

# **Ageing in digital societies: enablers and barriers to older persons exercising their social rights**

**North Macedonia**

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# 1 Legal and policy framework

## 1.1 National legislation on digital public administration

North Macedonia established a legal framework for digital governance, by adopting three interconnected laws: Law on electronic documents, electronic identification and trusted services<sup>1</sup>, Law on electronic management and electronic services<sup>2</sup> and Law on central population register<sup>3</sup>. From these, only the Law on electronic management and electronic services as specific legislation on digital public administration regulates the provision of e-services. The Law also regulates the establishment and functioning of the National e-services portal, the Service catalogue, and the Single point of service and interoperability. However, no concern is given to the right to equal access to public services undergoing digitalization for older persons or any other groups at risk of digital exclusion neither in the primary nor secondary legislation.

In addition, the Law on services<sup>4</sup>, is as horizontal framework law in the service sector thus providing the general legal framework for accessing the market of services and providing service activities by determining basic principles, including among others the principles of non-discrimination and availability (Article 9). Protection from discrimination on grounds of citizenship is also provided in Article 14 and Article 18 respectively. The Law regulates the functioning of the National e-services portal in a detailed manner.

In addition, the Law on prevention and protection from discrimination<sup>5</sup>, provides for the right to equality and protection from discrimination in variety of areas of social life including access to goods and services (paragraph 2 line 7 of Article 3), and age is explicitly mentioned as discriminatory ground in Article 5.

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<sup>1</sup> Parliament of the Republic of North Macedonia (*Собрание на Република Северна Македонија*) (2019), [Law on electronic management and electronic services](#) (*Закон за електронски документи, електронска идентификација и доверливи услуги*), Official Gazette of the Republic of North Macedonia No. 98/2019, Skopje, 21 May 2019

<sup>2</sup> Parliament of the Republic of North Macedonia (*Собрание на Република Северна Македонија*) (2019), [Law on electronic documents, electronic identification and trust services](#) (*Закон за електронско управување и електронски услуги*), Official Gazette of the Republic of North Macedonia No. 101/2019, Skopje, 22 May 2019

<sup>3</sup> Parliament of the Republic of North Macedonia (*Собрание на Република Северна Македонија*) (2019), [Law on the central population register](#) (*Закон за централен регистар на население*), Official Gazette of the Republic of North Macedonia No. 98/2019, Skopje, 21 May 2019

<sup>4</sup> Parliament of the Republic of North Macedonia (*Собрание на Република Северна Македонија*) (2019), [Law on services](#) (*Закон за услуги*), Official Gazette of the Republic of North Macedonia No. 98/2019, Skopje, 21 May 2019

<sup>5</sup> Parliament of the Republic of North Macedonia (*Собрание на Република Северна Македонија*) (2020), [Law on prevention and protection from discrimination](#) (*Закон за спречување и заштита од дискриминација*), Official Gazette of the Republic of North Macedonia No. 258/2020, Skopje, 30 October 2020

## 1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

The Strategy and action plan for public administration reform 2018–2022<sup>6</sup> which aims at improving the delivery of services in public administration, and a policy for providing digital services has as one of four general goals the provision of services in a fast, simple and easily accessible way (general goal 4). This goal is divided to three specific aims including: i) rational investment in the development of the digital environment; ii) increased quality and availability of public service; and iii) digital environment that gives access to and the opportunity to use e-services. The second specific aim is user-centered and includes activities aimed at improving accessibility and availability, improvement of the quality system, standardization of data, simplification of services, introduction of Single point of service centres (SPoSC) (*Една точка за услуги*), informing the administration and the public about public services, measuring the satisfaction of the service users, etc. This aim explicitly mentions persons with disabilities when discussing accessibility offline and online. The strategy does not mention other group at risk of digital exclusion, including older persons, nor does it see the right to equal access as a separate issue to elaborate upon.

