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**Poboljšanje sustava ovrhe
u Republici Hrvatskoj**

**Improvement of the Enforcement system
in the Republic of Croatia**

MISSION REPORT ACTIVITY 2.1.1.



Improvement of the Enforcement system in the Republic of Croatia
 Contract Number: 2010-01-23-010101
 Twinning Number: HR/10/IB/JH/04



THE EUROPEAN UNION'S 2010 PROGRAMME
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MISSION REPORT

Activity 2.1.1

Analysing communication procedures and mechanisms for information exchange between relevant institutions in respect to the enforcement system and preparing analysis report

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GLOSSARY¹

For the purposes of this report, the following terms should be understood as follows:

The Central Depository and Clearing company is a registered company that manages the central depository of dematerialized securities, manages the clearing and settlement system of securities transactions in a regulated market and the multilateral trading facility or outside the regulated market and the multilateral trading facility and defines unique identification marks of dematerialized securities (ISIN and CFI marks).

SREDIŠNJE KLIRINSKO DEPOZITARNO DRUŠTVO. Središnje klirinsko depozitarno društvo je registrirana tvrtka koja upravlja središnjim depozitorijem nematerijaliziranih vrijednosnih papira, upravlja sustavom poravnanja i namire transakcija vrijednosnim papirima sklopljenih na uređenom tržištu i multilateralnoj trgovinskoj platformi (MTP) ili izvan uređenog tržišta i MTP-a (OTC transakcije) i određuje jedinstvene identifikacijske oznake nematerijaliziranih vrijednosnih papira (ISIN i CFI oznake).

e-Bulletin Board: isa public service free of charge that provides an overview of electronic bulletin boards of the courts and other competent authorities in the Republic of Croatia.

Through the central browser it is possible to search for published decisions and other documents of municipal, county, commercial, misdemeanor and administrative courts in the Republic of Croatia, of the Financial Agency in the enforcement proceedings and of the public notaries.

e-Oglasnoj ploči, E-Oglasna ploča besplatna je i javna usluga koja omogućava pregled elektroničkih oglasnih ploča sudova i drugih nadležnih tijela u Republici Hrvatskoj.

Putem središnjeg pretraživača omogućeno je pretraživanje objavljenih odluka i drugih pismena općinskih, županijskih, trgovačkih, prekršajnih i upravnih sudova u Republici Hrvatskoj, Financijske agencije u ovršnim postupcima te javnih bilježnika.

e-predmet: Is a browser that allows access to basic information about court cases to the parties, attorneys and other interested persons involved in court proceedings.

e-predmet: Preglednik koji omogućuje pristup osnovnim informacijama o sudskim predmetima strankama, odvjetnicima i drugim zainteresiranim osobama koje sudjeluju u sudskom postupku.

Ministry of Internal Affairs of the Republic of Croatia: is the ministry in the Government of Croatia which is in charge of state security among other roles. Croatian Police is a public service of the Ministry of the Interior.

¹This glossary is for the only purpose of this Project and has been drawn up taking into consideration the glossary attached to the CEPEJ (2009) 11 REV Guidelines for a better implementation of the existing Council of Europe's recommendation on enforcement adopted by the CEPEJ at its 14th plenary meeting.



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Ministarstvo unutarnjih poslova (Ministry of Internal Affairs) is the ministry in the Government of the Republic of Croatia that handles tasks related to state security. The Croatian Police is a public service of the Ministry of Internal Affairs.

Organized Land is the national real property registration and cadastre program of the Government of the Republic of Croatia, encompassing the overall activities implemented by the Ministry of Justice and State Geodetic Administration with the objective of streamlining and regulating the real property registration in the Republic of Croatia.

Uređena zemlja (Organized Land) is a national program of land register and cadastre of the Government of the Republic of Croatia, which covers all activities that are conducted by the Ministry of Justice and State Geodetic Administration in order to modernize and streamline the land register in the RH.

The Tax Administration is an administrative organization within the Ministry of Finance the basic task of which is to implement tax regulations and regulations concerning the payment of compulsory insurance contributions.

Porezna uprava (Tax Administration) is an administrative organization within the Ministry of Finance whose basic task is to implement tax regulations and regulations concerning the payment of compulsory insurance contributions.

1. -EXECUTIVE SUMMARY

DEBRIEFING REPORT EXECUTIVE SUMMARY	
Experts	Ms. María Rosario Palacios González Ms. María Vanessa Untiedt
Mission	Activity 2.1.1. <i>"Analysing communication procedures and mechanisms for information exchange between relevant institutions in respect to the enforcement system and preparing analysis report".</i>
Dates	November 3- 14
Place	Zagreb



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<p>Objectives</p>	<p>In the framework of this project on “Improvement of the Enforcement system in the Republic of Croatia”, the main objective of this mission is to analyse the way relevant institutions of enforcement system communicate and exchange information related to civil enforcement.</p> <p>As specific objectives this activity pursues:</p> <ol style="list-style-type: none"> 1. To make interviews with representatives of Municipal Courts, Ministry of Justice, Ministry of Internal Affairs, Ministry of Finance, Bar Association, Commerce and Social Committee and FINA 2. To study the recommendations of activities 1.1.2 and 2.1.2. 3. To analyse communication procedures and mechanisms for information exchange between institutions involved in enforcement. 4. To examine the practical aspects of those procedures 5. To draft a report highlighting the weaknesses of the system.
<p>Methodology</p>	<p>The Group of experts has performed the these steps:</p> <ol style="list-style-type: none"> i. Meetings with representative of Municipal Courts, Ministry of Justice, Ministry of Internal Affairs, Ministry of Finance, Bar Association, Commerce and Social Committee and FINA and visits to their premises; ii. Study and processing of information; iii. Analyse Activity 1.1.2 and 2.1.2; iv. Analyse communication procedures including the legal and technological aspects; v. Write a report with an analysis of the enforcement agents and their communication procedures. <p>The Mission Group of experts (MG) has followed a triple methodology:</p> <ul style="list-style-type: none"> ■ Analysis of the practical aspects of communication procedures and mechanisms for information exchange between institutions involved in enforcement; ■ Analysis of the legal and technological aspects of communication; ■ Analysis of the weaknesses of the system.
<p>Annexes</p>	<p>Mission agenda</p>



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2. -INTRODUCTION

Good communication and positive working relationships between law enforcement agents are critical for effective and efficient law enforcement.

The objective of this report is to analyse the way Municipal Courts, Ministry of Justice, Ministry of Finance, Bar Association, Commerce and Social Committee, Ministry of Internal Affairs and FINA communicate and exchange information related to civil enforcement.

An exhaustive analysis of the laws, bylaws and rules that regulates these communication procedures has been carried out, indicating the most relevant articles related to the civil enforcement procedure.

Meetings with representatives of the institutions mentioned above have taken place in order to gather all relevant information.

Visits to the Municipal Court, in order to understand the practical aspects, were also arranged.

After the meetings and the study, the following report has been prepared. Most of the meetings have been transcribed, eliminating personal opinions or data not relevant to this report.

We would like to thank all interviewed representatives from all the institutions for their time, patience and dedication.

