocess.

¹⁰ Machine-readable formats are formats that computers can directly download and reprocess, such as xml, csv, json and excel.

Parliamentary openness index by 3 categories

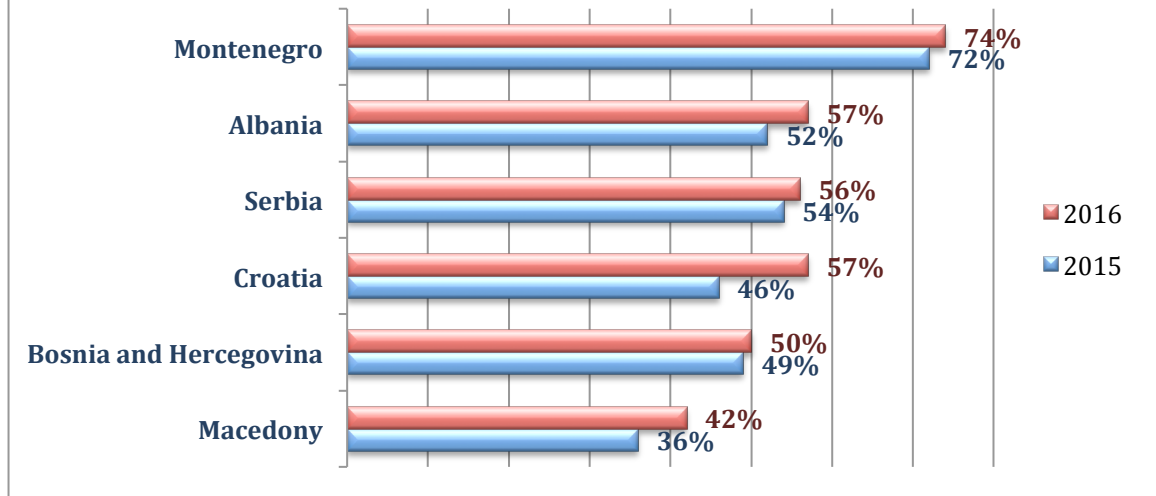


4.2 TRANSPARENCY OF PARLIAMENTARY INFORMATION

The first category of indicators refer to transparency of parliamentary information and contains **72 indicators** relating to publishing information about parliaments' functions, MPs, parliamentary procedures and rules, all activities and records of plenary and committee proceedings, and detailed budget and historical information.

The criteria fulfillment rate ranges from **36% to 75%**. This category is topped by **the Parliament of Montenegro, with 75%** met indicators, ahead of **the Albanian and Croatian parliaments, with 57% positively assessed indicators**, and the Serbian parliament, **56%**. **The Bosnia-Herzegovina parliament met 50%** of indicators in this category, while **the Macedonian parliament ranked last, with 42%**.

Fulfilment index on transparency of parliamentary information category



If we look at the table, we can see minor changes compared with the previous year, both in the number of criteria met and in the ranking of the parliaments surveyed.

The Parliament of Montenegro retained the top spot by the number of met indicators, which were applied to measure parliamentary transparency. The Montenegrin parliament made a step forward in this category, primarily owing to the publishing of documents deliberated in committee proceedings, as well as detailed information about the Parliament Service staff. Also, the parliament advanced its budget transparency, not only by publishing budgets for the past two years, but by doing so in tabular and textual forms. .

The second ranked was **the Parliament of Albania**, with fulfillment rate **6% up** from the 2015 survey. The parliament achieved considerable progress in meeting indicators in this category, owing to the adoption of a Code of Conduct for MPs and the publishing of a detailed financial report for 2015.

The Croatian Parliament, as mentioned earlier, achieved the biggest progress in this category. Its results are **11% up** from the year before, owing to the publishing of transcripts of plenary proceedings, amendments to introduced legislation, information about MPs' activities, and documents deliberated by committees.

The National Assembly of the Republic of Serbia reported progress by fulfilling one indicator more than in the previous survey. In the past year, the Serbian parliament published a detailed public procurement plan for 2016.

Next-to-last in this category is **the Parliamentary Assembly of Bosnia and Herzegovina**, which in 2016, has published a work report for the previous year.

The last spot, despite considerable progress achieved compared with the year before, went to **the Assembly of the Republic of Macedonia**, which significantly advanced its budget transparency by publishing the 2016 budget, but also a final annual report on budget spending for the previous year.

For this category, it is important to note that all parliaments publish information about their roles and competences, documents governing internal rules and procedures, Rules of Procedure and basic MPs' biographical data. Also, there is a high criteria fulfillment rate for publishing minutes, transcripts, video recordings and voting results of plenary sessions.

Despite certain examples of good practice, such as the Croatian Parliament, on most official websites, it is still **not** possible to find MPs' attendance records or the number of their addressed at plenary sessions.

Additionally, the study reveals that parliaments considerably **lag behind** in terms of publishing information about activities of MPs in committees and documents generated through their work. Furthermore, most of the parliaments surveyed, do not publish texts of amendments to introduced legislation or the so-called “birth of a law” (a map showing the path a law has to pass to its adoption).

Also, most parliaments have not passed a Lobbying act.

