

# RESULTS AND ACTIVITIES NALED 2019/20



14th Annual NALED Assembly | July 2020



- 310 members, full regional representation, 96% membership collection
- Annual revenue of 2,7 million euros (33% growth)
- 52 full-time employees at the Executive Office and Support unit to Coordination commission for inspections oversight
- Certification conducted according to ISO 9001 i ISO 27001 standards





With the support of USAID, through a project for strengthening public-private dialogue, NALED provided a new office space for round tables, workshops, trainings, meetings – the NALED Lab





141 members (46%) actively participate in NALED managing bodies and alliances for fair competition, e-government, healthcare, food and agriculture, property and urbanism and environment protection





## **COOPERATION WITH INSTITUTIONS**

- Participation in almost 50 GoS working groups for drafting strategies and laws
- Coordination of GoS Expert group for shadow economy and Joint group for DB
- Member of new working groups in 2019/20 for amending regulations on office operations, drafting the Law on Enforcement and Security Interest, the Companies Act, the Law on Packaging and Packaging Waste, Law on the Registration Procedure with the Cadaster of Real Estate and Utilities, ex post analysis of the Bankruptcy Law, the Rulebook on Fruit and Vegetable Product Quality, forming of an electronic farm register





## **PARTNERS FOR SUCCESS**

- International support: German Embassy / GIZ, US Embassy / USAID, EBRD, British Embassy / GGF, EU, Norwegian Embassy, Netherlands Embassy, WB, UNDP
- Regional cooperation: coordinator of Business friendly environment network in South East Europe





## COOPERATION IN THE EU ACCESSION PROCESS

- Within the National Convention on the EU, NALED coordinates the WG for Chapters 8 (Competition Policy) and 16 (Taxes) and is a member of the WG for Chapters 20 (Entrepreneurship and Industrial Policy) and 22 (Reg. Policy and Coordination of Structural Instruments).
- Participation in the consultations of the European Commission on Serbia's progress: inputs for SIGMA Monitoring Report for 2019 on public administration reform, development and implementation of the Economic Reform Plan, priorities in IPA 2019 and 2020 programming.
- With the support of the EU and with the Center for European Policies (CEP) and the European Western Balkans (EWB), through the **Prepare for Participation** project, NALED advocates more active civil sector's participation in the EU accession negotiations on economic issues; with the support of TAIEX organized training on **EU practices** for LGU representatives
- Visit to the European Commission in Brussels: consultations with the Directorates-General for Enlargement, Economy and Finance, Regional Policy on further development of the regional BFC SEE network; organization of panels at the Digital Summit in Belgrade, April 2019, participation in the annual Western Balkans Summit in Poznan, July 2019.



# **PROJECTS 2019/20**

In 2019 and 2020, more than 30 projects to support economic development - 17 current projects in July 2020 worth 5.6 million euros.

#	Project name	Donor	Year
1	Private Public Dialogue for Growth	USAID	2017-21
2	Digitalising Municipal Land Management	GIZ DPP	2019-22
3	Enable Cost Effective Glass Recycling Value Chain in Western Balkans GIZ DPP		2020-22
4	Municipal Services in Serbia and B&H are Better Accessible and GIZ DPP More Efficient Based on the Usage of a Digital ChatBot		2019-22
5	Establishment of a Unique Contact Center for Denunciations and Complaints on the Work of Inspections + Chatbot EBRD		2020-22
6	Increasing Employment Opportunities for Seasonal Workers in SEE Regions – Phase II	GIZ	2019-20
7	Healthcare Network Optimization Plan	WB/MZ	2019-20
8	Enabling Development of Sustainable Cross-border Clusters EL		2019-21
9	PAR Visibility - Suport to Public Administration Reform VisibilityEU / ECORYSand Communication Under the PAR Sector Reform ContractSEE		2018-21
10	Supporting the Government of Serbia in Countering Shadow Economy 2018-2020		2018-20