3. - MINISTRY OF FINANCE

The Ministry of Finance is accountable for the preparation and implementation of the Government's fiscal policy. Its goals are to contribute to stable economic growth and to the increase in prosperity, in quality of life and in employment for all Croatian citizens.





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The Tax Administration is an administrative organization within the Ministry of Finance the basic task of which is to implement tax regulations and regulations concerning the payment of compulsory insurance contributions. The Tax Administration operates under the name: Ministry of Finance, Tax Administration. Compiles and processes data on taxes and compulsory insurance contributions, suggests changes in tax policy, tax and other regulations, prepares and draws up draft legislative acts and other draft regulations in order to improve the tax system and to collect, more efficiently, taxes and compulsory insurance contributions. The Tax Administration also carries out tasks referring to the determination and assignment of the Personal Identification Number, issuance of the Certificate on the Personal Identification Number, keeping the Records on Personal Identification Numbers and filing charges and conducting first-instance misdemeanour procedures due to violation of the regulations on Personal Identification Number.

Legal framework related to civil enforcement:

- The Enforcement Act (Official Gazette, 112/12, 25/13, and 93/2014)

Article 18 of Enforcement Act: *“(3) Upon the request of a court or a notary public, the Ministry of Finance, the Tax Administration shall, within eight days, provide along with information on first and last name, date of birth or ID card number for the enforcement debtor being a natural person, and information on name, master citizen number or business entity’s registration number for the enforcement debtor being legal entity, provide information on the personal identification number of the enforcement debtor, and the information referred to in Article 217 of this Act.”*

Article 217.2 of Enforcement Act: *“ The tax authority shall, upon the request of the execution creditor, in accordance with Article 18, issue the certification of the calculation for the tax, surtax and payment contribution, including contributions for individualized capitalized savings from the total specified amount, in compliance with applicable regulations on calculation and payment of contributions from salaries and income tax, with an indication of the designated accounts on which payment of contributions, including contributions for individualized capitalized savings, tax and surtax shall be effected.”*

- General Tax Act (Official Gazette, No. 147/08, 18/11, 78/12, 136/12, 73/13)

Article 146 of the General Tax Act, related to the seizure of Movable Property.

Article 147 of the General Tax Act, this article sets the movables that shall not be subject of seizure.

Article 148 of the General Tax Act related to the right of third parties.

Article 149 of the General Tax Act related to the Minutes of the Inventory and Assessment of Movable Properties.

Article 150, 151, 152 of the General Tax Act related to the Public Sale of Movable.



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Article 153 of the General Tax Act related to the seizure of Property Rights.

Article 154 of the General Tax Act related to the effect of seizure

Article 156 of the General Tax Act related to the conduct of distraint over immovable properties.

🚩 Communication proceedings and mechanisms for information exchange between the Ministry of Finance and other relevant institutions of the enforcement system.

a. Communication with FINA:

There is a fluid communication with FINA by email. The relation with FINA takes place just when the Tax Administration is the creditor and claims their debts.

They use "APIS" which is an IT system for preparing reports and exchange data with other ministries, the Central Bureau of Statistics, the Croatian Chamber of Economy, the Croatian Chamber of Trades and Crafts, and the Office for Anti-Money Laundering, FINA and other institutions. Through APIS, information related to the blocking of bank accounts and other assets goes immediately from the Tax Administration to FINA. The procedure of blocking bank accounts and other assets is automatic and it is based on a resolution that is definitive. All movements of money are registered in APIS.

The Tax Administration, as creditor, sends to FINA the debts that debtors have pending. Debtors' identification is made by the OIB. The Personal identification number (Croatian: *Osobni identifikacijski broj* or OIB) is a permanent national identification number of every Croatian citizen and legal person domiciled in the Republic of Croatia. OIB is determined and assigned by the Tax Administration (*Porezna uprava*) of the Croatian Ministry of Finance. Personal identification number gradually replaced the Unique Master Citizen Number (JMBG).

Once they have an identified debtor they send the resolution that determines the amount of the debt to FINA, by electronic means, and FINA executes the resolution. They use data from the FINA to make statistical reports for enforcement proceedings.

b. Communication with the Ministry of Internal Affairs:

The communication data exchange with the Ministry of Internal Affairs is related to vehicles and citizens. They have electronic access to the cases of vehicles enforcement. They can directly access the data of some vehicles but not to all of them.

They can access the information related to citizens' address through the IT application on the Ministry of Internal Affairs, but they do not use this application very often because through the OIB they can almost always get the information they need.



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In order to use the IT application of vehicles and citizens' address they need to use a username and a password. When they access the IT application they have to identify the number of the file. This application is the PBZO.

c. Communication with the Municipal Courts:

The communication data exchange with the Municipal Court is related to immovable and citizen's identification.

When the Municipal Court asks the Tax Administration a citizen's identification number, they give this information in writing. And it does not take too long to give this information.

When they have to locate the immovable property they make a motion for enforcement to the court through the State Attorney and get the immovable seized.

They get the information of immovable through an IT application called PBZO, but for seizing the Real state properties they have to ask the Court in writing.

They use e-Katastar application as well, but sometimes it is not useful because they do not have all data they are required for the searching. They use more the information that is in the Land Register, although they have to ask for the information they search in writing, the access to this register is public and more efficient.

They would like to have a register of immovable that could be consulted by name and surname.

4. - FINA

Financial Agency (FINA) is the leading Croatian company in the field of financial mediation and the application of information technologies which meet the user requirements. Coverage on a national scale, information system well-proved by the most challenging projects of national importance and high professional level of expert teams are FINA's greatest advantages, FINA covers the entire territory of Croatia following the logic and the intensity of economic activities, while the information systems used to connect the branches enable FINA to meet even the most demanding client demands in a very short period of time. Each branch offers individualized financial and administrative services.





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FINA is a key partner of the State in the sphere of public finances, the pension reform, the calculation, payments and control of obligatory contributions, taxes and surtaxes, as well as in all State Treasury affairs. It offers the service of keeping records of payments for all public contributions and functions as a state statistics service - for all users of analyses as well as generic and individual creditworthiness information.

Legal framework related to civil enforcement:

- The Enforcement Act (Official Gazette, 112/12, 25/13, and 93/2014)

Article 8.4 Enforcement Act: *“(4) To a natural person who does not perform certain registered activity and to a natural person who perform certain registered activity, if the delivery fails to be made in connection with that activity, the delivery shall be made at the address of residence in the Republic of Croatia according to data on residence which the Court, or notary public shall obtain from the Record of the Ministry of the Interior”.*

- Act on Enforcement over the monetary assets (Consolidated text, Official Gazette 91/10 and 112/12):

Article 5: *“Delivery of the Basis for Payment.*

(1) The competent authority, i.e. the enforcement creditor shall deliver the basis for payment, an original or a copy, to the Agency by direct delivery, registered mail, by a notary public or a proxy, or by some other method provided for in special regulation. (2) The basis for payment may also be delivered in a form of an electronic document in accordance with the Act regulating the use of the electronic document”.