TRANSPARENCY OF PARLIAMENTARY INFORMATION						
	Serbia	Monte negro	Croatia	B-H	Macedo nia	Albani a
Documents on parliament's roles/functions	✓	✓	✓	✓	✓	✓
Parliament's organizational chart	✓	✓	X	✓	✓	✓
Structure of parliamentary staff	✓	✓	X	X	X	X
Documents on internal rules & procedures	✓	✓	✓	✓	✓	✓
Documents on administrative rules & procedures	✓	✓	✓	X	X	✓
Information Booklet	✓	✓	X	X	✓	✓
Updating Information Booklet	✓	✓	X	X	✓	✓
Parliament's Rules of Procedure	✓	✓	✓	✓	✓	✓
Legislative work agenda for 2015	X	✓	X	X	X	✓

Legislative work report for 2014	✓	✓	✓	✗	✓	✓
Code of Conduct for MPs	✗	✓	✗	✓	✗	✓
Code of Conduct availability on parliament's website	✗	✓	✗	✓	✗	✓
Parliament's 2015 budget	✓	✓	✓	✓	✓	✓
Parliament's budgets for 2014 & 2013	✓	✓	✓	✓	✓	✓
Detailed budget (tabular & textual)	✓	✗	✓	✗	✓	✗
Biannual expenditure report	✗	✓	✗	✗	✗	✓
Annual expenditure report	✓	✓	✓	✓	✓	✓
Public procurement plan for 2015	✓	✓	✓	✓	✗	✗
Invitations and decisions in public procurement procedures	✓	✓	✗	✓	✗	✗
Agreements and annexes in public procurement procedures	✗	✓	✓	✗	✗	✗
MPs' biographies	✓	✓	✓	✓	✓	✓
MPs' employment records	✗	✓	✗	✓	✗	✓
MPs' professional qualifications	✗	✓	✓	✓	✗	✗
MPs' formal education	✗	✓	✓	✓	✓	✓
MPs' professions	✓	✗	✓	✓	✓	✗
MPs' roles in parliament	✓	✓	✓	✓	✓	✓
Political party affiliation	✓	✗	✓	✓	✗	✓
Caucus affiliation	✓	✓	✓	✓	✓	✗
Seats on committees	✓	✓	✓	✓	✓	✓

Membership in informal caucuses	X	X	X	X	X	X
MPs' contact number	X	✓	✓	X	X	✓
MPs' e-mail	X	✓	✓	✓	X	✓
MPs' profile on social networks	✓	X	X	X	X	X
MPs' websites	X	X	X	X	X	X
Draft legislation proposed by MPs	✓	✓	✓	✓	✓	✓
Amendments	X	✓	✓	X	X	X
MPs' attendance at plenary sessions	X	X	✓	X	X	X
Number of MPs' addresses at plenary sessions	X	X	✓	X	X	X
MPs' attendance at committee sessions	X	X	X	X	X	X
Number of MPs' addresses at committee sessions	X	X	X	X	X	X
Information on Parliament Service staff	✓	✓	✓	✓	✓	✓
Contact numbers of Parliament Service staff	✓	X	✓	✓	✓	✓
Expenditures of Parliament Service staff	✓	✓	X	X	X	X
MPs' Asset Declarations	X	✓	X	X	X	✓
Updating Asset Declarations	X	✓	X	X	X	✓
Data on MPs' income in parliament	✓	✓	X	X	X	X
Data on MPs' income in other state institutions	X	✓	X	X	X	X
MPs' travel expenses	✓	X	X	X	X	X
Monthly calendar of parliamentary activities	✓	✓	✓	✓	✓	✓

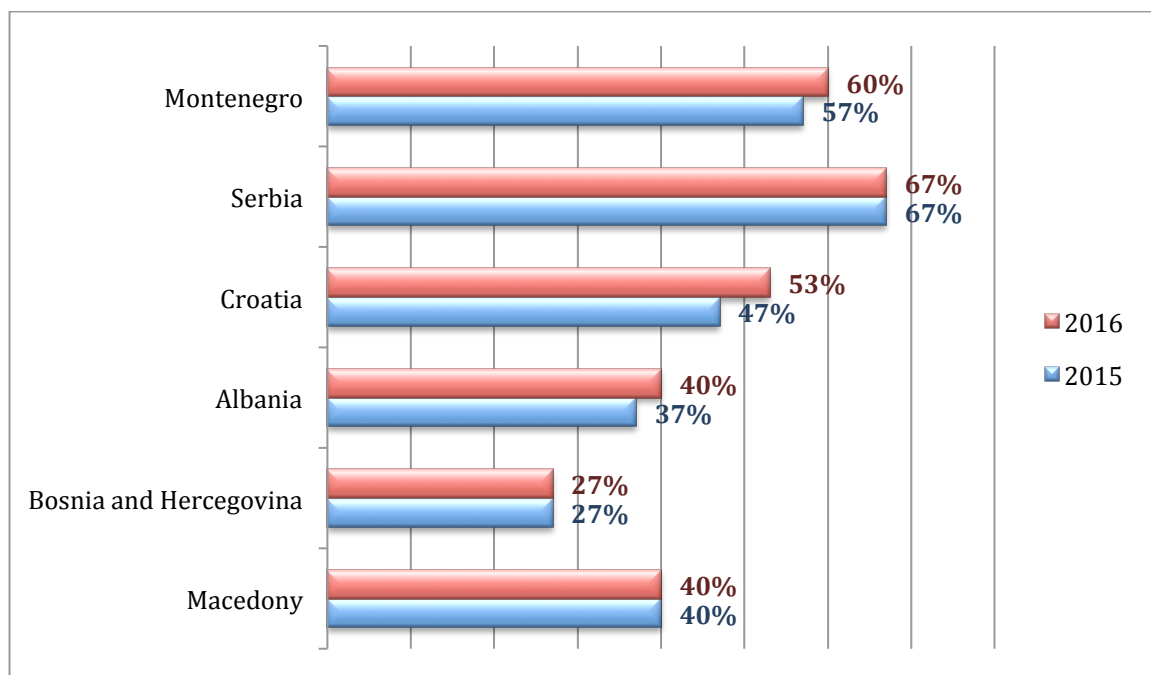
Advance notice about scheduling plenary sessions	✓	✓	✓	✓	✓	✓
Transcripts of plenary sessions	✓	✓	✓	✓	✓	✓
Standardized minutes of plenary sessions	✓	✓	✓	✓	✗	✗
Video recordings of plenary sessions	✓	✓	✓	✗	✓	✓
Audio recordings of plenary sessions	✗	✗	✗	✓	✗	✗
Voting results	✓	✓	✓	✓	✓	✓
Invitations to committee sessions	✓	✓	✓	✓	✓	✓
Transcripts of committee sessions	✗	✗	✗	✗	✗	✓
Standardized minutes of committee sessions	✓	✓	✓	✓	✗	✓
Documents deliberated by committees	✗	✓	✓	✓	✓	✗
Video recordings of committee sessions	✓	✗	✗	✗	✗	✗
Audio recordings of committee sessions	✗	✗	✗	✗	✗	✗
Texts of draft legislation	✓	✓	✓	✓	✓	✓
Documents accompanying draft legislation	✗	✓	✗	✗	✗	✗
Texts of adopted laws	✓	✓	✓	✓	✓	✓
Amendments	✗	✓	✗	✗	✗	✓
Documents adopted at plenary sessions	✓	✓	✓	✓	✓	✓
Comments on draft legislation	✗	✗	✗	✗	✗	✗
Birth of law	✗	✓	✓	✗	✗	✗
Adopted Lobbying act	✗	✓	✗	✗	✓	✗