The second key policy document is the National ICT Strategy 2021- 2025 and the accompanying Action Plan<sup>7</sup>, publicly discussed in 2021 but still not adopted. The strategy consists of six pillars, from which for this document of direct relevance are: 3. improving the digital skills of citizens, workforce and experts; and 6. digital services (inspired by environmental protection). The strategy uses user-centered approach and is framed around a set of basic principles and goals including transparency, fairness and non-discrimination, gender equality and persons with disabilities<sup>8</sup>. Vulnerable groups are seen as part of the digital citizenship that is understood as closely linked to digital inclusion. In the strategy a special focus on diverse vulnerable groups is put in the part elaborating the digital strengthening of the citizens where activities are planned that will reduce the digital divide. Some being: developing the role of public libraries to improve digital inclusion and operating of 18 internet clubs across the country as SPoSC. Also, facilitating the reuse of digital devices and their distribution to vulnerable categories of persons and developing programs for digital inclusion appropriate to the needs, learning opportunities and social conditions of particular categories of citizens. Finally, the strategy aims to support programmes for peer mentoring by connecting young qualified volunteer citizens with older people, where young people will pass on basic digital knowledge to seniors, and implementing specific measures that will remedy the digital exclusion that particularly affects underrepresented groups (women, people with disabilities, ethnic communities).<sup>9</sup>

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<sup>6</sup> Ministry of Information Society and Administration (*Министерство за информатичко општество и администрација*) (2018), [Strategy and Action Plan for Public Administration Reform 2018–2022](#) (Стратегија и акциски план за реформа на јавната администрација 2018 - 2022), Скопје, February 2018

<sup>7</sup> Ministry of Information Society and Administration (*Министерство за информатичко општество и администрација*) (2021), [National ICT Strategy 2021-2025 and the accompanying Action Plan](#) (*Нацрт Национална Стратегија за Икт и Акционен План 2021-2025*), Скопје, 10 June 2021

<sup>8</sup> Ministry of Information Society and Administration (2021), National ICT Strategy 2021- 2025 and the accompanying Action Plan, Скопје, 10 June 2021, p. 8.

<sup>9</sup> Ministry of Information Society and Administration (2021), National ICT Strategy 2021- 2025 and the accompanying Action Plan, Скопје, 10 June 2021, pp. 46-48.

In addition, a Methodology for inclusion of the end-users in the process of improvement of public services<sup>10</sup>, Guideline for optimisation of services<sup>11</sup> and Standards for service delivery<sup>12</sup> were developed. Even though these documents are user-centric, they lack explicit stipulation of the right to equal access to public services undergoing digitalization or mentioning of older persons and any other groups at risk of digital exclusion, except the Standards for service delivery. Namely, the standards stresses that services should be available to everyone, explaining further that the administration should provide a service that everyone can use, including people with disabilities or other legally protected characteristics; especially services should be accessible for the people who do not have access to the internet or lack the skills or confidence to use it.<sup>13</sup>

### **1.3 National recovery and resilience plans covering the digitalisation of public services**

In North Macedonia there is no National recovery and resilience plan like the ones in place in the EU Member States focusing on digitalisation, only on ecology and environment. The closest equivalent to it is the Economic reform programme 2022-2024.<sup>14</sup> In it, digitalisation is included as one of the main measures (no. 11) focusing on broadening the scope of digital services provided on the National e-services portal. The focus of the measure is to develop 135 e-services for businesses and citizens and deploy them on the portal, among others being decisions for different types of retirement and pension users. In addition, Ministry of Information Society and Administration plans digitalisation of base registers related to the selected 135 e-services and development of Register of registers. Finally, the programme envisions reengineering of the business processes for delivering the e-services, in order to achieve more efficient and effective delivery, by optimising the processes of their provision and cutting the administrative burden for their issuance.<sup>15</sup> Older people are not explicitly mentioned in the document. However, electronic services that are equally accessible to all users, regardless of location (urban and rural), gender and social background, degree and type of disability, etc. is mentioned as one of the expected impact on social outcomes of the programme.<sup>16</sup>