#	Project name	Donor	Year
11	Increasing the Recycling Rate for Batteries and Light Bulbs	Rate for Batteries and Light Bulbs GIZ DPP	
12	Responsible Waste Food Management in Serbia	GIZ	2019-21
13	Regulation of Parafiscal Charges Activity	USAID	2019-21
14	"Prepare to Participate" – Strengthening Capacities of Civil Society Organisations (CSOs) for Active Participation in EU Negotiations	EU / Civil Society Facility	2019-21
15	Providing support for Deployment of the e-Inspector System (Phase 2)	UNDP	2019-20
16	Social Services for Vulnerable Groups	GIZ GmbH	2020
17	Support Unit for the Coordination Commission for Inspection Oversight - Phase II	EBRD	2020-22
18	Support for Cadaster Registration Reform - Phase II	UK GGF	2019-20
19	Preparation of Program for the Introduction of Circular Economy in the Republic of Serbia	GIZ DKTI	2020
20	Expanding the System for Simplified Employment of Workers in Occasional jobs	GIZ DKTI	2019-20



#	Project name	Donor	Year
21	Analytical Basis for Land Consolidation in Vojvodina	AP Vojvodina	2019-20
22	E-government Development Program 2019-21	UNDP	2018-19
23	Electrical and Electronic Waste Management in Serbia GIZ ORF		2018-20
24	Grow Capacities and Work Together - Misdemeanor Courts, An Inspections and Businesses Ho		2017-19
25	Strengthening Inspection, Administrative and Judicial Supervision of Inspection Oversight in the Republic of Serbia	Ambasada Norveške	2017-19
26	Support to the Organization and Development of the BFE Platform for the Western Balkans	EBRD	2019
27	Simplification / Optimization Of Selected Administrative Procedures	GIZ	2017-19
28	Increasing Employment Opportunities for Seasonal Workers in SEE Regions – Phase I		2017-19
29	Support for Cadaster Registration Reform - Phase I	UK GGF	2018-19
30	Local Development Partners - Development Partnerships with BFC Municipalities	GIZ	2017-19



#	Project name	Donor	Year
31	Support to the National Convention on the European Union	NKEU	2019-20
32	Contact Center to Support the Introduction of eGovernment Systems	UNDP	2018-19
33	Gender Analysis of Economic Programs and Financial Measures in Serbia	UN Women	2018-19
34	Strong Youth - Social Inclusion and Economic Empowerment	BMZ, SOS Dečija Sela	2015-19
35	Analysis of Implementation of the Law on Cooperatives	MK Group	2019
36	Promotion of Cashless Payments in Local Governments	Visa, Mastercard	2019
37	Support Unit for the Coordination Commission for Inspection Oversight - Phase I	EBRD	2018-2020
38	Analysis of Problems Arising from the Implementation of Art. 95- 97.	MK Group	2019



### **REALIZATION OF STRATEGIC GOALS**





## **REALIZATION OF STRATEGIC GOALS UP TO 95%**

- **Program goal 1:** Improving the regulatory framework for doing business
- **Program goal 2:** Strengthening of public administration capacity and responsibility
- Organizational goal: Building capacities and sustainability of NALED
- 180 activities for 2019: 132 realized (73%), 39 partly realized (22%), 9 not realized (5%). 13 activities realized upfront (7%)





#### Realized 74%, partly realized 21%, not realized 5%

Reduced shadow economy and improved tax system	62	24 15	
Improved e-Government and e-Commerce	75	25	Realized
Progress in resolving property issues and			
improving the planning and construction	88	12	Partly realized
Improved conditions for the development of agriculture and food industry	88	12	
Improved conditions for the development of healthcare sector	50	50	
Improved international competitiveness	86	14	Not realized
and regional cooperation			



### PROGRAM GOAL 2

#### Realized 69%, partly realized 22%, not realized 9%

Improved knowledge and institutional		73		18	9
framework for supporting businesses Improved process of adopting regulations and improved quality of legal solutions		69		23	8
Improved EU accession process in business-relevant areas		63		25	13
(	D 20	40	60	80	100
Realized	Partly re	ealized	■ N	ot realized	I