Agenda of meetings of lobbyists and MPs	X	X	X	X	X	X
Minutes of meetings of lobbyists and MPs	X	X	X	X	X	X
Documents received from lobbyists aimed at influencing decision-making processes	X	X	X	X	X	X

4.3 PROMOTING A CULTURE OF OPENNESS

The category of promoting a culture of parliamentary openness contains **30 indicators** relating to a degree of public and citizens participation in parliamentary activities, existence of units for cooperation with the civil sector and civic education, and also to mechanisms of communication between citizens and MPs via Constituency offices and social networks.

The criteria fulfillment rate in this category ranges from 27% to 67%. The Serbian parliament retained the top spot, meeting 20 of 30 indicators, or 67%. The Montenegrin parliament came second, 60%, ahead of the Croatian parliament, 53%, the Macedonian parliament, 40%, and the Albanian parliament, 37%. The Bosnia and Herzegovina parliament ranked last, with 27% fulfilled criteria.



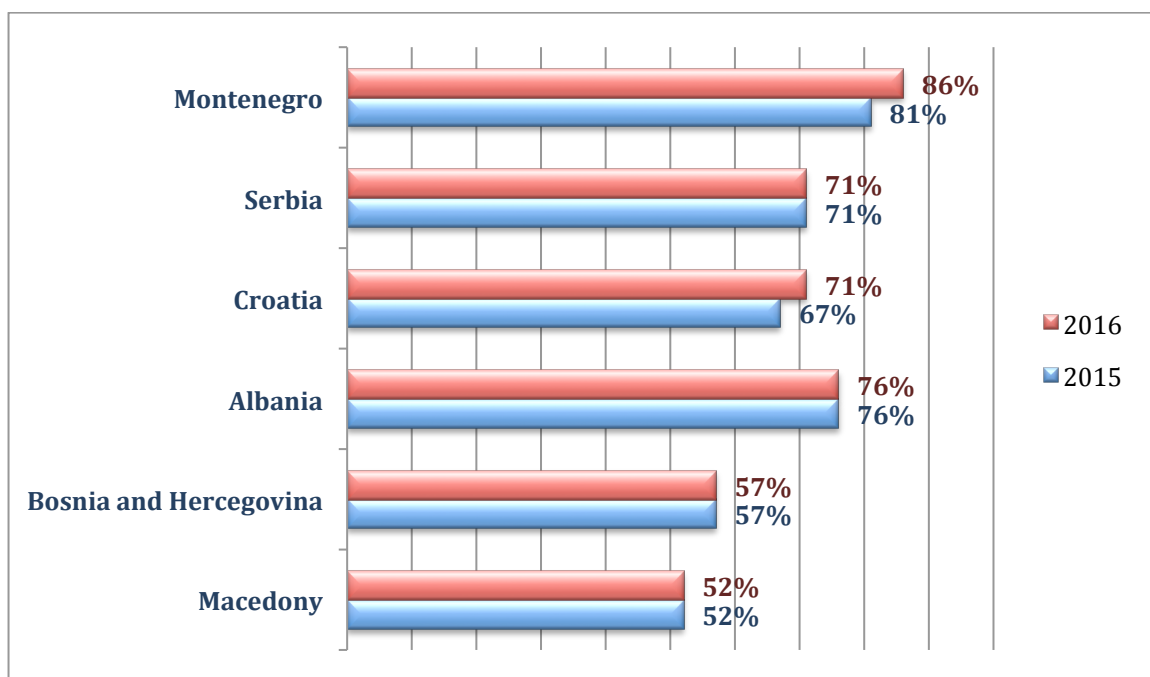
Parliamentary group/committee responsible for openness issues	✓	✗	✗	✗	✗	✗
Adopted principle of information openness	✓	✓	✓	✓	✓	✓
Rules & procedures defining cases when it is possible to exclude public	✓	✓	✓	✓	✓	✓
MPs' contact form	✓	✓	✓	✓	✓	✗
E-petitions	✗	✗	✗	✗	✗	✗
Public relations office	✓	✓	✓	✓	✓	✓
Parliament Service contacts	✓	✓	✓	✓	✓	✓
Civic education unit	✓	✓	✓	✓	✓	✓
Civic education unit staff contacts	✓	✓	✓	✗	✓	✗
Updating information on civic education unit work	✗	✓	✓	✗	✗	✗
Education unit material	✓	✓	✓	✓	✗	✗
Explanation on how to use education unit programs	✓	✓	✗	✓	✗	✗
Statistics about number of citizens engaged in education unit programs	✓	✓	✓	✗	✗	✗