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<sup>10</sup> Ministry of Information Society and Administration (*Министерство за информатичко општество и администрација*) (2020), [Draft – Methodology for inclusion of the end-users in the process of improvement of public services](#) (*Нацрт Методологија за вклучување на крајните корисници во процесот на подобрување на јавните услуги*), Скопје, 13 January 2020

<sup>11</sup> Ministry of Information Society and Administration (*Министерство за информатичко општество и администрација*) (2020), [Draft – Service Optimization Guidelines](#) (*Насоки за оптимизација на услугите*), Скопје, 13 January 2020

<sup>12</sup> Ministry of Information Society and Administration (*Министерство за информатичко општество и администрација*) (2020), [Draft Standards in Service Delivery](#) (*Стандарди во давањето услуги*), Скопје, 13 January 2020

<sup>13</sup> Ministry of Information Society and Administration, [Draft Standards in Service Delivery](#), Скопје, 13 January 2020, p. 24.

<sup>14</sup> Ministry of Finance (*Министерство за финансии*) (2022), [Economic Reform Programme 2022 – 2024](#), Скопје, 28 January 2022

<sup>15</sup> Ministry of Finance (2022), [Economic Reform Programme 2022 – 2024](#), Скопје, 28 January 2022, pp. 98-99.

<sup>16</sup> Ministry of Finance (2022), [Economic Reform Programme 2022 – 2024](#), Скопје, 28 January 2022, p. 100.

## 2 Programmes and practices aimed at ensuring equal access to public services in the digital age

Single point of service centres is a national project of the Ministry of Information Society and Administration still ongoing. Opening of SPoSC for public services and their territorial deployment, where public servants perform national e-services portal transactions for people not capable or not able to use e-services, aiming to allow non-Internet-savvy citizens to use the new e-services provided by the portal. The first SPoSC was established in Skopje in 2018. By 2021 there were additional three operating in Tetovo, Kumanovo and Bitola. According to the Minister of Information Society and Administration, the SPoSC offers 62 direct services, serve as intermediary for over 65 services and offers over 800 necessary information for obtaining the services<sup>17</sup>. The fifth SPoSC was open in Ohrid in 2021. According to the Minister, the government is planning to open this kind of centres in all municipalities across the country. Thus, they are negotiating with Post of North Macedonia regarding this project, to use the offices and facilities of the branches of the Post enabling the government to open centres in most of the municipalities across the country.<sup>18</sup> No monitoring and evaluation of the project was done yet.

The government established the first National e-services portal (*Национален портал за електронски услуги*) in 2003, as the single point of access to information on government services, both for citizens and business, on national level. In December 2019, the government launched a new national portal, offering, besides information on 707 services, complete provision of 128 e-services for citizens, including e-payment for service fees and administrative taxes. The project is ongoing. One key component of the portal is the Service catalogue, whose data is published on the portal in three languages, and categorised by life-events, categories and sub-categories, institutions responsible for the service (1 289 in total) and other tags. The catalogue is a tool available to authorised public servants. On 26 April 2022, the portal counted already 856 administrative services as well as numerous services pending verification with more than 30.000 users registered. For more information visit the portal at <https://uslugi.gov.mk/about.nspx>. By assessing the portal, it can be concluded that no groups at risks of digital exclusion are recognised in the process of developing the e-service portal except some language minorities. Namely, the portal offers information in three languages (Macedonian, Albanian and English); but, translated information in Albanian and English lacks for all services. The development of new e-services, as well as the integration of the existing ones into the portal and the introduction of legal entities (businesses) as portal users are underway. No monitoring and evaluation of the project was done yet by the Ministry of Information Society and Administration. The civil society organisation, Center for change management, in 2020 developed

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<sup>17</sup> Ministry of Information Society and Administration (2021), '[The project "One point of services" is promoted in Ohrid, Shaqiri: A step forward in the digitalization process](#)', press release, Skopje, 20 August 2021