### **ORGANIZATIONAL GOAL**

#### Realized 75%, partly realized 23%, not realized 2%





### **KEY RESULTS**





To support members in overcoming the crisis caused by COVID-19, NALED has established a digital platform for dialogue and solidarity <u>www.naled.rs/covid19</u>

#### Legal support

A contact center for support to the economy and municipalities was established and 80 inquiries for **legal interpretation or advice** regarding the implementation of procedures during the state of emergency were answered, by exercising the right to economic measures to support the economy, the employers' and workers' rights and obligations





#### Problems and solutions - recommendations for the Government of Serbia

- Through the <u>www.naled.rs/covid19</u> platform, members and the general public nominated 85 proposals for solving the problems caused by the COVID-19 crisis in the areas of healthcare, labor law, trade, tax incentives, e-procedures
- NALED was the first to formulate 10 priority measures for preserving businesses and on March 16, 2020, they appealed to the Government of Serbia, which adopted four: taxes and contributions deferral, moratorium on loan repayment, direct financial support, price growth control and introduction of a contact center for inspection oversight.

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#### Problems and solutions - recommendations for the Government of Serbia

- The Government adopted a joint initiative of NALED, the Coalition for Charity, the Food Bank Belgrade and the Civic Initiatives for VAT Exemption on goods and services for all donations, primarily food and consumer goods.
- After the adoption of state measures to support the economy, business associations - NALED, AmCham, FIC, Digital Serbia - agreed on recommendations for their effective implementation and delivered them to the Crisis Committee
- **40 sectoral recommendations** for agriculture, construction, healthcare in cooperation with Alliances members were formulated





#### **Donations platform**





#### **Donations platform**

- In early April 2020, NALED launched a **unified donations platform** on its website 54 LGs sent appeals for help
- In just over a month, members and partners provided 52 tons of food for 11,000 households, 67 computers and 140,000 euros for medical and protective equipment, in support of 41 cities and municipalities.
- Since the outbreak of the pandemic, NALED members have donated 2.5 million euros in the form of equipment, food, medicine and other means for LGs and healthcare institutions





MALED TOGETHER WE MAKE A DIFFERENCE in fighting COVID-19

naled.rs/en/donations



67 COMPUTERS FOR SCHOOLS AND MUNICIPAL OFFICES

52 TONS OF FOOD FOR 11,000 HOUSEHOLDS

140.000 EUROS FOR MEDICAL AND PROTECTIVE EQUIPMENT



Bogatić

**R**rupanj











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TOGETHER we make a difference in fighting COVID-19









### **CADASTER REFORM**

	STATEMENT
	BROJ TELEFONA E-MAIL OSNOV ZA PORESKO OSLOBODENJE VRSTA NEPOKRETNOSTI KORISNA POVRŠINA GODINA IZGRADNJE ILIPOSLEDNJE REKONSTRUKCIJE



## **CADASTER REFORM**

- Continuation of the Cadaster reform from 2018, when with the support of the Good Governance Fund of the British Government (GGF), **eCounter** was introduced that is, property registration through public notaries who send data ex officio to the Cadaster
- As of January 1, 2020, with the support of NALED and GGF, **filing of tax returns for real estate transactions was abolished** - data for determining taxes are given to the public notary during the contract verification
- 2 additional counters closed, savings of at least 6.5 million euros in the next four years for about 120,000 sales and inheritance proceedings per year, trainings held for nearly 200 local tax administrations representatives





Serbia ranked 44th in the World Bank's Doing Business report for 2020, which is 4 placements up compared to the previous year - NALED, as the coordinator of the Joint Working Group for DB, worked on drafting an Action Plan to improve Serbia's rank and provided support to institutions in implementation





**Serbia ranked 9th in the area of construction permits** - the best result in history after the amendment of the Law on Republic Administrative Fees, at NALED's initiative, the fee for location conditions was halved

Advances in other areas in which NALED contributed: protection of minority shareholders (from 83rd to 37th place after amendments to the Companies Act), accepted amendments to the Bankruptcy Law (eight placements up) and more efficient procedure for obtaining connection to electricity connection (10 placements)

The Joint Group formulated an Action Plan for entering the top 10 countries: introduction of full e-registration of companies, eSpace for the adoption of spatial and urban plans, and fully up-to-date cadastre.