Cooperation with civil society section	✓	✓	✗	✗	✗	✓
Form for achieving this kind of cooperation	✓	✓	✗	✗	✗	✓
Institutionalized mechanism of cooperation with civil society organizations (CSOs)	✓	✓	✓	✗	✗	✓
Ways in which CSOs can engage	✗	✓	✓	✗	✗	✓
Cooperation with parliamentary monitoring organizations	✓	✓	✓	✗	✗	✓
Constituency offices	✓	✗	✗	✗	✗	✓
Information on Constituency offices in current composition	✓	✗	✗	✗	✗	✓
Are offices financed from parliament's budget	✗	✗	✗	✗	✗	✗
Offices' expenditures	✗	✗	✗	✗	✗	✗
Presentation of parliamentary work on social networks						
Facebook	✗	✗	✗	✗	✓	✗
Is it updated regularly	✗	✗	✗	✗	✓	✗
Twitter	✓	✗	✗	✗	✓	✗
Is it updated regularly	✗	✗	✗	✗	✓	✗
Youtube	✓	✓	✓	✗	✓	✗
Is it updated regularly	✓	✓	✓	✗	✗	✗
Terms of use of data published	✗	✗	✓	✗	✗	✗

4.4 ACCESS TO PARLIAMENTARY INFORMATION

The access to parliamentary information category contains **21 indicators**, involving facilitation of media coverage of parliamentary activities, citizen visits and physical presence at plenary sessions, access to information, easily searchable and regularly updated websites and possibilities to monitor parliamentary work using new technologies. The Declaration on Parliamentary Openness stipulates that parliaments shall ensure that information is broadly accessible to all citizens on a non-discriminatory basis through multiple channels, including first-person observation, print media, radio and live and on-demand broadcasts and streaming.

Indicator fulfillment rate ranges from 52% to 86%. The leader in this category is the **Montenegrin parliament** - 17 positively assessed indicators of 21, or **81%**. **The Albanian parliament ranked second, 76%**, ahead of **the Serbian and Croatian parliaments, 71%**. The lowest results in this category were reported by **the Bosnia and Herzegovina parliament, 57%**, and **the Macedonian parliament, 52%**.



In this category, the only change from the previous survey is the progress achieved by the Montenegrin and Croatian parliaments. The Montenegrin parliament's official website enables citizen to apply online to receive on a monthly basis bulletin Open Parliament, which provides a summary of parliamentary and MPs' activities. A similar mechanism of informing citizens about parliamentary work also exists in Serbia. The Serbian parliament publishes Kvorum, the parliament's quarterly information bulletin. The Croatian parliament's official website provides detailed guidelines for presence at committee meetings.

All the parliaments surveyed facilitated media coverage of parliamentary activities, only subject to narrowly and precisely defined exceptions. Also, all parliaments enable physical presence of

citizens and publish detailed visit guidelines. All information posted on parliaments' websites is accessible and available for further use and is published in open formats. Open formats are documents that can be copied and searched, excluding documents such as closed pdf formats and all forms of scanned documents, such as jpg, jpeg and similar. Websites of all parliaments in the region feature easily searchable tools and are available in several languages.

On the other hand, most of parliaments' websites **lack** precise instructions for citizen presence at plenary and committee meetings, that is, instructions on whom and how to apply. Most of parliaments do not have a publically available guideline for free access to information, or an online database and statistics of requests for free access to information of public importance. Documents which parliaments publish on their official websites are not in machine-readable formats.

ACCESS TO PARLIAMENTARY INFORMATION						
	Serbia	Monte negro	Croatia	B-H	Macedo nia	Albani a
Media presence	✓	✓	✓	✓	✓	✓
Rules & procedures defining cases when it is possible to exclude media	✓	✓	✓	✓	✓	✓
Media accreditation procedures	✓	✓	✓	X	X	✓
Citizen visits to parliament	✓	✓	✓	✓	✓	✓
Citizen visits guidelines	✓	✓	✓	✓	✓	✓
Citizen presence at plenary sessions	✓	✓	✓	X	✓	✓
Instructions for citizen presence at plenary sessions	X	X	✓	X	X	✓
Presence at committee sessions (citizens, civil society organizations)	✓	✓	✓	X	✓	✓
Instructions for presence at committee sessions	X	X	✓	X	X	✓
Free access to information published on parliament's website	✓	✓	✓	✓	✓	✓
Free access to information guidelines	X	✓	X	✓	X	✓
Documents in parliament's possession	✓	✓	X	X	X	✓

Contacts of staff responsible for free access to information	✓	✓	✓	✓	X	✓
Online database of requests and replies regarding free access to information	X	✓	X	X	X	X
Statistics of requests for free access to information	X	✓	X	X	X	X
Publication of documents in open formats	✓	✓	✓	✓	✓	✓
Publication of documents in machine-readable formats	X	X	X	X	X	X
Parliament's website available in several languages	✓	✓	✓	✓	✓	✓
Easily searchable tools	✓	✓	✓	✓	✓	✓
Providing regular information to citizens about parliamentary activities	✓	✓	✓	✓	✓	X
Web content accessible to persons with disabilities	✓	✓	X	✓	X	X