<sup>18</sup> Ibid.

an analysis of to available e-services aiming at assessing the range of electronic services provided by the state institutions and the level of their sophistication.<sup>19</sup>

### **3 Research and data focused on equal access to public services in the digital age**

According to the Annual report of the Ombudsperson institution in 2021<sup>20</sup>, from 2.686 submitted cases only 43 (1,6%) complainants claimed alleged discrimination, from which six were in the area of access to goods and services.<sup>21</sup> There is no data in the report on the number of cases submitted on grounds of age nor disabilities, but in coordination with the institution, information was received that there was no cases on grounds of age in relation to older people.<sup>22</sup> Regarding the complaints requesting protection against discrimination in access to goods and services, grounds such as health status, ethnicity, language, personal status and social status were registered. In addition, 183 complaints were registered in the field of social protection and security; most of the complaints referred to the financial rights from social protection, from which 16 complaints referred to the right to social security of the elderly, in relation to social pension.<sup>23</sup> In the reporting year, 88 complaints were filed in the area of pension and insurance rights, among others in the exercising of the right to old age pension (16), family pension (14), disability pension (12) and similar.<sup>24</sup> No cases were registered claiming unequal treatment in access to public services undergoing or having completed digital transformation with respect to older persons.

The 2021 Annual Report of the Commission for prevention and protection from discrimination<sup>25</sup>, determines that from 167 submitted complaints claiming alleged discrimination, seven were on grounds of age in addition to seven on grounds of disabilities.<sup>26</sup> In 40 cases the CPPD found discrimination from which in 11 in the area of access to goods and services. From 40 cases where the CPPD found discrimination either on ground-specific or multiple grounds, three were on grounds of age and three on disabilities, five on sex; and in 11 cases the CPPD found discrimination on grounds of personal and social status.<sup>27</sup> Detailed breakdown of cases where discrimination is found in the area of access to goods and services shows that none was on grounds of age and three were on grounds of disabilities;

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<sup>19</sup> Belcheva-Ristovska, I., Todevski, M. (2020), [Analysis of the available electronic services](#), Center for change management, Skopje

<sup>20</sup> Ombudsman of the Republic of of North Macedonia (*Народен Правобранител на Република Северна Македонија*) (2022), [Annual report on the level of respect, promotion and protection of human rights and freedoms 2021](#), Skopje, April 2022

<sup>21</sup> Ombudsman of the Republic of of North Macedonia (2022), Annual report on the level of respect, promotion and protection of human rights and freedoms 2021, Skopje, April 2022, p. 84.

<sup>22</sup> Email correspondence with representative from the Ombudsperson institution, dated 29 April 2022, available with the author.

<sup>23</sup> Ombudsman of the Republic of of North Macedonia (2022), Annual report on the level of respect, promotion and protection of human rights and freedoms 2021, Skopje, April 2022, p. 59.

<sup>24</sup> Ombudsman of the Republic of North Macedonia (2022), Annual report on the level of respect, promotion and protection of human rights and freedoms 2021, Skopje, April 2022, p. 80.

<sup>25</sup> Commission for prevention and protection from discrimination (*Комисија за спречување и заштита од дискриминација*) (2022), Annual report 2021 (*Годишен извештај 2021*), Skopje, February 2022 [www.kszd.mk](http://www.kszd.mk)

<sup>26</sup> Commission for prevention and protection from discrimination (2022), *Annual report 2021*, Skopje, February 2022, p. 21.

<sup>27</sup> Commission for prevention and protection from discrimination (2022), *Annual report 2021*, Skopje, February 2022, p. 27.



five violations were done by the public sector and six by the private. None of them related to access to digital public services.<sup>28</sup>

Our research shows that there are no publicly available studies or surveys on experiences of discrimination / unequal access to public services undergoing or having completed digital transformation with respect to older persons in North Macedonia. Alternatively, three research studies are elaborated further, that can be of interest for the subject matter.