Article 6: *“Register of Order of Basis for Payment.*

The Register “Ocevidnik” of the order of basis for payment (hereinafter: Register) shall be unified database containing data on the order of receipt of the basis for payment and status of their enforceability per single debtor. The Agency shall maintain the Register in electronic format”.

Article 9.10: *“The Agency and the banks shall provide the technical conditions for mutual order and data exchange”.*

Article 19: *“The Agency shall provide data, copies and certification from the Register on the basis of a written request from the competent body, the enforcement creditor, the enforcement debtor and the bank for its clients”.*

Article 21.3: *“A fee for providing data, copy or certification referred to in Article 19 of this Act shall be paid by the claimant or a body to which such data, copies or certifications were provided under specific regulations”.*



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Article 22: *“Unified register of accounts. The Unified Register of Accounts is electronic database containing the accounts of business entities, citizens, the Republic of Croatia, local and territorial (regional) self-government unities and the accounts of the authorities liable for delivery referred to in paragraph 3 of this Article. 4) The Unified Register of Accounts shall, besides data on the accounts referred to in paragraph 1 of this Article, contain data on fixed-term deposits, housing savings agreements and agreements on deposits in credit unions, of business entities and citizens”.*

Article 23 *“The Agency shall provide the claimant, upon his written request, insight into public data in the Unified Register of Accounts or shall provide him with such data in written form. The Agency shall provide non-public data upon a written request of a court or other competent authority. The minister of finance shall stipulate the fee for the insight into data and for providing data from the Unified Register of Accounts”.*

Communication proceedings and mechanisms for information exchange between FINA and other relevant institutions of the enforcement system.

a. Communication with the Ministry of Finance.

There are two protocols that regulate the relationship with the Ministry of Finance: one Protocol that was signed a few years ago between the Ministry of Finance and FINA, and another one from 2013 between the Ministry of Finance, the Ministry of Social Policy and Youth and FINA.

They work under the supervision of the Ministry of Finance. They communicate with the Ministry of Finance by electronic signature and they also have a fluid and close communication by email.

FINA and the Tax Administration exchange information through APIS (information IT system from the Tax Administration)

b. Communication with the Ministry of Internal Affairs

The data they obtain from the Ministry of Internal Affairs are just for special proceeding and are protected by the applicable data protection rules. They cannot use those data for other scopes. There are some protocols that regulate this data protection. For any kind of communication, apart for the debtor's address request, they communicate with the Ministry of Internal Affairs in writing. They do not get any formal communication by internet. Their communication with the Ministry is regulated in the amendment of the Enforcement Act that entered into force at the beginning of September, article 8.4.

They get the debtor's address information from the Ministry of Internal Affairs on a daily basis. They can get the information directly from the system but they cannot assure that the information is 100% correct. The system has one address; the official address. The Ministry of Internal Affairs gives an identity card with this address. But if the debtor goes to a different place he can also register there. The law says that the official address must be tried first. Then, if the debtor cannot be found the other address can be used. And it is at this moment when the problem arises. In that case they must request the information of



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additional address in writing and they must provide some kind of evidence of the interest of having the address; for example show a copy of the enforcement paper. They have to pay 20 Kuna for the form and then, 20 Kuna per debtor. And it is FINA who should pay for this information.

c. Communication with the Ministry of Justice

They have several meetings with the Ministry of Justice because the e-auctions are going to start on January the first. There are a lot of questions that have to be jointly solved.

d. Communication with the Municipal Courts.

The communication with courts is in writing. They have the IT program to communicate with the court electronically but it is the court the one that does not have the technological infrastructure. There is a project of electronic communication with the court but it has not been implemented yet for budget reasons. When an important and urgent act takes place the court communicates by phone or fax with FINA in order to stop a bank from seizing or another act that cannot wait for a written request. But afterwards the written request must be sent to FINA from the court.

e. Communication with the Bar Association.

They communicate in writing. They have meetings with the Ministry of Justice where lawyers participate too. They are consulted together when there are some changes of the enforcement act.

5. - MINISTRY OF INTERNAL AFFAIRS

An interior ministry is typically responsible for policing, emergency management, national security, supervision of local governments, and conduct of elections, public administration and immigration matters. The ministry is often headed by a Minister of the Interior or a Minister of Home Affairs.

The Ministry of the Interior of the Republic of Croatia (*Ministarstvo unutarnjih poslova Republike Hrvatske*, MUP RH) is the ministry in the Government of Croatia which is in charge of state security among other roles. Croatian Police is a public service of the Ministry of the Interior.



Ministry headquarters in Zagreb



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The Ministry of the Interior deals with administrative and other tasks, among other, related to the following:

1. policing and criminal police activities that involve protection of life and personal security of people and property and the prevention and detection of crime;
2. tracing and capturing of perpetrators of criminal offences and their bringing before the competent authorities;
3. maintaining of public order and the protection of particular persons, citizens, facilities and premises;
4. safeguarding at public gatherings;
5. issuing of identity cards and the registration of residence and sojourn;
6. issuing of driving licences and the registration of motor vehicles;
7. protection of the constitutional order;

Legal framework related to civil enforcement:

There is an agreement signed between the Ministry of Justice, the Ministry of Internal Affairs and the Croatian's Notary Chamber: "Agreement on the use of Database of Permanent and Temporary Residence, Record of the ID cards and Record of the passports"

- The Enforcement Act (Official Gazette, 112/12,25/13, and 93/2014)

Article 8.4 of the Enforcement Act: *"(4) To a natural person who does not perform certain registered activity and to a natural person who perform certain registered activity, if the delivery fails to be made in connection with that activity, the delivery shall be made at the address of residence in the Republic of Croatia according to data on residence which the Court, or notary public shall obtain from the Record of the Ministry of the Interior"*.

Article 18.1 of the Enforcement Act: *"The Ministry of the Interior shall provide information on whether a person is registered in the Records of Registered and Marked/Labelled Vehicles as owner of a motor vehicle, about the class, brand, type, and model, year of production, registration number, and burdens on the vehicle, if any"*

Article 48 of the Enforcement Act: *"(1) Court bailiff shall be authorised to remove any person obstructing the enforcement execution. (2) If during the same proceedings a person has obstructed the enforcement execution or if it is reasonably expected, due to a circumstance, to have obstruction of the enforcement execution, the court bailiff shall request the help of the police. (3) In the case referred to in paragraph 2 of this Article, the police shall act upon the order of the court bailiff, who, if necessary, shall order to use force against a person obstructing the enforcement. (4) During the police procedure under a bailiff's order the provisions of regulations governing the police powers and duties shall be applied appropriately. (5) The costs of the police assistance shall be included in the enforcement costs. (6) Against a person obstructing the enforcement execution the court shall impose the measures provided under the Article 16 of this Act."*



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Article 165 of the Enforcement Act: *“The minister competent for the interior shall regulate the keeping of the register of the registered and licensed vehicles in a special ordinance, in such a way that data in accordance with the preceding provisions of this Section may be entered in it”.*

Article 4 of the Rules on the method of receipt of the statement about the address in order to perform all the deliveries in judicial proceedings (OG 55/09): *“The Ministry of the Interior shall provide data on permanent and temporary residence of a certain person and the notes on address or a person at a certain address at which the documents in legal proceedings shall be submitted to a particular person, upon the written request of a competent court or other persons who can prove the existence of a legal interest in the provision of this information. The existence of a legal interest of the party, referred to in paragraph 1 of this Article, demonstrates by attaching the instrument issued by the competent court which evidently indicates that the requested information is required in a civil proceedings conducted before that court”.*

Communication proceedings and mechanisms for information exchange between Ministry of Internal Affairs and other relevant institutions of the enforcement system.

a. Communication with the Ministry of Justice.