With the support of members of NALED and the Fair Competition Alliance, the Government of Serbia adopted a new National Program and AP for the combating SE **2019-20**, with 36 measures and 153 activities aimed at reducing the gray zone by 200 million euros.





#### Flat-rate tax reform

- With the support of NALED and USAID, the long-awaited flat-rate tax reform was implemented - for the first time an objective formula for tax calculation was introduced and an indicative calculator for calculating tax liabilities for four years in advance was created on <u>www.jpd.rs</u> and the Tax Administration website.
- 95,000 flat-rate entrepreneurs received tax decisions for 2020 electronically already in January, in the tax mailbox via the eTaxes system; annual tax growth limited to 10% by 2023.





## **COUNTERING SHADOW ECONOMY**

#### Entrepreneurship support and fiscal burden reduction

•Through the Start legally program, which was initiated by NALED, 780 new companies were opened with tax exemption in the first year of operation, savings of up to 250,000 dinars per year

•At the beginning of 2020, the Entrepreneurship Champions competition of cities and municipalities was organized by NALED and RSJP, under the Government's auspices and with the support of GIZ - promotion of local and national support programs

•New project for reforming parafiscal charges with the support of USAID -NALED creates recommendations for the systematization and creation of a public register





#### •Strengthening inspection oversight

•Nearly **50 meetings of working groups** of the Coordination Commission for Inspection Oversight in 2019, donor support for the work of the CC Support Unit (EBRD), guidelines for the implementation of agreements on the recognition of violations for 5 inspections (Embassy of the Netherlands), workshops for improving regulations for administrative, inspection and judicial supervision (Embassy of Norway).

•The EBRD supported the introduction of a unified **Contact Center** for Inspections. In three months, 4,500 reports were sent, mostly to the Market Inspection: complaints about price gouging, rejected complaints, unregistered retail sales, non-issuance of invoices.

•Phase II of **elnspector** software implementation started with the support of UNDP; in addition to the 36 existing ones, 5 more inspections of the Ministry of Agriculture were connected, and risk analysis modules were developed.





## **COUNTERING SHADOW ECONOMY**

#### Cashless payment

In cooperation with the Office for IT and eGovernment and with the support of the Visa and Mastercard companies, a campaign and competition of local governments in encouraging card payments at the LG counters was realized.
POS terminals introduced in 60 cities and municipalities, during 6 months their citizens paid 13,500 charges, fees and taxes worth more than 20 million dinars, up to 500 days of savings





### **E-GOVERNMENT DEVELOPMENT**





## **E-GOVERNMENT DEVELOPMENT**

- NALED coordinated the creation of the eGovernment Development Program and Action Plan for 2020-2022, in cooperation with Ministry of Public Administration and Local Self-Government and the Office for IT and eGovernment, and with the support of the Good Governance Fund through UNDP and the European Union
- The program provides the introduction of 300 new eGovernment or mGovernment services for 1.5 million citizens and businesspersons, and an electronic mailbox
- NALED participated in the Government Working Group for Office Business Reform – a unified Regulation that treats e-document as primary was adopted in 2020, and in working groups for trade and e-commerce laws, adopted in mid-2019.
- After 120 years, a new Law on Archival Materials and Archival Activities was adopted, businesses have been enabled to keep business documentation in digital form, even if it was originally created in paper form, saving millions of euros a year just for printing.



### **AGRICULTURE DEVELOPMENT**

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### **5 MEASURES TO SUPPORT AGRICULTURE**

How to reduce red tape and ensure production continuity during and after COVID-19?