4.5 EXAMPLES OF GOOD PRACTICE

- ✓ [The Croatian Parliament](#) launched E-doc system, which contains detailed information about parliamentary and MPs' activities;
- ✓ [The parliaments of Serbia, Montenegro, Croatia](#) and [Albania](#) have developed mechanisms of cooperation with civil society organizations;
- ✓ The Montenegrin parliament publishes [legislative agenda and schedule](#) for the current year;
- ✓ The parliaments of [Montenegro, Croatia, Bosnia and Herzegovina](#) and [Albania](#) adopted a Code of Conduct for MPs;
- ✓ The parliament of [Bosnia and Herzegovina](#) posts detailed biographies of MPs;
- ✓ The parliament of [Montenegro](#) publishes [Asset Declarations](#) of MPs;
- ✓ The parliaments of [Croatia](#) and [Montenegro](#) publish amendments to introduced legislation, as well as "the birth or a law;"
- ✓ The parliaments of [Montenegro](#) and [Macedonia](#) adopted a Lobbying Act;
- ✓ The parliament of Macedonia is [active on social networks](#);
- ✓ The Serbian parliament on its official website publishes information on [Constituency offices](#), which facilitate direct contacts between citizens and MPs. Constituency offices are set up at the initiative of MPs and are not funded from the parliamentary budget. The Parliament of Albania also has Constituency offices;
- ✓ The parliament of Albania publishes [detailed guidelines for attending committee meetings for all interested parties](#);

4.6 GENERAL RECOMMENDATIONS FOR ADVANCING PARLIAMENTARY OPENNESS

In the introduction, we underlined that the survey is clearly focused on advancing openness and transparency of parliaments in the region. Based on the findings, we developed recommendations for three key segments: **transparency of parliamentary information, parliamentary openness and access to parliamentary information.**

With the adoption of the **Declaration on Parliamentary Openness**, parliaments in the region would confirm their strategic commitment to honoring the standards and principles set out in the declaration – greater work openness and transparency and citizen participation in decision-making.

PARLIAMENTARY TRANSPARENCY

Under the first category, parliaments in the region should:

- ✓ *Considering that they are participating countries of the Open Government Partnership Working Group for legislative openness, they should develop action plans for advancing parliamentary transparency and openness and enhance public consultations during the legislative process. The sharing of good practices and experience between governments, parliaments, civil societies and international institutions, possibilities would strengthen the possibility for opening up the legislative process.*
- ✓ *Publish detailed MPs' biographies, including data on their professional record and formal education as well as about their other positions in the public sector, which could be achieved through a standardized questionnaire that MPs would fill in when taking office;*
- ✓ *On MPs' profiles, publish records of their parliamentary activities, including:*
 - *attendance record and number of addresses at plenary sessions, and*
 - *committee meetings,*
 - *and also results of voting on documents generated through the work of committees;*
- ✓ *On MPs profile, publish data about their assets and parliamentary and non-parliamentary income, in machine-readable formats;*
- ✓ *Publish records of committee proceedings, including:*
 - *video,*
 - *audio recordings,*
 - *complete transcripts, and*
 - *voting results of meetings;*
- ✓ *Publish amendments submitted by MPs;*

- ✓ *Post “the birth of a law,” a map showing the path a law has to pass to its adoption, along with all accompanying documents;*
- ✓ *Enable comments on introduced legislation, via an online mechanism;*
- ✓ *Adopt a Lobbying Act, which would lay down rules for meetings of MPs and representatives of interest groups, which would contribute to an improved decision-making transparency.*

PARLIAMENTARY OPENNESS

- ✓ *Boost collaboration with the civil sector through precisely defined rules and procedures for engaging civil society organizations and experts in parliamentary work.*
- ✓ *Enhance direct communication with citizens by establishing the mechanism of Constituency offices;*
- ✓ *Upgrade activities and presence on social networks by opening official profiles and maintaining accounts to foster two-way communication with citizens;*

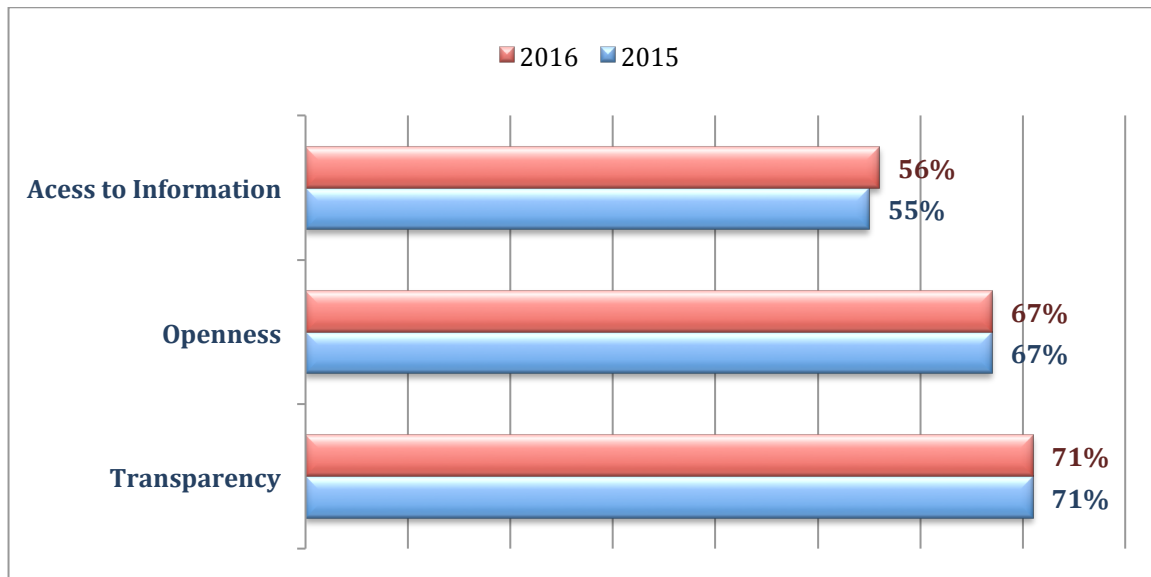
ACCESS TO PARLIAMENTARY INFORMATION

- ✓ *Publish documents generated through the legislative process in structured formats (xml, xtml) to upgrade their machine readability and enable remote access and bulk downloading. By ensuring that information is provided in machine-readable formats¹¹, that is, in formats which machines can reprocess and re-publish, these data will be more accessible to citizens.*

¹¹ Machine-readable formats are formats that computers can directly download and reprocess, such as xml, csv, json and excel.