There is an agreement of cooperation between the Ministry of Justice and the Ministry of Internal Affairs.

b. Communication with the Municipal Courts.

They have a close relationship with Bailiffs. According to Article 48 of the Enforcement Act, Bailiffs can ask the presence of the police whenever it is reasonably expected during the enforcement execution.

Bailiffs must ask for the police assistance in writing form. The court has to send a writing request to the police department or the administration. The request must have the name of the Bailiff, the exact day and a brief explanation justifying the need of the assistance of the police and it has to be sent 8 days before the particular day of the enforcement execution. If the police are not satisfied with the explanation they can ask for a more detailed explanation.

In the Republic of Croatia there are some association that give support to the victims that are evicted. And they ask people to go to the place where the enforcement execution is going to take place. They have concrete eviction operation cases in which they have a meeting with judges and bailiffs in the court before the act, and they ask the court to organise the operating method. If there is a family, and it is known beforehand they will close the door, creditor must call the locksmith, transportation agency, social services... and these acts must be checked by the bailiffs. They have to organize these services before going to the act.



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There are a lot of cases where Bailiffs can go on their own without the presence of the police as Article 48 authorised them to restrict the presence of the person who causes trouble. Even so, Article 16 of the Enforcement Act provides the possibility to fine people that give some resistance.

Last 5 years they have had 5980 request for assistance (65% request coming from the court). The other requests were made from other departments and institutions as the social department.

c. Communication with the Bar Association.

The relationship between the Ministry of Internal Affairs and lawyers is in writing. Lawyers can go directly to the Ministry of Internal Affairs and make the request, but the most frequent way is to directly ask the address to the court. For obtaining the data, lawyers must explain their interest in having the information requested and provide the file number.

6. - MINISTRY OF JUSTICE

The Ministry of Justice of the Republic of Croatia (Croatian: *Ministarstvo pravosuđa*) is the ministry in the Government of Croatia which is in charge of prosecuting government cases and the administration of institutions falling within the scope of the judiciary system (courts, prisons, etc.).

To perform work tasks from the Ministry's domain, the following managerial organizations and other internal organizational units are created:

1. Cabinet of the Minister
2. Secretariat of the Ministry
3. Civil law department
4. Criminal law department
5. Department for international legal assistance, co-operation and human rights
6. Department for human resources and organization in the judiciary
7. Department for finances and procurement
8. Department for prison system
9. Department for cooperation with international criminal courts
10. Department for cooperation with the European Court for Human Rights
11. Judicial Academy
12. Information technology (IT) sector

Judicial power in general is regulated through Law of the Courts and is inspired by the idea of independent courts. State Judiciary Council appoints all judges for life as an independent state institution formed of Parliament members, judicial authorities, well-respected public persons and members of Croatian Bar Association. Minister of Justice names the presidents of the courts from among the appointed judges and the president of the Supreme Court of Croatia is chosen by the Parliament based on the proposition from the Cabinet.



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✚ Communication proceedings and mechanisms for information exchange between the Ministry of Justice and other relevant institutions of the enforcement system.

a. Communication with FINA, Ministry of Internal Affairs and Bar Association.

They do not have a special relation with these enforcement agents. They communicate by email when there is a specific problem that must be solved.

Sometimes they arrange meetings at the Ministry of Justice, particularly when a change of the Enforcement Act is taking place. They make Working groups with the enforcement agents involved with the amendment that is going to take part.

b. Communication with the Municipal Court.

They have direct access to the case management system, e-SPIS where statistical data for enforcement cases are registered. Old enforcement cases are registered manually and are sent by email in an excel file to the Ministry of Justice. When the Ministry of Justice collects all statistical data they send these data to the President of the Municipal Court.

Communication between the Ministry of Justice and the Municipal Court is through the President of the Municipal Court of Zagreb and it is done by internet.

Other communications between the Ministry of Justice and Courts is in writing.

They have regular meetings with people from the court.

7. MUNICIPAL COURTS

Municipal Courts are courts with first instance jurisdiction in both civil and penal cases. In penal litigation the courts judge in all cases where the penalty goes up to 10 years. In civil litigation these courts judge as first instance courts in all judicial, extra-judicial and execution procedures, especially in litigation against unlawful actions, and lawsuits for correction of information.





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Municipal courts hold land registers that are the only legally valid registry service of real rights in Croatia. Reform of the land registry is complete.

The competent courts with jurisdiction in enforcement cases are mainly the Municipal Courts. The jurisdiction of commercial courts after the latest amendments of the Enforcement Act has been reduced to conduct enforcement on the basis of foreign and domestic arbitral awards.

Municipal Court of Zagreb includes the Department for Statistics in the Office of the President of the Court within the Secretariat of the Court, Human Resources Department, Department for Foreign Affairs and Special Records, Department for E-file (e-Spis), IT Department and Court Administration Office

Legal framework related to civil enforcement:

- Law on Courts or Judiciary Act (Official Gazette 150/05, last amendment 27/11)

Article 18: *“Municipal Courts shall also handle:*

(1) a) non-contentious and enforcement cases, unless they are within the competence of another court, b) cases regarding legacy, the land register, and shall keep the land registry, c) recognition and enforcement of decisions of foreign courts, d) international legal assistance in cases falling within their jurisdiction, e) carry out tasks relating to international legal assistance with the member states of the European Union in proceedings that fall under their competence.

(2) Municipal courts shall handle all cases from Article 3 Paragraph 2 of this Act which do not fall within the jurisdiction of another court or a notary public”

- The Enforcement Act (Official Gazette, 112/12, 25/13, and 93/2014)

Article 43 of the Enforcement Act:

“(1) With respect to the enforcement of execution, the court having subject-matter jurisdiction is the municipal court, unless provided otherwise by Act.

(2) The court enforcing execution is authorised to decide on all issues regarding the conducting of the execution procedure and on all issues arising with respect to the conducting of the execution procedure with respect to which it is decided in the relevant procedure under this Act, and on the request for compensation of procedural costs submitted later in the procedure (Article 14, paragraph 6)”.

- Rules of procedure of the Court

Article 89 of the Rules of procedure of the court “ *Misdemeanour Courts, the high Misdemeanour Court of the Republic of Croatia, administrative courts, the High Administrative court of the Republic of*



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Croatia, and Croatian Supreme Court are obliged to submit data on the total number of received and resolved cases in the previous quarter,, and the total number of unresolved cases, information on the total number judges in the previous quarter, to the Ministry of justice electronically, within 15 days after the end of each quarter”

✚ Communication proceedings and mechanisms for information exchange between the Municipal Court and other relevant institutions of the enforcement system.