National PAR Monitor for North Macedonia 2019/2020<sup>29</sup>, developed in 2021 by the civil society organisation European Policy Institute – Skopje is based on a comprehensive methodological framework that combines quantitative and qualitative sources of evidence. On the service delivery, four indicators were used, two fully measured by perception data (public perception and civil society) and two by using a combination of perception and publicly available data. The public perception survey employed three-stage probability sampling, targeting the public. It focused on citizen-oriented service delivery in the practice, covering various aspects of awareness, efficiency, digitalization, and feedback mechanisms. In order to measure the accessibility of administrative services for vulnerable groups including older people, and in remote areas, a survey of civil society and a focus group were used. The survey of CSOs was administered through an anonymous online questionnaire in the summer of 2020 in the Western Balkans. For North Macedonia, 92 respondents from CSOs completed the questionnaire. Finally, the websites of providers of the same sample of services were analysed to collect information on accessibility and their prices.<sup>30</sup> According to the research, citizens have a positive opinion about e-services and what the Government has done in this regard. Namely, around two thirds or 66.44% of surveyed citizens agree that the administration is moving towards digital government, and related to this, 60.37% of surveyed citizens are aware that e-services are offered in North Macedonia. The most positive result is the increased awareness of citizens about the availability of e-services, with 74.88% saying that they are well informed about their existence and 48.19% saying that they know how to use them. Furthermore, 85.82% of citizens who are using e-services consider them to be easy to use.<sup>31</sup>

In the same research, civil society organisations were asked about their perceptions of the accessibility of administrative services for persons with disabilities, persons in remote areas and minority groups, and other vulnerable groups of the population. It was established that they have a largely negative perception; only 4.5% think that administrative service providers are adequately distributed in a way that all citizens have easy access throughout the country. They also think that the existing one-stop-shops are not easily accessible, with only 10.5% of them confirming that this access is easy<sup>32</sup> When asked about accessibility of administrative services for vulnerable groups (this includes older persons, persons

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<sup>28</sup> Commission for prevention and protection from discrimination (2022), *Annual report 2021*, Skopje, February 2022, pp. 29-30.

<sup>29</sup> Mojsovski, A. and Karai, J. (2021), [National PAR Monitor for North Macedonia 2019/2020](#), European Policy Institute – Skopje

<sup>30</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, pp. 105-112.

<sup>31</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, p. 77.

<sup>32</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, p. 81.



who are illiterate, persons with disabilities and other categories), only 6% think that service provision is adapted to the needs of vulnerable groups, in contrast to 61% who disagree. The consent rate is even lower when it comes to the issue on whether the staff delivering administrative services are trained on how to treat vulnerable groups, with as few as 4.5% of them agreeing. Furthermore, the majority of civil society organisations, or 60% do not think that e-channels for accessing administrative services are easily accessible for vulnerable groups. As regards the availability of different channels of choice for obtaining administrative services, 27% of them agree that the public administration provides different channels (such as in-person, and electronic).<sup>33</sup>

Service providers generally publish basic contact information, description, and prices of the services, where and how to obtain them, and provide original forms on their websites. However, simple and user-friendly guidance is scarce. Publication of information about services in an open data format also seems to be the exception rather than the rule.<sup>34</sup> However, a positive step forward has been made with the open data portal where thus far 265 data sets have been made available from 55 bodies/ institutions.<sup>35</sup>

The Barometer of equal opportunities<sup>36</sup> findings are based on national survey conducted in September 2018 by Brima Gallup International covering representative sample of N=1607 respondents, 15+ aged population, using "face to face" data collection method in respondents' homes. 41% of the respondents claimed that discrimination on the ground of age is widespread<sup>37</sup> and often by older people, respondents having completed secondary education and among ethnic Macedonians<sup>38</sup>. The level of comfort with having a person aged 75 and over in the highest elected political position is higher among: respondents aged 25-44, ethnic Macedonians and residents from urban areas.<sup>39</sup> Regarding experiences of discrimination, 12% of the respondents claimed that in the past 12 months they have personally felt discriminated against or harassed on the grounds of age, 3% on disability and 6% on grounds of sex. Furthermore, 9% of respondents found themselves in a situation where they witnessed someone experiencing discrimination on grounds of age, 5% on disability and 8% on sex.<sup>40</sup>