5. NATIONAL ASSEMBLY OF THE REPUBLIC OF SERBIA

The National Assembly of the Republic of Serbia meets 75 of 123 indicators applied in the survey, or 61%.



Compared with the research from October 2015, the Serbian parliament made a step forward in advancing its transparency. If compared with the year before, the Serbian parliament improved budget transparency by publishing budgets for the previous two years and a detailed procurement plan for 2016.

The Serbian parliament made a first step toward establishing a mechanism of cooperation with civil society organizations at the level of an informal parliamentary group, which is an example of good practice in the region. In September 2015, a Parliamentary Group for Open Parliament was set up, tasked with advancing transparency and openness of parliamentary information and increasing citizen participation in parliamentary activities. In the previous legislature, the group comprised representatives of all parliamentary groups. This was an important step toward establishing an institutionalized model of cooperation. Upon the formation of a new government in Serbia, it is expected that a Parliamentary Group for Open Parliament will be set up again, considering that major advocators in the previous legislature have preserved their seats in the parliament.

In the first category of indicators, **transparency of parliamentary information**, the National Assembly of the Republic of Serbia fulfills **56%**, 1% up from the previous survey. .

Compared with the 2015 study, the Serbian parliament met an additional indicator in terms of budget transparency. The parliament's official website now provides budgets for the past two years (2014 and 2015), as well as a detailed public procurement plan for 2016. If compared with the year before, the parliament does not have biannual reports on spending. However, despite certain progress in this domain, it should be noted that budget-related documents are not

published in machine-readable formats¹², which considerably restricts their further use and reprocessing.

The Serbian parliament's official website features minutes, video and audio recordings, transcripts and voting results of plenary proceedings. The page **lacks** record of MPs' attendance and activities at plenary sessions. The parliament does not publish text of amendments to introduced legislation submitted by MPs or voting results at committee meetings.

As regards committee proceedings, the Serbian parliament publishes minutes of meetings and video recordings. After every committee meeting, the parliament publishes a brief summary, minutes and report of the meeting. Although these documents are posted in standardized formats, not all committees publish all three documents, but they rather vary from session to session.

What **lacks** in the domain of transparency of committee information, are transcripts of meetings as well as records of attendance, activities and voting of MPs at those meetings.

It can be concluded that transparency of records of plenary and committee proceedings was provided, but not fully. Also, most of the data missing, and which relate to transparency of parliamentary information, exist in *the internal system of the National Assembly of the Republic of Serbia, e-parliament, which is available to MPs, but not to a broader public.* The Serbian parliament should endorse the good example of the Croatian parliament, which was over the past year, gradually, in phases, unveiling data from the internal E-doc system, thereby considerably advancing transparency of the records it publishes.

The Serbian parliament's website does not provide comprehensive information about MPs. With every legislature taking office, MPs submit to the National Assembly Service a questionnaire containing their biographical data. However, MPs are not obliged to fill in the entire questionnaire, that is, to provide all the information requested in the document. As a result, there is a discrepancy of the information available to the public and citizens. On its official website, the parliament publishes MPs' basic data - profession, affiliation to political party and parliamentary group, posts discharged in the parliament, but **does not publish** employment records, information about educational level and formal education of MPs, or contacts and Asset Declarations.

The Serbian parliament is one of few parliaments in the region to publish data on MPs' parliamentary income, which are contained in the Information Booklet, and is the only parliament in the region to publish official/business travels expenditures of MPs. However, these documents are not posted in machine-readable formats.¹³ In addition, the Serbian parliament posts documents defining its roles/functions, internal and administrative rules and procedures, as well as the organizational chart and structure of parliamentary staff.

The Serbian parliament **does not have in place** a legislative activity agenda and schedule for the ongoing year, which could considerably improve the quality of debates in plenary and committee proceedings and ultimately, the quality of laws. Under Rule 28 of the parliament's Rules of Procedure: *"Annual work agenda and schedule of the National Assembly of the Republic of Serbia is decided by the parliament speaker after consulting with the Collegium, while taking into account the parliament's obligations in line with law and annual government work program."* It is

¹² Machine-readable formats are formats that computers can directly download and reprocess, such as xml, csv, json and excel.

¹³ Ibid.

important to align parliament's annual agenda and schedule with those of the government, as it would enable MPs to prepare adequately for introduced legislation. More precisely, if MPs at all times knew which legislation will be introduced to the parliament, they could prepare adequately for the upcoming debate. Also what lacks is a more comprehensible display of the birth of a law (a map showing the path a law has to pass to its adoption).

Furthermore, the Serbian parliament has not yet adopted a Lobbying Act, although its passage has been requested and has been discussed in public for a long time now. It has not yet been introduced to the parliament. The adoption of this law, primarily depends on the political will, considering that in the previous legislature, the government was the proposer of more than 90% of laws.

Also, the Serbian parliament lacks a Code of Conduct for MPs. The working group for composing a Code of Conduct for MPs was set up in mid 2014, but has not yet unveiled a draft document.