○ Internal Database.

Judges, Court Advisors and the administrators, use state of the art computers. Decision, conclusion, notifications and any other type of judicial documents are prepared on computer. Judges, Court Advisors and bailiffs use an internal database through which they have access to:

- Case law of the civil courts
- Case law of the Supreme Court
- Case law of the Constitutional Court
- Case law of the European Court of Human Rights
- Case law of the administration courts
- Legislation database
- Official Gazette
- Bank account of the state to check if court taxes are paid
- Bank account of the individual enforcement cases to check the money transferred
- Tariff of lawyers
- Jurisdiction area map of Zagreb
- Lawyer searcher
- Notary public searcher
- Expert searcher
- Citizen Register
- Case register

Although the use of the computer is part of everyday work, there is no centralized computer system for the processing of cases, or for the service of official documents which would be also available for the parties and other stakeholders involved in the procedure.

The intranet of the Municipal Civil Court of Zagreb allows to search by court decisions, to download decision drafts and also gives useful links and other information (address book, court fees calculator, different internal by-laws, malfunction report to service technician, application for training programs, etc.).



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The daily use of intranet in the enforcement procedure allows to check whether court fees have been paid on time or whether the cost of court bailiff or court deliverer has been advanced by the creditor, so the enforcement procedure may continue (eviction, seizure of personal property...) Through this Intranet can also be seen whether the advance has been paid by the buyer who wants to participate in a court auction of a real estate in the enforcement procedure and if the buyer who actually bought a real estate paid the price afterwards, so the court can adjudicate the object of an auction to the buyer.

However, most of these data are visible through e-Spis, since gradually it gives to the court advisor and other workers from the Municipal Court, more completed information about the case files.

In the Municipal Court of Zagreb there is also SupraNova, which is an application available in intranet. SupraNova allows the access to entire cases law of all the Courts in The Republic of Croatia, including all Municipal Courts and will gradually replace Supra (Supra started in 2003), that is on the Supreme Court web site: <http://sudskapraksa.vsrh.hr/supra/>.

It is planned to connect SupraNova data base and e-Spis in the near future. At this moment all the Courts in the Republic of Croatia have to publish their final decisions on SupraNova application. SupraNova currently functions as intranet; however in the future, it will function through Internet with necessary anonymisation of the court decisions.

a. Communication with FINA

The communication with FINA is by FAX or telephone if there is an emergency that must be solved. Normal communication is in writing.

There are some problems with FINA when the enforcement title they send is not the original one. They just act when original enforcement titles are sent.

The creditor should have easier access to information. The representative from creditor must go from one place to the other ask for information, and pay.

b. Communication with the Ministry of Internal Affairs

Since e-Spis is installed in the Municipal Court the IT system has improved. The idea is to access to any data through this system, and therefore to avoid the access through the database of the Ministry of Internal Affairs.

Communication with the Ministry of Internal Affairs, apart from communication referred to vehicles and citizen's addresses, concerns the bailiffs and actions where the presence of the police is required. According to the law the police should be called when there is a dangerous situation. Sometimes creditors ask for the police presence to put a pressure. The assistance must be required in writing.



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c. Communication with the Ministry of Justice

The Ministry of Justice has direct access to the e-Spis, and they can control the pendency and other statistical data from the Municipal Court. The communication with the Ministry of Justice is by internet.

Sometimes they have meetings when a specific amendment of the Enforcement Act or other law is going to take place.

If there is any important change that has to be communicated from the Ministry of Justice to the Municipal Court, the communication goes through the President of the Municipal Court who communicates these changes by internet or orally.

d. Communication with the Bar Association

Lawyers usually go to the Municipal Court; it is the normal way of communicating with the Municipal Court. When they represent the creditor or the debtor, they can access every file. Otherwise, lawyers can call the Municipal Court in order to ask about the proceedings they handle.

They make the requests to the Municipal Court in writing.

8. - BAR ASSOCIATION

The Croatian Bar Association is a law-based institution. All attorneys in Croatia have to be members of the Croatian Bar Association as well as members of local bar associations (mandatory membership). At the moment there are altogether 4063 lawyers and 1753 trainee lawyers in Croatia who are all members of the Croatian Bar Association.

Legal framework related to civil enforcement and to the Lawyers:

- Law on the Legal Profession (Zakon o odvjetništvu, Official Gazette "Narodnenovine" No. 9/94, dated January 27, 1994 and No. 117 dated October 13, 2008.

Article 14: *"Governmental bodies, legal and natural persons possessing public authority shall provide the attorney with the data necessary for the execution of his or her legal service in a particular case, unless it is contrary to the obligation of keeping an official or professional secret".*

Article 24: *"A delivery in writing to an attorney in connection with judicial, administrative and other proceedings shall be made through an administrative office manned by an authorized attorney".*

- The Lawyers' Code of Conduct. Official Gazette "Narodnenovine" No. 64 of 20 June 2007. The amendments to the Code of Conduct were adopted by the CBA General Meeting held on 14 June 2008 (NN 72/2008).



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- The Lawyers' Fee Schedule. Official Gazette "Narodnenovine" No. 142 of 19 December 2012.
 - The Bye-Laws of the Croatian Bar Association (Official Gazette NN 74/2009, 90/2010, 64/2011, 101/2011).
 - Civil Procedure Act, "Official Gazette" no 117/2003
- ✚ Communication proceedings and mechanisms for information exchange between the Bar Association and other relevant institutions of the enforcement system.

a. Communication with FINA

Communication with FINA is related to bank accounts. There is a centralized registry of all bank accounts in the Republic of Croatia. The information on bank account numbers and whether they are blocked is available. However, only the information on bank accounts of legal entities is available to the general public if they are registered (registration is free) at the website of the FINA. Communication with FINA is in writing.

b. Communication with the Ministry of Internal Affairs

When the information on address of a citizen is necessary, lawyers must ask for it the Ministry of Internal Affairs in writing. It is necessary to place a formal request and after delivering this request the competent authority gives a formal reply in form of certificate. To request such information a legal interest has to be demonstrated. They receive this information in writing and in a short period of time. There is no publicly accessible database on vehicle ownership in the Republic of Croatia.

Information on vehicles can be received from the Ministry of Internal Affairs based on the address of the debtor. The police office, having a jurisdiction according to the debtor's address, can issue a certificate on the registered vehicles of the debtor. This information is not available on Internet and it is delivered in writing

c. Communication with the Ministry of Justice

Sometimes they make work groups and go to the Ministry of Justice in order to discuss some enforcement law amendments.



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d. Communication with the Municipal Courts

Communication between judges and lawyers in particular cases assigned to a judge is regulated by procedural rules and is not particularly diverse from communication between judge and a party not represented by lawyer.

Communication between the President of the Municipal Courts and local Bar Association takes place in solving particular problems in organization of work at court.

The information on a court procedure can be obtained either from the court clerks at the court's execution office or from a judge in charge of the case, depending where the case file in hard copy is located at the time. Some general information can usually be obtained at any time from court clerks (similar information as the one available on the *e-predmet* Internet service). The availability of judges and the court clerks is usually regulated in a way that they are available to the parties only on some week days and only at certain time of the day. This significantly differs from one court to another.