The GAP analysis of the National strategy for older persons 2010-2020<sup>41</sup>, from 2019 developed by the civil society organization Humanost, through desk research and focus group discussions, shows that there is a lack of sufficient information for the rights of older people, especially for those living in rural areas.<sup>42</sup>

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<sup>33</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, p. 81.

<sup>34</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, p. 85.

<sup>35</sup> Mojsovski, A. and Karai, J. (2021), *National PAR Monitor for North Macedonia 2019/2020*, European Policy Institute – Skopje, p. 86.

<sup>36</sup> Kimov, Gj., Kimova, F. (2019), *Barometer of equal opportunities*, OSCE Mission to Skopje, Skopje

<sup>37</sup> Kimov, Gj., Kimova, F. (2019), *Barometer of equal opportunities*, OSCE Mission to Skopje, Skopje, p. 24.

<sup>38</sup> Kimov, Gj., Kimova, F. (2019), *Barometer of equal opportunities*, OSCE Mission to Skopje, Skopje, p. 27.

<sup>39</sup> Kimov, Gj., Kimova, F. (2019), *Barometer of equal opportunities*, OSCE Mission to Skopje, Skopje, p. 48.

<sup>40</sup> Kimov, Gj., Kimova, F. (2019), *Barometer of equal opportunities*, OSCE Mission to Skopje, Skopje, p. 52.

<sup>41</sup> Robanovska, E. (2019), *GAP analysis of the National strategy for older persons 2010-2020 (ГАП анализа на Национална стратегија за стари лица)*, Humanost, Skopje [www.humanost.org.mk/publikacii/](http://www.humanost.org.mk/publikacii/)

<sup>42</sup> Robanovska, E. (2019), *GAP analysis of the National strategy for older persons 2010-2020*, Skopje, p. 11.





## 4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Access to health services
Stage of digitalisation	Not digitalised (Y/N)	<p>Y</p> <p>Access to health records as personal records with medical information and documents in digital form, which can be accessed online by the person concerned, their representative or relevant medical staff is not available in North Macedonia</p>	<p>N</p> <p>In the area of pension 15 services are offered divided into two categories (pension insurance and pension). All services are offered to natural persons, nine are relevant for older people. From in total 188 available e-services, two are in the area of pension. The first e-service, refers to Issuance of a certificate for using the pension. Namely, the Pension and Disability Insurance Fund of North Macedonia - Department for liquidation of the payment of pension income at the request of the insured person issues a certificate whether the insured is a beneficiary or not a beneficiary of a pension (old age pension, family or disability pen-</p>	<p>N</p> <p>In the area of care and social welfare services 31 services are offered divided into five categories (institutional protection, social welfare financial aid, child protection and financial assistance for the elderly). All services are offered to natural persons, seven are relevant for older people. From in total 188 available e-services, 11 are in the area of care and social welfare services; three of those are relevant for older people. The first e-service, refers to Issuance of certificate for entitlement of guaranteed minimum assistance, where the beneficiaries of the right can request confirmation of this right and issuance of the requested certificate from the local competent</p>	<p>N</p> <p>In the area of health 81 services are offered divided into nine categories (preventive healthcare, medical services, specialist services, hospital healthcare, health insurance, drugs and medications, orthopaedic aids, veterinary healthcare and registry). From these 81 services, 27 are offered to natural persons and 54 to legal entities. From in total 188 available e-services, nine are in the area of health; seven of those are relevant for older people.</p>

