



# Western Balkans Ministerial Conference on Public Administration Reforms

Inspiring public sector transformation:  
Public service custom-made to citizens and businesses

15<sup>th</sup> September 2022  
Skopje, North Macedonia (Hotel [Limak](#))

<b>09:00 - 09:30</b>	<b>Welcoming Coffee, networking, registration</b>
<b>09:30 – 10:00</b>	<b>Introductory remarks</b>
Setting the Scene:	<b>Stefan Friedrichs</b> , Conference moderator, Senior Expert in Public Administration;
Opening reflections:	<b>Dimitar Kovačevski</b> , Prime Minister, North Macedonia <b>Admirim Aliti</b> , Minister of Information Society and Administration, North Macedonia <b>Mathieu Bousquet</b> , Acting Director, Directorate A “Thematic Support, Coordination of Policy and Financial Instruments” at DG NEAR, EC <b>Maja Handjiska Trendafilova</b> , v <b>Gregor Virant</b> , Head of OECD/SIGMA
<b>10:00 – 10:15</b>	<b>Keynote speech</b> <i>“Strong institutions that serve the state not the government”</i>
	<b>Daniele Dotto</b> , Directorate General for Structural Reform Support, European Commission
<b>10:15 – 11:30</b>	<b>Ministerial Panel</b> <i>“What can our public services do to better meet the needs of citizens?”</i>
	Moderated by Maja Handjiska Trendafilova (ReSPA) <ul style="list-style-type: none"> <li>• <b>Milva Ekonomi</b>, Minister of State for Service Standards, Republic of Albania</li> <li>• <b>Josip Grubeša</b>, Minister of Justice, Bosnia and Hercegovina</li> <li>• <b>Dragisa Janjusevic</b>, State Secretary, Ministry of Public Administration, Montenegro</li> <li>• <b>Admirim Aliti</b>, Minister of Information Society and Administration, North Macedonia</li> <li>• <b>Marija Obradović</b>, Minister of Public Administration and Local Self-Government, Republic of Serbia</li> <li>• <b>Bardhyl Dobra</b>, Deputy-Minister in charge of PAR, Ministry of Internal Affairs, Kosovo*</li> </ul> <p>* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence.</p>
	<i>Reflections: Citizens-first and business-first perspective on responsive Public Administration – by <b>Milena Lazarević</b>, Programme Director of European Policy Centre and <b>Tatjana Shterjova Dushkovska</b>, Secretary General of WB6 Chamber Investment Forum</i>
<b>11:30 – 12:00</b>	<b>Coffee Break</b>
	Ministerial family photo, media/video statements
<b>12:00 – 13:00</b>	<b>Western Balkans Public Administration Award 2022</b>
	Masters of ceremony: Nora Wolloch, World Summit Awards and Alexander Heichlinger, GovInsight <ul style="list-style-type: none"> <li>• Awarding ceremony for Winners and Special Recognitions</li> </ul>
<b>13:00 – 14:00</b>	<b>Lunch break</b>

<b>14:00 – 15:00</b>	<p><b>Panel discussion</b> <i>“Walking the talk: Futureproof PAR with 2030 vision”</i></p> <p>Moderated by <b>Stefan Friedrichs</b>, Senior Expert in Public Administration</p> <ul style="list-style-type: none"> <li>• <b>Dejan Miletić</b>, Director of the National Academy of Public Administration, Republic of Serbia</li> <li>• <b>Florian Hauser</b>, DG NEAR, European Commission</li> <li>• <b>Elida Recí</b>, United Nations, Department on Economic and Social Affairs</li> <li>• <b>Marco Ongaro</b>, Director of EIPA</li> <li>• <b>Nikola Prokopenko</b>, Senior Member of the Regional Anticorruption Initiative (RAI) Steering Group</li> <li>• <b>Kelmend Zajazi</b>, Director of Network of Associations of Local Authorities of South East Europe</li> </ul> <p>Reflections from <b>Ljiljana Uzelac</b>, Ministry of Public Administration and Local Self-Government (Serbia) and <b>Gordana Gapikj Dimitrovska</b>, Ministry of Information Society and Administration (North Macedonia)</p>
<b>15:00 – 15:30</b>	<b>Coffee break</b>
<b>15:30 – 16:00</b>	<p><b>Keynote addresses:</b></p> <p><i>“Good governance principles as prerequisite for sustainable reforms and EU accession process”</i> <b>Slavica Grkovska</b>, Deputy Prime Minister in charge for good governance, North Macedonia</p> <p><i>“Embracing Digitalization and Innovation in Public administration”</i> <b>Mihailo Jovanović</b>, Director of the IT and e-Government Office, Serbia</p> <p>Moderation and impulse talk by <b>Nick Thijs</b>, OECD/GOV/SIGMA Senior Advisor for Service Delivery and Public Administration Reform</p>
<b>16:00 – 16:15</b>	<p><b>e-Government Benchmark Report 2022</b> <i>Presentation of the findings</i> <b>Stefanos Kotoglou</b>, Policy Officer, DG CONNECT, European Commission</p> <p>Reflections on the e-Government Benchmark Report 2022 from <b>Slavica Grkovska</b>, Deputy Prime Minister in charge for good governance, North Macedonia and <b>Mihailo Jovanovic</b>, Director of the IT and E Government Office, Serbia</p> <p><i>Wrapping up – Stefan Friedrichs, Conference moderator</i></p> <p>Family photo – all participants</p>
<b>20:00</b>	<b>Cocktail</b>