The application *e-predmet* is potentially very useful and, if working properly, could replace the need to personally or by telephone request information from the court, which would, in turn, save time both to the parties and to the court clerks and judges. However, there are many improvements and upgrades that could be made that could be useful.

Communication with Bailiffs is fluent. They are always available. Lawyers can communicate by phone or at the Municipal Court.

Information on shares in companies can be obtained from commercial courts and Central Depository and Clearing Company (SKDD). Court registry of commercial courts can search shareholders by OIB numbers and their names, and usually can provide these information immediately if requested personally at their premises. However, information on shares in joint stock companies are usually not available at the court registry of commercial courts, but have to be requested from the SKDD, which usually responds in several days. Information on companies is available at the Internet site of the court registry and is centralized for whole of the Republic of Croatia, but the search engine available to the general public does not allow search by the shareholders. A creditor would have to know the name, OIB number or registry number of the company to find more information on the company and its shareholders. Also to get a certified copy (which is required in execution procedures) a request would have to be made to the court registry, as the print outs from the Internet are generally not accepted. Generally, to get any of the aforementioned information, unless you go personally to the premises of the competent authority, would take some time as the request and the response would have to be mailed. This often proves as a difficulty when requesting information from other cities.

Information on real property can be received from the land registry departments of competent municipal court (information on the ownership and encumbrances) or from the competent cadastral offices (information on the possession of the real property), but only for the real property for which they have jurisdiction. Also, land registry information and or cadastral information are often not up-to-date and



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sometimes are even contradictory to each other. Information on real property is available on Internet, but the search engine available to the general public does not allow search by owners. A creditor would have to know the land plot number or the land registry number to find information on the land plot. Also, to get a certified copy (which is required in execution procedures), a request in written would have to be made, as the print outs from the Internet are generally not accepted to request enforcement.

9. - COMMERCE AND SOCIAL COMMITTEE

Social dialogue function is performed by two bodies in Croatia, Economic and social Assembly and Office for social partnership, named: "The Independent Service for Social Partnership of the Ministry of Labour and Pension System". It was founded in 2001; it is composed by representatives of trade unions, the Croatian Association of Employers and representatives of the Government.

Among the main roles it plays are:

- Encourages the establishment and development of sectorial social dialogue between the respective associations of trade unions and employers' associations and the relevant ministries.
- Organizes working-consultative meeting of representatives of the Government and the social partners, and participate in all other activities aimed at the development of social dialogue and partnership.

Legal framework related to civil enforcement

- Governmental Act on the 13th of September 2001. Agreement on the Establishment of the Economic and Social Council 5th July 2013.
- Law on Organization and Jurisdiction of the ministries and other central state administration bodies ("[Official Gazette "No. 22/12](#) , Article 20).
- Regulation on the internal organization of the Ministry of Labour and Pension System ("[Official Gazette" No 21/12](#) , Article 40)

Communication proceedings and mechanisms for information exchange between the Commerce and Social Committee and other relevant institutions of the enforcement system.

- a. Communication with Ministry of Justice.



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They have an agreement to be consulted by the government. Whenever an amendment to the Enforcement Act takes place they are consulting, and they are allowed to give their opinion to the amendment. They have meetings in the Ministry of Justice in these cases.

10.-ELECTRONIC INFORMATION AND DATA EXCHANGE

It is necessary to point out the effort made by the Republic of Croatia to modernize the judicial system and to adapt the law to an effective and efficient administration of justice.

Regarding to data exchange, there are a few web services that allow and facilitate the creditors and legal professional the access to data required during the enforcement proceeding.

- o Electronic exchange information between courts, enforcement agents and citizens.

The right of access to information includes the user's right to seek and receive information and the obligation of public authorities to provide access to the requested information. This right is performed in accordance with the Freedom of Information Act ("Official Gazette" N ° 25/2013). Anyone who has demonstrated a legitimate interest can access on the Courts premises to the procedures handle in the Courts or tribunals. The Municipal Court of Zagreb offers on its web site an order form to request the access to information. This information can be send by fax or by e-mail.

(<http://sudovi.pravosudje.hr/ogszg/index.php?linkID=14>)

In the Croatian judicial system there are some examples of electronic access to specific information needed in the enforcement proceedings:

1. - E-predmet: (<http://e-predmet.pravosudje.hr>) was developed and introduced to the public recently. It makes possible for sides in cases, attorneys, and other interested parties participating in cases to have free of charge and public access to basic information about court cases. Searching by court and case number, the visitor of the web site can get informed about the course and dynamics of the case resolution. As the system is updated once a day, the sides in the case can see almost immediately the status of their case.

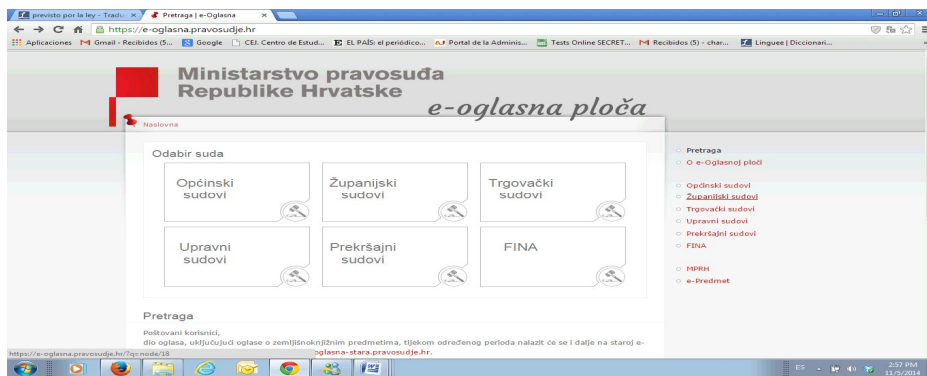




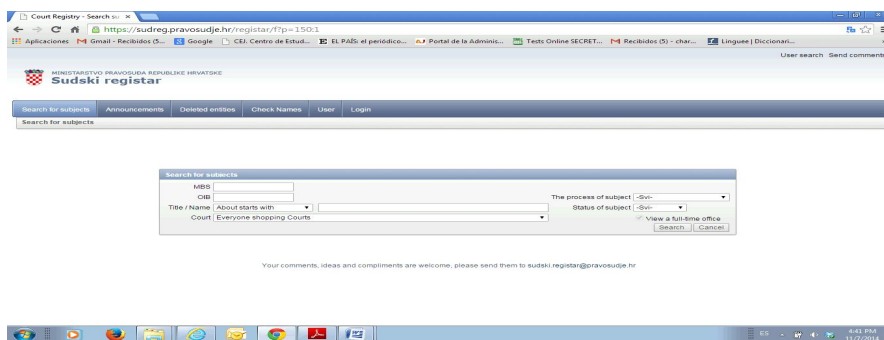
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2. - E-Bulletin Board: it is provided by The Enforcement Act, the web page e-bulletin board of the courts (article 8.6) as a mean of delivery and communication: "When the repeated delivery fails, the delivery shall be made by displaying the document that should be delivered on the web page e-bulletin board of the courts".