			<p>sion). The second e-service, refers to Issuance of a certificate for the registered data in the personal records for the insurance length of service, salaries and allowances. The Pension and Disability Insurance Fund of North Macedonia is obliged at the request of the insured person to issue a certificate for the data entered in the records of the registry.</p>	<p>Centre for social work. The second e-service, refers to Issuance of the certificate of entitlement to assistance and care from another person. And the third is Issuance of certificate for beneficiaries of the right to social security for the elderly.</p>	
	<p>Information is available online (Y/N)</p>	<p>n/a</p>	<p>Y</p> <p>All services available on the National e-services portal contains detailed information about the service with explanation, stating the conditions, needed documents, deadline, contact details of the institution responsible for providing the service (phone, email) and countrywide offices of that institution, how to submit the concrete request and the template/form. If the user has particular question to ask the responsible institution, there is a separate category under each</p>	<p>Y</p> <p>All services available on the National e-services portal contains detailed information about the service with explanation, stating the conditions, needed documents, deadline, some are contact details of the contact person in the institution responsible for providing the service (phone, email) such as the services offered in the child protection sub-category, and some and for other services the same information lacks, how to submit the concrete request</p>	<p>Y</p> <p>All services available on the National e-services portal contains detailed information about the service with explanation, stating the conditions, needed documents, deadline, fee, contact details of the institution responsible for providing the service (phone, email) and countrywide offices of that institution, how to submit the concrete request and the template/form. If the user has particular question</p>

			<p>service to ask for help, that directs the user to separate window on the platform for asking questions with verification code. Also, there is information for particular services connected with issuing a decision for the follow-up procedure in relation to the right to submit a complaint in legally prescribed period. There is also information about the service delivery methods (in-person, by mail, or inperson by authorised person).</p>	<p>and the template/form. If the user has particular question to ask the responsible institution, there is a separate category under each service to ask for help, that directs the user to separate window on the platform for asking questions with verification code. Also, there is information for particular services connected with issuing a decision for the follow-up procedure in relation to the right to submit a complaint in legally prescribed period. There is also information about the service delivery methods (in-person, by mail, or in-person by authorised person).</p>	<p>to ask the responsible institution, there is a separate category under each service to ask for help, that directs the user to separate window on the platform for asking questions with verification code. Also, there is information for particular services connected with issuing a decision for the follow-up procedure in relation to the right to submit a complaint in legally prescribed period. There is also information about the service delivery methods (in-person, by mail, or inperson by authorised person).</p>
	<p>Transactions are possible online (Y/N)</p>	<p>n/a</p>	<p>Y All services are free of charge and that is clearly stated on the portal.</p>	<p>Y All services are free of charge and that is clearly stated on the portal.</p>	<p>Y Some of the services are free of charge and that is clearly stated on the portal. For others, especially those offered to legal entities, e-payment is available stating the sum that needs to be paid, where should be paid (in</p>

					addition to the e-payment) and the deadline. For the e-payment an additional window is opened on the platform with the form of the payment voucher that the user just fills-in the data and the e-payment is processed.
<b>Recognition of groups at risk of digital exclusion</b>	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	n/a	N On the interface of the service there is an information of the relevant primary and secondary legislation in relation to the concrete service in question. However, the portal does not recognises barriers to digital inclusion of older people. Age is criteria for many of the offered services (62 for women and 64 for men)	N On the interface of the service there is an information of the relevant primary and secondary legislation in relation to the concrete service in question. However, the portal does not recognise barriers to digital inclusion of older people. Age is criteria for some of the offered services and there is a specific service only for the elderly - financial assistance for the elderly.	N On the interface of the service there is an information of the relevant primary and secondary legislation in relation to the concrete service in question. However, the portal does not recognise barriers to digital inclusion of older people.
	<b>If yes, please list the barriers and groups that are mentioned.</b>	n/a	n/a	n/a	n/a
<b>Multichannel access options</b>	<b>Telephone service (Y/N)</b>	n/a	Y The portal contains contact details, including	Y The portal contains contact details, including phone number, of the	Y The portal contains contact details, including