TRANSPARENCY OF PARLIAMENTARY INFORMATION

Ispunjenost kriterijuma

Documents on parliament's roles/functions	✓
Parliament's organizational chart	✓
Structure of parliamentary staff	✓
Documents on internal rules & procedures	✓
Documents on administrative rules & procedures	✓
Information Booklet	✓
Updating Information Booklet	✓
Parliament's Rules of Procedure	✓
Legislative work agenda for 2015	X
Legislative work report for 2014	✓
Code of Conduct for MPs	X
Code of Conduct availability on parliament's website	X

Parliament's 2015 budget	✓
Parliament's budgets for 2014 & 2013	✓
Detailed budget (tabular & textual)	✓
Biannual expenditure report	X
Annual expenditure report	✓
Public procurement plan for 2015	✓
Invitations and decisions in public procurement procedures	✓
Agreements and annexes in public procurement procedures	X
MPs' biographies	✓
MPs' employment records	X
MPs' professional qualifications	X
MPs' formal education	X
MPs' professions	✓
MPs' roles in parliament	✓
Political party affiliation	✓
Caucus affiliation	✓
Seats on committees	✓
Membership in informal caucuses	X
MPs' contact number	X
MPs' e-mail	X
MPs' profile on social networks	✓

MPs' websites	X
Draft legislation proposed by MPs	✓
Amendments	X
MPs' attendance at plenary sessions	X
Number of MPs' addresses at plenary sessions	X
MPs' attendance at committee sessions	X
Number of MPs' addresses at committee sessions	X
Information on Parliament Service staff	✓
Contact numbers of Parliament Service staff	✓
Expenditures of Parliament Service staff	✓
MPs' Asset Declarations	X
Updating Asset Declarations	X
Data on MPs' income in parliament	✓
Data on MPs' income in other state institutions	X
MPs' travel expenses	✓
Monthly calendar of parliamentary activities	✓
Advance notice about scheduling plenary sessions	✓
Transcripts of plenary sessions	✓
Standardized minutes of plenary sessions	✓
Video recordings of plenary sessions	✓
Audio recordings of plenary sessions	X

Voting results	✓
Invitations to committee sessions	✓
Transcripts of committee sessions	X
Standardized minutes of committee sessions	✓
Documents deliberated by committees	X
Video recordings of committee sessions	✓
Audio recordings of committee sessions	X
Texts of draft legislation	✓
Documents accompanying draft legislation	X
Texts of adopted laws	✓
Amendments	X
Documents adopted at plenary sessions	✓
Comments on draft legislation	X
Birth of law	X
Adopted Lobbying act	X
Agenda of meetings of lobbyists and MPs	X
Minutes of meetings of lobbyists and MPs	X
Documents received from lobbyists aimed at influencing decision-making processes	X

In the second category, **promoting a culture of parliamentary openness**, the National Assembly of the Republic of Serbia meets **20 of 30 surveyed indicators, or 67%**.

Compared with the 2015 survey, no changes were registered in this category.

Apart from the parliaments of Montenegro and Albania, the Serbian parliament made a step toward establishing an institutional mechanism for cooperation with civil society organizations.

In September 2015, an Informal parliamentary group for open parliament was set up. MPs, representatives of all parliamentary groups and representatives of the National Assembly Service gathered around the common goal of advancing parliamentary transparency and openness and increasing citizen participation in parliamentary processes. Upon the formation of a new Serbian cabinet, it is expected that this group will be formed again.

The parliament's official website features a clearly posted contact form which citizens can use to contact MPs. This form, however, does not display direct contacts, that is, e-mail addresses of MPs, or the questions of citizens. This contact form serves only to send questions to MPs, but there is no feedback on whether MPs have furnished answers, and if yes, what the answers are or whether citizens are happy with the answers.

The Serbian parliament has a civic education unit. Also available is the material this unit develops to carry out its activities. What lacks is a regular update of information about the unit's work, which could encourage citizens to engage in the unit's activities.

The Serbian parliament's website features a communication channel for cooperation with the civil sector, through which organizations can submit their applications. This channel of communication for cooperation with civil society organizations was created following consultations of the civil sector and parliament representatives in 2014. On its official website, in the part devoted to the civil sector, the parliament has encouraged civil society organizations to submit reports about their activities along with a desired form of cooperation for to be able to create a common register of civil society organizations for cooperation with the Serbian parliament.

The Serbian parliament, along with the Albanian parliament, is the only parliament in the region to have a developed mechanism of Constituency offices, which facilitates direct communication between MPs and citizens.¹⁴ Constituency offices are set up at the initiative of MPs and are not financed from the parliamentary budget. The parliament's official website **does not contain** Constituency offices expenditures. An example of good practice in the previous legislature was the Constituency office of MPs from Kraljevo, who set up a common office regardless of their party affiliation. This form of cooperation between MPs should be fostered in the future.

The Serbian parliament's Rules of Procedure stipulates the principle of information openness, only subject to narrowly and precisely defined exceptions. The Serbian parliament also has its official YouTube channel, which is maintained regularly. The parliament is not active on social networks - Facebook and Twitter. The parliament has a Twitter account, which was last updated in 2011.

In this category, the criterion **not met** by the Serbian parliament is non-adoption of the Declaration on Parliamentary Openness, which would confirm its strategic commitment to the principles of openness and transparency. Also, there is no option for citizens to submit e-petitions.

PROMOTING CULTURE OF PARLIAMENTARY OPENNESS

Adopted Declaration on Parliamentary Openness

X

Parliamentary group/committee responsible for openness issues

✓

Adopted principle of information openness

✓

Rules & procedures defining cases when it is possible to exclude public

✓

MPs' contact form

✓

E-petitions

X

Public relations office

✓

Parliament Service contacts

✓

Civic education unit

✓

Civic education unit staff contacts

✓

Updating information on civic education unit work

X

Education unit material

✓

Explanation on how to use education unit programs

✓

Statistics about number of citizens engaged in education unit programs	✓
Cooperation with civil society section	✓
Form for achieving this kind of cooperation	✓
Institutionalized mechanism of cooperation with civil society organizations (CSOs)	✓
Ways in which CSOs can engage	X
Cooperation with parliamentary monitoring organizations	✓
Constituency offices	✓
Information on Constituency offices in current composition	✓
Are offices financed from parliament's budget	X
Offices' expenditures	X
Presentation of parliamentary work on social networks	
Facebook	X
Is it updated regularly	X
Twitter	✓
Is it updated regularly	X
Youtube	✓

Is it updated regularly



Terms of use of data published



In the third category of criteria, **access to parliamentary information**, the Serbian parliament fulfills **71% of indicators**, or 15 of 21.

