



Босна и Херцеговина  
Агенција за идентификациона  
документа евиденцију  
и размјену података



Bosna i Hercegovina  
Agencija za identifikacijske/identifikacione  
isprave/dokumente, evidenciju  
i razmjenu podataka

Pursuant to the Article 6 and Article 99 paragraph (3) of the Law on Administration (Official Gazette of BiH, 32/02 and 102/09 ), Article 19 paragraph (1) point d) of the Law on the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina, Article 4 of the Law on Freedom of Access to Information of Bosnia and Herzegovina (Official Gazette of BiH, 28/00, 45/06, 102/09, 62/11 and 100/13), Article 6 and Article 72 paragraph (5) of the Law on Administrative Procedure (Official Gazette of BiH, 29/02, 12/04, 88/07, 93/09 and 41/13), Director of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina issues

## GUIDELINES

### **on the manner of information access in the process of issuance of identification document through web portal of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina and web portals of competent authorities**

#### Article 1 **(Subject)**

These Guidelines regulate the possibility, manner and procedure of electronic access to information in the process of issuance of identification documents such as identity cards, driving licenses, travel documents etc. (hereinafter: documents) through web portal of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (hereinafter: the Agency) and web portals of competent authorities for issuing documents.

#### Article 2 **(Possibility of electronic access to information)**

- (1) Electronic access to information in the process of issuing documents can be made by any person that has submitted the application for the issuance of document in accordance with the legal regulations of Bosnia and Herzegovina governing the field of issuance of documents.
- (2) Electronic access to information referred to in paragraph (1) of this Article is performed through the web portal of the Agency and web portals of the competent authorities for issuing documents.
- (3) The Agency shall provide technical support to each competent authority for issuing documents which decides to integrate the possibility of electronic access to information referred to in paragraph (1) of this Article on its web portal and inform in written the Agency on this decision.



### Article 3

#### **(Access to information on the application/document status)**

- (1) Upon submitting the application for the issuance of a document, an applicant shall have the possibility to perform electronic access to information for free regarding the process of issuance of documents through web portal of the Agency and web portals of competent authorities.
- (2) Access to information referred to in paragraph (1) of this Article is performed by entering the following parameters:
  - a) PIN;
  - b) Application number;
  - c) Security code.
- (3) After entering parameters referred to in paragraph (2) of this Article and clicking on the option check, the applicant electronically receives the information on the process of issuance of documents (application/document status), depending on the stage of process of the issuance of documents.

### Article 4

#### **(Content of the received information)**

The electronically received information on the process of document issuance contains one of the following application/document statuses, depending on the stage of process of the issuance of documents.

- a) **The application is waiting for identity verification** (electronic data verification in the competent registry office is in progress);
- b) **The application submitted in the subsystem for production** (the application is submitted to the jurisdiction of the Agency for personalization-production of the document);
- c) **The document created** (the document is personalized-produced and is in the competence of the Agency);
- d) **The document in transport** (the document is in the process of transport / delivery to the competent authority for the issuance of document by the Agency);
- e) **Document ready for delivery** (personalized document is in the competence of authorities responsible for issuing document).

### Article 5

#### **(Entry into force)**

These Guidelines shall enter into force on the day of its issuance.

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DIREKTOR

EdimNesimi

дигитално потписано / digitalno potpisano / digitally signed

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