Enable farmers and beekeepers over 65/70 to access their holding/apiary

2. Extend the duration of farmers' number of days for movement permits during curfew to at least two weeks

3. Increase the simplified hiring of seasonal workers in agriculture from 120 to 180 days

Support the online sales system for agricultural products and establishment of alternative channels for placement of goods

4.

5.

Introduce a special subsidies package for the food and agriculture sector and enable eAgrar electronic application for incentives


### AGRICULTURE DEVELOPMENT

### Seasonal employment reform

- NALED and GIZ submitted to the Tax Administration a software for electronic registration of seasonal workers via the <u>www.sezonskiradnici.gov.rs</u> website and mobile applications; in 2019, 26,000 workers were registered through the system (close to 40% of all seasonal workers in agriculture).
- After the success in Serbia, with the support of GIZ, the expansion of the model to SEE countries was initiated - Albania, Montenegro, North Macedonia.
- eAgrar and Farm Register
- NALED prepared a functional analysis and recommendations for the introduction of the electronic Farm Register and the eAgrar system for the allocation of subsidies; recommendations for optimization adopted by the Ministry's Working Group.
- In cooperation with the Association of Beekeeping Organizations of Serbia, the signing of the **Declaration on the Protection of Bees** was initiated cities and municipalities have committed themselves to introducing measures for the protection of bees at the local level.



### **HEALTHCARE IMPROVEMENT**





### HEALTHCARE IMPROVEMENT

•The first Gray Book of Healthcare was published with 50 recommendations in 3 areas: healthcare services, healthcare financing and capacities and availability of medicines

•Priority recommendations proved to be crucial even during the crisis: digitalization of services for citizens and businesses, greater involvement of the private sector...

•Within the Second Health Project supported by the World Bank, more than 200 visits to healthcare institutions, focus groups, research were realized, in order to develop a **Healthcare Network Optimization Plan** - joint work of NALED and Delta House (Croatia) and IBF (Belgium)





### **ENVIRONMENT PROTECTION**





### •ENVIRONMENT PROTECTION

• At our members' initiative, at the end of 2019, the **Environment Protection Alliance was formed** - the largest alliance with 40 companies and local governments

 Through the "Towards Better Electrical and Electronic Waste Management in Serbia" project with the support of GIZ ORF, Coca Cola and Gorenje, more than 1,500 companies were introduced in the e-register for the environmental tax payment

• With the support of GIZ and businesses, **5 new thematic projects were launched**: for food waste management (Esotron), glass packaging (Sekopak-SRB, Ekopak-B&H and Pakomak-N.Macedonia), e-waste, special waste streams, as well as and for recycling batteries and light bulbs (Božić i sinovi and Ereciklaža)







### **CUTTING THE RED TAPE**





### **CUTTING THE RED TAPE**

- The 12th edition of the Grey Book with 100 businesses' recommendations was published; since the last edition, the institutions have resolved 17 recommendations (40% more than in 2018)
- In addition to **flat-rate taxation reform**, abolishing tax returns and electronic storage of business documentation, several other priorities for digitalization of public administration were realized: **electronic issuance of tax receipts** was enabled, and **electronic registration and signage fee payment** through the local tax administrations websites lpa.gov.rs









- With the support of the EBRD, an analysis and feasibility study for institutionalization of the Regional Business Environment Network (BFE) coordinated by NALED was conducted
- A total of 56 LGs from the region have so far obtained a BFC SEE certification; the standard for municipalities tailored to the economy in SEE was acquired by 19 new LGs: Banja Luka, Bijeljina, Maglaj, Zavidovići, Trebinje, Brod, Kakanj, Tešanj, Novi Grad, Žepče, Prnjavor, Bosanska Krupa and Bihać (B&H), Požarevac, Šabac, Ćuprija, Pećinci (Serbia), Bijelo Polje and Žabljak (Montenegro).