	<p><b>If yes</b>, please describe what kind of personalised services it provides.</p>		<p>phone number, of the institution responsible for providing the service and countrywide branches/offices of that institution with separate contact details, including the address but not the phone number.</p>	<p>contact person in the institution responsible for providing the service for the sub-category of child protection. For other services there is no contact details nor valid link to the Centres for social welfare as designated responsible institution.</p>	<p>phone number, of the institution responsible for providing the service and countrywide branches/offices of that institution with separate contact details, including the address but not the phone number.</p>
	<p><b>Physical administrative access points (Y/N).</b></p> <p><b>If yes</b>, please specify the level of availability (local, regional, national), the opening days and hours.</p>	<p>n/a</p>	<p>Y</p> <p>The service is provided either in-person or both, in-person as well as electronically and it is up to the user to decide which channel to use. Predominantly services are offered in the capital and the local branches/offices of the responsible institution (Pension and disability insurance fund). There is no specification of the opening days or working hours on the portal. There is a map with location of the headquarters of the responsible institution in the capital.</p>	<p>Y</p> <p>The service is provided either in-person or both, in-person as well as electronically and it is up to the user to decide which channel to use. Predominantly services are offered in the capital and in the Centres for social welfare across the country. There is no specification of the opening days or working hours on the portal.</p>	<p>Y</p> <p>The service is provided either in-person or both, in-person as well as electronically and it is up to the user to decide which channel to use. Predominantly services are offered in the capital and the local branches/offices of the responsible institution (Health insurance fund). There is no specification of the opening days or working hours on the portal. There is a map with location of the headquarters of the responsible institution in the capital.</p>



	<p><b>Specific locations</b> that facilitate <b>offline</b> access to the service (Y/N)</p> <p><b>If yes</b>, indicate the location(s).</p> <p>Please describe what kind of support is provided.</p>	n/a	<p>Y</p> <p>On the portal it can be observed that under the particular service it is stated where the application can be submitted offline, such as: post office, counter/one-stop shop of the responsible institution and in the archive of the responsible institution. There is a person there to assist the person in need of assistance.</p>	<p>Y</p> <p>On the portal it can be observed that under the particular service it is stated where the application can be submitted offline, such as: post office, counter/one-stop shop of the responsible institution and in the archive of the responsible institution. There is a person there to assist the person in need of assistance.</p>	<p>Y</p> <p>On the portal it can be observed that under the particular service it is stated where the application can be submitted offline, such as: post office, counter/one-stop shop of the responsible institution and in the archive of the responsible institution. There is a person there to assist the person in need of assistance.</p>
	<p><b>Specific locations</b> that facilitate <b>online</b> access to the service (Y/N).</p> <p><b>If yes</b>, indicate the location(s).</p> <p>Please describe what kind of support is provided.</p>	n/a	<p>Y</p> <p>On the counter/one-stop shop of the responsible institution and in the five Single point of service centres.</p>	<p>Y</p> <p>On the counter/one-stop shop of the responsible institution and in the five Single point of service centres.</p>	<p>Y</p> <p>On the counter/one-stop shop of the responsible institution and in the five Single point of service centres.</p>
	<p><b>Other</b> – please indicate any other access channels to the service.</p>	n/a	n/a	n/a	<p>There is a web page where patients or medical professionals can check a date or schedule a medical appointment, can check the status of referral to a specialist and can search for a doctor or particular medical equipment. For more information check</p>

					<a href="http://www.mojtermin.mk/patients">www.mojtermin.mk/patients</a>
<b>Other forms of support for online use</b>	Please indicate any other <b>form of support to facilitate the use of the online service</b> for older persons such as easy-to-read versions, different language versions, etc.	n/a	The portal offers information in three languages (Macedonian, Albanian and English). However, information translated in Albanian and English lacks for all services.	The portal offers information in three languages (Macedonian, Albanian and English). However, information translated in Albanian and English lacks for all services.	The portal offers information in three languages (Macedonian, Albanian and English). However, information translated in Albanian and English lacks for all services.