E-Bulletin Board is a free public service that provides an overview of electronic bulletin boards courts and other competent authorities in the Republic of Croatia. Through the Central browsers enabled search of published decisions and other documents of municipal, county, commercial, administrative and misdemeanor courts in the Republic of Croatia, the financial agencies in the enforcement procedures and notaries. All listings competent authorities shall be published without delay and take off automatically after expiry of publication. Ministry of Justice, as the highest body to perform judicial administration provides technical prerequisites for the described information system. All data is recorded in the jurisdiction of the courts in which the proceedings are conducted. According to information received not all Croatian courts administer their E-bulletin board on a regular basis, so the application itself has yet to become accurate and up to date.



3. - The Court Register of companies in the Republic of Croatia: This is a database of Court Register Certificates of all companies registered in the Republic of Croatia. Updated daily, it contains basic information of companies. The Court Registry contains accurate data on the name, headquarters, activities, board members, company and capital stock. The insight into the Court registry via the Internet was made possible already in 1995 (<https://sudreg.pravosudje.hr/registar/?p=150:1>)





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- o Access to land data

The land registration system in Croatia is based on two Registries:

- The Real State Cadastre. The Cadastre is a record where the real estate (land properties, plot) are described by their technical characteristics. The law defines the cadastre as "records of land parcels, buildings and other structures permanently located on the Earth's surface or below it and on the special legal status of the land".
- The Land Book. It is a register in which data about owners and holders of other real property rights are attached to the cadastral parcels defined by the Real State Cadastre. When it is about transfer of real property rights one legally becomes an owner by registration in the Land Book. Data in the Land Book are systematized in land sheets which have three parts. Part A with data about cadastral parcels, part B with data about owners and part C with data about mortgages. Land books are kept and maintained by Municipal Courts.

The cadastre and land registry in the Republic of Croatia are public registers and everyone has the right to obtain information from them. Official data can be obtained in cadastral offices and land registration offices, and information can also be obtained from the Internet (unofficial data).

The Real property descriptions (cadastral data) are available from the web (www.katastar.hr) The Browser of cadastral data has been created to be used for having insight into the Central database of cadastral data of the Republic of Croatia, the data available by means of the Browser reflect the official situation referring to cadastral data at specific date. The insight is possible by stating the number of cadastral parcel or the number of possession registration sheet in the selected cadastral municipality. The printout of the Possession Sheet is provided for informational purposes only and may not serve as a public document. Public documents are issued by the competent cadastral district offices and their section-offices.

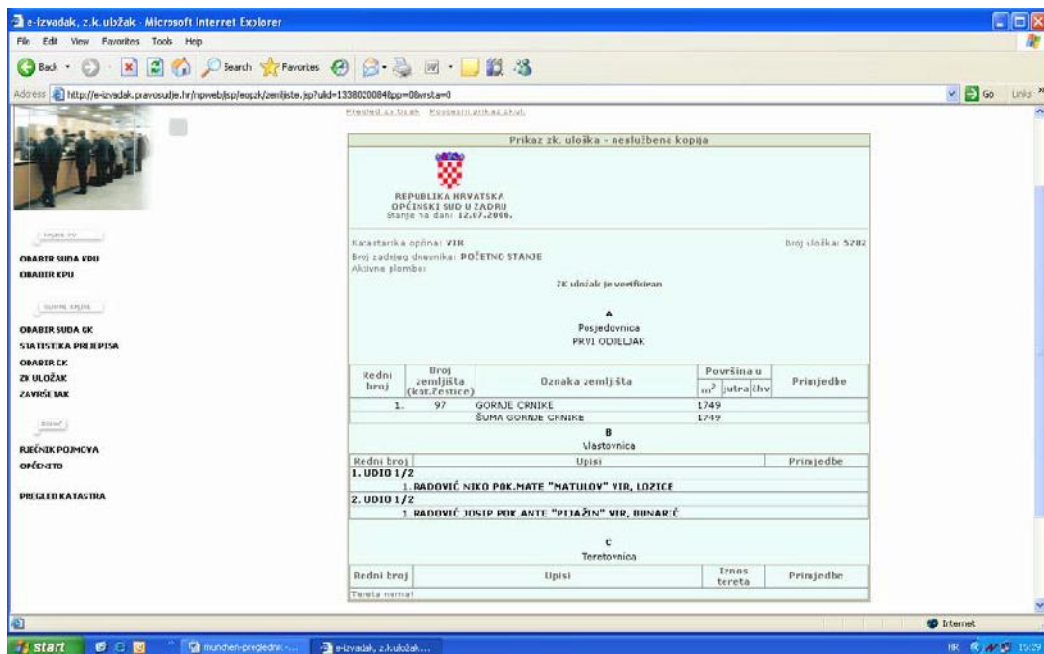
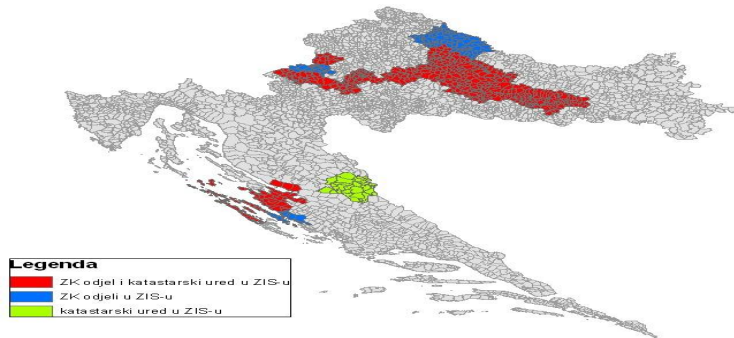
The Registered owners and registered encumbrances (land registry data) are available from the web-site (<http://e-izvadak.pravosudje.hr/home.htm>).

Since 2003, the Government of the Republic of Croatia, through the Ministry of Justice and the State Geodetic Administration, has been implementing the National Real Property Registration and Cadastre Program, known as *Organized Land (Uređena zemlja)*. The basic objective of Organized Land is to create the Real Property Registration and Cadastre Joint Information System (JIS), (<http://www.uredjenazemlja.hr/default.aspx?id=17>) i.e. to establish a single database for cadastre and land registers, as well as a single application to manage and maintain the afore-mentioned data. This will be highly beneficial to users – less time will be needed to access data and to register real property, the citizens will be able to see at one place the ownership structure of real property and its location in space, and there will be many other functionalities. Since February 24, 2014 JIS is in full production work in 16 land registry and 13 cadastral offices in Croatia. With the start of JIS production in cadastral offices digital cadastral maps in the new official geodetic datum and the new HTRS96/TM map projection are placed in official use.