- Through the **DeveloPPP mechanism**, with the cooperation and joint financing by GIZ and the private sector, two projects were initiated to strengthen the local government capacity in the SEE region:
- In cooperation with SAGA, the creation of a ChatBot app for improving municipal services in Serbia and the Republika Srpska was launched - a pilot project in the business-friendly cities of Sombor, Šabac, Laktaši and Bijeljina
- In cooperation with TeleGroup, work is underway to establish AgroLIFE software for better municipal land management in Serbia, Montenegro and Republika Srpska.





- With the support of the EU, a project was launched to form **two crossborder clusters**: one in the sector of agriculture and new technologies in agriculture in Sombor, and the other in the sector of paper industry and machinery in Belišće.
- In cooperation with RATEL, trainings for more than 80 local governments on information security, personal data protection and other topics important for the e-Government development were conducted.



 In cooperation with the Embassy of Switzerland and SEEDEV, a Swiss-Serbian forum on GI-labeled products was organized - strengthening the municipalities' capacity for authentic food and handicrafts placement and promotion



As part of the USAID-supported project to strengthen public-private dialogue, three new topics and organizations were selected to receive advocacy support:

- Education for the 4.0 Revolution (Connecting)
- **Public Procurement Monitoring** (Business Association of Bidders of Serbia)
- Wastewater management (3E Association and MINS Network of Inspectors)

**5 study trips** organized : USA (public-private dialogue), Bulgaria (cross-border clusters), France (inspection oversight), Slovenia (e-waste management), Germany (DPP)





### **COMMUNICATION & MEDIA**

**More than 300 events in 2019** - 180 trainings on inspections, real estate registration, public-private dialogue, more than 50 workshops, seminars and info days, 12 national conferences, 28 round tables, 28 working sessions, 5 study trips, 5 promotional events for the media and public

### More than 4,000 media releases in national and local media in 2019

# Video service launched and 26 video stories produced by NALED were recorded

In 2019, more than 1.7 million views on the websites run by NALED: www.naled.rs, www.uzmiracun.rs, www.građevinskedozvole.rs, www.jpd.rs, sezonenskiradnici.gov.rs, e-uprava.info...









eŠalter





Građevinske dozvole

Uzmi račun

Regulatorni indeks Srbije

Sezonski radnici

Javno-privatni dijalog



### **COMMUNICATION & MEDIA**

Viber community for members launched - close to 250 members from 190 individual organizations have joined the platform where they are regularly updated on NALED's initiatives and activities

More than **13,000 followers** on social networks (10% growth), a new Twitter account for informing the international community about NALED's initiatives launched

New services introduced on the comprehensive **Knowledge database** for members in the website's locked section: Database of publications, Working group database, PUC database for e-waste disposal, Real-time clipping database, Video service





@naled\_en Follows you

Wednesday, April 1, 2020

### NALED

NALED je lansirao jedinstvenu platformu za donacije u borbi protiv COVID-19! Platforma omogućava pregled urgentnih potreba koje smo identifikovali u saradnji sa nadležnim institucijama i međunarodnim organizacijama, a u narednom periodu fokus će biti na lokalnim samoupravama Pozivamo sve društveno odgovorne kompanije da u skladu sa svojim mogućnostima doniraju neophodnu opremu, lekove, hranu i druga sredstva (finansijska ili in-kind). Predloge donacija (privreda) i potrebe za donacijama (lokalne samouprave) možete poslati putem naše platforme Edited 11:01 AM



### **COMMUNICATION & MEDIA**



### 11.06.207

Lakše do utvrđivanja i umanjenja poreza eŠalter za nepokretnosti



16.04.2020 Dejan Vuković - Korona virus koči naplatu potraživanja privrede



29.05.2020 Konkurs za izbor najboljih primera nastave na daljinu - Magija je u rukama nastavnika

GODIŠNJE IST STAVOVA GRA O SIVOJ EKON

Mert 2020

Virtuelna pre stavova građ

<u>\_\_\_\_</u>



Vladimir Novaković - NALED platforma za donacije









## **RESEARCH AND ANALYSIS**

The think-tank component - in 2019 NALED published 70 professional publications, analyzes, research, presentation of practical policies, among which the key ones are:

- 12th edition of the Grey Book of Regulations with 100 recommendations for cutting the red tape
- The Grey Book of Healthcare with 50 Recommendations for Improving the Healthcare System
- A Guide to Tax Exemption for Business Start-ups
- The Concept of the e-Government Development Program 2019-2022
- The Analysis of the Implementation of the Law on Cooperatives
- The Analysis and Recommendations for More Efficient State Aid Control



### **RESEARCH AND ANALYSIS**

- The Analysis of Institutional Capacities of Courts, Notaries and Public Enforcement Executors for the implementation of the Real Estate eCounter
- The Analysis of the System of Hiring Seasonal Workers the Experience from the Western Balkans
- The Gender Analysis of Entrepreneurship Support Programs, Civil Society Organizations' Calls for Funding , the Innovation Fund programs
- The Analysis of the Food Waste Management System in the Republic of Serbia
- The Semi-annual Research of the Businesses' and Citizens' Views on Shadow Economy
- The Quarterly Report on the Status of Regulatory Reform
- The Regulatory Index: Annual Regulatory Environment Analysis



### SOCIALLY RESPONSIBLE INITIATIVES

As part of the **Art of Serbia campaign**, a line of protocol gifts with motifs of works by artists from Požarevac, Pancevo, Sombor, Šid and Užice was designed, an exhibition of reproductions was organized at the September Gathering and a promotional campaign was realized on NALED's social networks.

**1000zena.rs Initiative** in cooperation with the Ethno Network - support for the employment of women and youth in rural areas in the production of traditional handicrafts as business and diplomatic gifts.





### ALED January 28 - (

Lasilika je oko 6000 radova uja, pastela, atvarela, tempera, ch2ã, apiserija, pozrônkih secnoprafija, skica za kostime, vitraž, mozaka i apiserija, pozrônkih secnoprafija, skica za kostime, vitraž, mozaka i Doživeo je punu afirmaciju na 294 samostalne tikožbe u Srbiji i brojnim umethičkim centima Eviope. Na rejegovim slikana često su prikazani opisači, na njiviše ga inspiriše rodna Bačka. Danas obeležavamo 122 opidina od njegovor ođenia.

Zadovoljstvo nam je da vam predstavimo velikog somborskog slikara Milana Konjovića čiji su Град Сомбор I Galerija Milan Konjović Sombor deo naše kampanje #UmetnostSrbije 🎨 🖊





### SOCIALLY RESPONSIBLE INITIATIVES

Mastercard donated **250,000 euros** to NURDOR **for the construction of a parental home** as part of a campaign supported by NALED.

Through our platform, NALED members and partners, and individuals, have supported almost 40 local governments and healthcare institutions in the fight against COVID-19 through **donations** in the form of food, protective equipment, medical and IT equipment.





## **IN FOCUS FOR 2020/21**

- Digitization of public services for businesses in agriculture and healthcare as priority sectors eAgrar and eHealthcare
- Strengthening the state administration's capacity for **e-business**, electronic payment and establishing electronic delivery systems in all procedures
- System planning, sustainable financing and improvement of waste management
- Enabling flexible forms of employment (platform work, freelance, seasonal jobs)
- Raising the economic value of property facilitating conversion, consolidation, legalization, urban planning - eSpace
- Direct **support to companies** compliance with regulations, business transformation, e-business, cashless payment
- **Support to local governments** improvement of the financing system, implementation of economic empowerment projects, support during a state of emergency caused by a pandemic or other emergency circumstances



www.naled.rs www.uzmiracun.rs www.sezonskiradnici.gov.rs www.gradjevinskedozvole.rs www.upisnepokretnosti.rs www.e-uprava.info www.jpd.rs www.bfc-see.org www.1000zena.rs