

Selected projects



Croatia

Building a professional civil service

Official title of the project

CARDS 2003 "Support to Public Administration and Civil Service Service Reform

Country

Croatia

Region/ City

Zagreb

Sector:

Institution Building

Budget/EC contribution

This project is funded by European Union, the total value of the project is € 1.7 million

Implementation period

From January 2006 to January 2008

Achieved results

The project activities concentrated on:

- Support in Reform of the State Office by drafting secondary legislation, providing capacity building and implementation of the new State Office system,
- Support to overall Public Administration Reform by defining legal framework and unique principles in public administration and general administration procedures.

Coordinator

Paulina Stanoeva, Task Manager for Public Finance and Public Administration, European Commission Delegation to Republic of Croatia

Beneficiary

Central State Office for Administration

Partners

Ministry of Agriculture, Forestry and Water Management, Ministry of Foreign Affairs and European Integration, Ministry of Economy, Labour and Entrepreneurship, and the Ministry of Finance, Danish bilateral Assistance Public Sector Development Programme.

Contact details

Wolfgang Rusch, Project Team Leader

Central State Office for Administration
Maksimirska 63

10000 Zagreb, Croatia

Tel.: +3852357 687

Faks.: +385 2357 693

E-mail address: eu-projekt_par@uprava.hr

Web address: [http://www.eu-projekt-](http://www.eu-projekt-par.com.hr)

[par.com.hr](http://www.eu-projekt-par.com.hr)

To prepare Croatia for EU membership the CARDS 2003 programme "Support to Public Administration and Civil Service Reform" contributes significantly to building up a professional Civil Service. The major project results are visible in new draft Law on General Administrative Procedures, the pilot implementation of the Law on Civil Service, as well as in the human resources management development.

The project creates a solid basis for establishing **functioning and efficient public administration** with a new, citizen-friendly culture. The project follows EU requirements and the application of **new solutions** for information exchange and **communication technologies** ("e-administration" and "one-stop-management" organisation). **Implementation of the legal framework** and relevant practical experience gained, as well as **continuous training** and improvement of the professional skills and knowledge of the civil servants on the basis of **modernised HR management** have also been defined among the priority project objectives for the near future.

The reform in public administration is one of the most important challenges that have also horizontal and cross-sectoral impact on the development of the economy. In a view of the long term objectives in this area, the modern state administration should be transparent, reliable, accountable, cost-effective, flexible and practical. Administrative procedures have direct effect on citizen's everyday life. The procedural rules ensure that all activities of public authorities are lawful, transparent, efficient and adequate.