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Graphic area of land registry (LR) and cadastral offices where JIS is used:



(Source: <http://www.unece.org/fileadmin/DAM/hlm/wpla/workshops/baku2010/pupacic.croatia.pdf>)

- Access to laws and case law on-line

Another relevant aspect as regards communication and exchange of information is the public access to data related with legislation and case law. In this respect it can be found the following on-line resources:



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1. - *The Case Laws of the Croatian Supreme Court.* (<http://sudskapraksa.vsrh.hr/supra/>). This database provides the jurisprudence published in magazines of Croatian Supreme Court, but also can be found here decisions of other courts of the Republic of Croatia.

2. - *SupraNova.* It is an application on the Courts' Intranet. SupraNova allows to access entire case law of all the courts in Croatia, including all Municipal Courts and will gradually replace *SuPra* application (The Jurisprudence of the Croatian Supreme Court) that have started in 2003. The plan is to connect *SupraNova* database and *e- Spis* in the near future. At this moment all the courts in Croatia have to publish their final decisions (judgments, orders, etc.) on *SupraNova* application so all the decisions are available to all the judges and judicial advisors in the state. *SupraNova* currently functions as Intranet. However in the future it will function through Internet with necessary anonymisation of court decisions.

3. - *Web of Judges Association:* <http://www.sudacka-mreza.hr/sudska-praksa.aspx>. This web has launched a project www.sudacka-mreza.hr as an online service providing access to lawyers, judges, and students at the Faculty of Law, the public, court experts, court interpreters and foreign investors to legal information. This data-base will get further updated in cooperation with the Municipal and County Courts, and it has more than 9000 Court decision published.

4. - *ZAKON.HR:* http://www.zakon.hr/z/134/Zakon-o-parni_nom-postupku_that provides, free of charge, laws and consolidated laws of Croatia in vernacular.

5. - *NARODNE NOVINE:* <http://www.nn.hr/Default.aspx>, The Croatia's official gazette. The database provides documents in HTML format and is freely accessible to all.

6. - *INTELLECTIO IURIS:* <http://www.pravnadatoteka.hr/hrv/index.asp>, is a Center for legal research and documentation. Database contains court practice, ministry decisions and opinions, index of author's papers, introductions of books, lectures and seminars published in legal publications.

- o Communication with the central depository and clearing company

The Central Depository and Clearing Company is a registered company that manages the central depository of dematerialized securities, manages the clearing and settlement system of securities transactions in a regulated market and the multilateral trading facility or outside the regulated market and the multilateral trading facility and defines unique identification marks of dematerialized securities (ISIN and CFI marks).

As for their cooperation with the Courts in the enforcement system, pursuant to Article 18 of the Enforcement Act the Central Depository and Clearing Company or another authorized person shall provide information on whether a person has been registered in the Register with the securities on the accounts. And in the execution procedure on dematerialized securities, i.e. shares, bonds, finance papers, treasury notes, commercial papers, certificates of deposit and other series securities that are entered into the accounts of the Central Depository and Clearing Agency, the Agency provides at Courts the service of clearing and settlement. The procedure is as follows: The Court sends to the Central Depository and



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Clearing Agency the writ of execution and the Agency execute the attachment of securities, makes the appraisal, sells them and the money achieved by the sale of securities shall be remitted to the court's account determined in the writ of execution.

Legal Framework: The Capital Market Act (Official Gazette 88/08, 146/08) and the Enforcement Act (Articles 18, 233-238)

11. - WEAKNESSES OF THE SYSTEM

- ✚ The lack of an IT application that enables a bidirectional communication, between the Court and the different enforcement stakeholders or legal operators, safe and under the guarantees of electronic signature, available for consultation 24 hours a day.
- ✚ The communication procedures among Municipal Courts, Ministry of Justice, Ministry of Finance, Bar Association, Ministry of the Interior and FINA are fundamentally in writing. In most cases only hand stamped documents dispatched by the competent authority are admitted by the courts with jurisdiction in the enforcement as legally valued documents.
- ✚ The lack of interconnection or interoperability among the databases of the enforcement agents concerning to addresses and properties. (Tax Administration, FINA, Ministry of Internal Affairs)
- ✚ Apart from the Unified Register of Accounts, no centralized database on debtors' movable and immovable property is available. Therefore, the enforcement stakeholder is compelled to submit a written request in order to obtain a certified document.
- ✚ There are some IT applications or web pages that allow the access to information related to the enforcement but they are not updated, or they do not insert all files or not from all courts of the Republic of Croatia, which makes them unreliable for stakeholders.
- ✚ IT application from FINA compared to IT application from municipal courts, the Ministry of Justice, the Ministry of Finance and Ministry of Internal Affairs is more developed because of a budget fact.



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Mission Schedule Activity 2.1.1.

Analysing communication procedures and mechanisms for information exchange between relevant institutions in respect to the enforcement system and preparing analysis report.

Ms María Rosario Palacios González and Ms Vanessa Untiedt Lecuona

Sun, 2 Nov

19 -22.30 h. *Arrival ZGB Airport/ Zagreb City*
Accommodation Hotel Sheraton Zagreb

Mon, 3 Nov

9:15 h. *Meeting RTA-STEs at MoJ, room 703 in order to share the preliminary work and discuss the best way to implement the activity.*

10:00 – 12:45 h. *Drafting mission report.*

13:00 h. *Meeting with representatives from the Ministry of Interior: Mr Stjepan Tršinski, Head of Department for prevention and methodology of police work, Mr Franjo Podhraški, Head of Service for public order and Mr Alen Lešić, Police Department Zagreb.*
MoJ, room 139

Tue, 4 Nov

9:00 h. *Meeting with representative from Croatian Employers' Association Ms Milica Jovanović.*
MoJ, room 618

10:00 – 17:00 h. *Drafting mission report*



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Wed, 5 Nov

10:00 h. *Meeting with representatives from Municipal Courts, Ms Mateja Cvitić and Ms Andrija Krivak, Court Advisors.
Zagreb Municipal Court, room 504*

12:00 – 17:00 h. *Drafting mission report*

Thu, 6 Nov

9:00 – 17:00 h. *Drafting mission report*

Fri, 7 Nov

8:30 h. *Meeting with representative from FINA Ms Tea Janjiš Sabić, Senior Specialist for legal support, Ms Sandra Cindrić, Senior Specialist for Legal Support in the Centre for Enforced Collection and Pre-bankruptcy Settlement and Mr Ivan Lažeta, System Analyst.
MoJ, room 618.*

10:00 – 17:00 h. *Drafting mission report*

Mon, 10 Nov

09:00 h. *Meeting with Mr Nenad Kunc, Bailiff from Civil Municipal Court
MoJ, room 139.*

10:45 h. *Meeting with representatives from Ministry of Justice, Ms Iva Buljan, Component Leader II and Mr Igor Vidra, Head of Sector for Civil and Commercial Law Regulations, RTA counterpart
MoJ, room 139*

11:15 – 13:00 h. *Drafting mission report*

13:00 h. *Meeting with representative from Tax Administration Ms Dinka Salmić, Head of Service for Enforcement and Ms Ana Mari Zudenigo Steinbauer,*



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*Senior Inspector, Coordinator for Enforcement
MoJ, room 139*

14:30 – 17:00 *Drafting mission report*

Tue, 11 Nov to Fri, 14 Nov

09:00 – 14:00 h. *Drafting and delivering of mission report.*