The Serbian parliament enables media coverage of plenary proceedings, citizen visits to the parliament and presence at plenary sessions.

The criteria **not fulfilled** in this category relates to the lack of precise instructions on the parliament's official website as to whom and how interested citizens or civil society organizations can apply to attend plenary and committee meetings.

The Serbian parliament enables full and free access to information published on its official website. Documents published by the parliament are in open formats. The official website is available in several languages, it is easily searchable and its content is accessible to persons with disabilities.

The National Assembly of the Republic of Serbia **does not feature** a guideline for free access to information of public importance. Documents published on the parliament's official website are not in machine-readable formats,¹⁵ which considerably restricts their reuse and reprocessing.

ACCESS TO PARLIAMENTARY INFORMATION

Media presence



Rules & procedures defining cases when it is possible to exclude media



Media accreditation procedures



Citizen visits to parliament



Citizen visits guidelines



¹⁵ Machine-readable formats are formats that computers can directly download and reprocess, such as xml, csv, json and excel.

Citizen presence at plenary sessions	✓
Instructions for citizen presence at plenary sessions	X
Presence at committee sessions (citizens, civil society organizations)	✓
Instructions for presence at committee sessions	X
Free access to information published on parliament's website	✓
Free access to information guidelines	X
Documents in parliament's possession	✓
Contacts of staff responsible for free access to information	✓
Online database of requests and replies regarding free access to information	X
Statistics of requests for free access to information	X
Publication of documents in open formats	✓
Publication of documents in machine-readable formats	X
Parliament's website available in several languages	✓
Easily searchable tools	✓
Providing regular information to citizens about parliamentary activities	✓
Web content accessible to persons with disabilities	✓

5.1 RECOMMENDATIONS

Based on the findings, we have developed recommendations for the National Assembly of the Republic of Serbia, which refer to key segments: **transparency of parliamentary information, parliamentary openness and access to parliamentary information.**

By adopting **the Declaration on Parliamentary Openness**, the Serbian parliament would confirm its strategic commitment to honoring standards and principles set out in the declaration - greater openness, transparency and citizen participation in decision-making.

TRANSPARENCY OF PARLIAMENTARY INFORMATION

In this category, the Serbian parliament should:

- ✓ *Considering that it is a participating country of the Open Government Partnership Working group for legislative openness, it should develop an **action plan for advancing parliamentary information transparency and openness** and upgrade public consultations during the legislative process. The sharing of good practices and experience with other governments, parliaments, civil societies and international institutions, would strengthen the possibility for opening up the legislative process; In this process, the capacity of the Parliamentary group for open parliament should be used to, together with MPs and the National Assembly Service staff, draw up an action plan, which will be possible to implement in the coming period;*
- ✓ *Publish complete MPs' biographies, including sufficient information about their employment record, formal education, and other positions held in the public sector, for the purpose of comparison. This could be achieved obliging MPs to fill in a standardized questionnaire with every new legislature taking office, without leaving blank any information requested in the questionnaire;*
- ✓ *Release regular monthly, biannual and annual statistics about activities of MPs at plenary sessions, in machine-readable formats (tabular display of data);*
- ✓ *On MPs' official profiles, regularly publish information on attendance and activities of MPs at plenary proceedings, including:*
 - *records of attendance at plenary sessions*
 - *number of addresses at plenary sessions,*
 - *and amendments submitted to introduced legislation, in machine-readable formats;*
- ✓ *On MPs' official profiles, publish records of their activities at committee meetings, including:*
 - *records of attendance, and*
 - *activities of MPs at committee meetings, in machine-readable formats (tabular display of data);*
- ✓ *Advance transparency of plenary proceedings:*
 - *By publishing amendments to each bill separately, in machine-readable formats, available for search and analysis;*
 - *Publish “the birth of a law” – a visual display of the path each law has to pass to its adoption;*

- ✓ *Advance committee information transparency:*
 - *by publishing transcripts of meetings,*
 - *by publishing attendance records of MPs,*
 - *and results of voting at meetings, in machine-readable formats: HTML, XML or JSON;*

- ✓ *Publish MPs' Asset Declarations (parliamentary and non-parliamentary income), in machine-readable formats (tabular display of data). Information about MPs' assets are available on the Anti-Corruption Agency's website, therefore the first step in meeting this indicator would be to link each MPs' profile to the corresponding Asset Declaration on the Agency's website;*

- ✓ *Adopt a Code of Conduct for MPs, which would set out rules of conduct for MPs and ethical codes which MPs shall honor during their term in office;*

- ✓ *Adopt a Lobbying Act, which would set out the rules for meetings of MPs and representatives of interest groups, and thereby contribute to an improved decision-making transparency.*

OPENNESS

In this category, the Serbian parliament should:

- ✓ *Activate and regularly update profiles on social networks to improve direct communication with citizens;*

ACCESS TO PARLIAMENTARY INFORMATION

In this category three, the Serbian parliament should:

- ✓ *Publish documents generated through the legislative process in structured formats (xml, xtml) to upgrade their machine readability and enable remote access and bulk downloading; By ensuring that information is provided in machine-readable formats, that is, formats which machines can reprocess and re-publish, these data will be more accessible to citizens.*