

## Panel discussion: Delivery of digital services created for the citizens

### Hybrid Event Programme

**Date:** 02.09.2021, Skopje

Aleksander Palace Hotel, Zoom, and [Facebook](#)

Time	Session
09:00 – 10:00	Registration of participants and networking
10:00 - 10:15	<p>Event opening and welcome remarks:</p> <ul style="list-style-type: none"> <li>• <b>Mr. Ivaylo Tsonev</b>, Project Coordinator for Bulgaria and North Macedonia at the Friedrich Naumann Freedom Foundation</li> <li>• <b>Mr. Filip Stojanovski</b>, Director of Partnership and Resource Development of the Foundation for Internet and Society Metamorphosis</li> <li>• <b>Ms. Katerina Kolozova</b>, Executive Director of the Institute of Social Sciences and Humanities</li> </ul>
10:15 – 10:45	<p>Presentation of research papers:</p> <p><i>Analysis of the e-Services in the Municipalities in the Republic of North Macedonia</i></p> <ul style="list-style-type: none"> <li>• <b>Mrs. Jendresa Sulejmani</b>, Program Director of the Metamorphosis Foundation for Internet and Society</li> </ul> <p><i>Digitalisation as a Path to True Citizen-Oriented Administration: Decentralization of Processes as a Means of an Accelerated and Effective Reform</i></p> <ul style="list-style-type: none"> <li>• <b>Ms. Iskra Gerazova Mujcin</b>, researcher at the Institute of Social Sciences and Humanities-Skopje</li> </ul>
10:45 – 12:00	<p>Panel discussion: <i>Delivery of Digital Services Created for the Citizens</i></p> <ul style="list-style-type: none"> <li>• <b>Mr. Goran Milevski</b>, Minister for Local Self-Government of North Macedonia</li> <li>• <b>Ms. Ana Malceva-Marinkovic</b>, Cabinet Officer for Coordination of the Cooperation of the Prime Minister with state bodies, public enterprises, institutions, companies, citizens' associations and other legal entities</li> <li>• <b>Ms. Iskra Belcheva-Ristovska</b>, Program Coordinator at the Center for Change Management</li> <li>• <b>Ms. Mila Josifovska Danilovska</b>, Manager of the Social Responsibility and Human Rights Online Program at the Metamorphosis Foundation for Internet and Society</li> </ul>
12:00 – 12:15	Next steps. Conclusions and closing of the event.
12:15 – 13:00	Cocktail for networking <span style="float: right;">Event moderator: <b>Mr. Filip Stojanovski</b></span>

NB: The number of persons with physical presence is limited. The live event will take place according to protocols set by the Government, and each person will have to present a vaccination certificate.