

[eGovernment in]

September 2006

Cyprus



eGovernment
eGovernment
eGovernment
eGovernment
eGovernment
eGovernment



Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

Contents:

Country Profile.....	1
eGovernment History.....	3
eGovernment Strategy.....	5
eGovernment Legal Framework.....	7
eGovernment Actors.....	8
eGovernment Who's Who.....	10
eGovernment Infrastructure.....	12
eGovernment Services for Citizens.....	14
eGovernment Services for Businesses.....	20

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Cyprus. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic Data and Indicators

Basic data.....

Population (1.000): 749,2 inhabitants (2005)

GDP at market prices: 13.417,5 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 83,1 (2005)

GDP growth rate: 3,8% (2005)

Inflation rate: 2,0% (2005)

Unemployment rate: 5,3% (2005)

Government debt/GDP: 70,3% (2005)

Public balance (government deficit or surplus/GDP): -2,4% (2005)

Source: [Numerical data provided by Eurostat](#)

Area: 9.000 km²

Capital city: Nicosia

EU Official Languages: Greek, English

Currency: Cypriot pound

Source: [Europa Website](#)

Political Structure.....

The Republic of Cyprus is a parliamentary Republic established in 1960.

Legislative power is held by a **unicameral parliament**, the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriots parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 22 May 2006. The next elections are due to be held in 2011.

The executive branch is headed by the **President**, who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The last presidential election was held on 16 February 2003. The **Council of Ministers** is appointed jointly by the President and Vice-President. The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

The **Constitution of the Republic of Cyprus** was adopted on 16 August 1960. It has been retained although all provisions relating to the participation of the Turkish community in the exercise of executive, legislative and judicial powers are no longer applied.

The Republic of Cyprus became a member of the European Union on 1 May 2004.

Current Head of Government: President Tassos Papadopoulos (since 1 March 2003)

Current Head of State: President Tassos Papadopoulos (since 1 March 2003)

Information Society indicators.....

Percentage of households with Internet access: 32% (2005)

Percentage of enterprises with Internet access: 82% (2004)

Percentage of individuals using the Internet at least once a week: 26% (2005)

Percentage of households with a broadband connection: 4% (2005)

Percentage of enterprises with a broadband connection: 40% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 4% (2005)

Percentage of enterprises having received orders online within the previous year: 4% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 10,9%, downloading forms 4,8%, returning filled forms 1,7% (2005)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 39%, downloading forms 23%, returning filled forms 9% (2005)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Cyprus](#)

2004.....

A **National Strategy for the Development of Information Society** is drafted by the Cyprus Planning Bureau.

May 2004.....

The European Investment Bank (EIB) releases the first EUR 35 million tranche of an overall approved financing of EUR 70 million to upgrade IT systems in the public sector of the Republic of Cyprus. The project, led by the Department of Information Technology Services (DITS) in the Ministry of Finance, is mainly driven by the priorities set in the Partnership Agreement concluded between Cyprus and the EU in 2000 and revised in 2002. It concerns investments in IT systems in various Cypriot Government Departments, encompassing investments in physical networks and hardware as well as the development of specialised software systems.

January 2004.....

Launch of [TaxisNet](#) (web-enabled service for income tax returns) and [Theseas](#) (web-enabled service for customs clearing).

September 2003.....

The Government of Cyprus establishes an ad-hoc Ministerial Committee for the development of the Information Society, comprising representatives of several Ministries as well as of the [Planning Bureau](#), the Telecommunication Authority and the Department of Computer Science at the University of Cyprus. Several pieces of legislation are in the pipeline, in

particular regarding Personal Data Protection and Digital Signatures, which should facilitate and encourage the development of the information society and eGovernment.

2002.....

Adoption of the **e-Government Strategy**, as an update of the previous Information Systems Strategy.

June 2001.....

Launch of the **Government portal** <http://www.cyprus.gov.cy>.

2000 and before.....

- ▶ The **Information Systems Strategy (ISS)**, which revises and complements the Government Computerisation Master Plan, was launched in 1998. The Strategy aims to achieve the best possible quality of services offered to the public, making full use of the new information technologies.
- ▶ A year earlier, the Data Management Strategy (DMS) was adopted, providing an integrated information structure supporting public sector requirements for strategic and tactical management of information systems as well as operational systems. The purpose of the DMS is to speed up the process of implementing the Government Computerisation Master Plan and to make certain of its success by assuring the inter-connection and inter-operability of the Information Systems being developed.

- The Government Computerisation Master Plan was adopted in 1989. The plan identifies 80 priority projects for the period 1989-1997, including batch applications, revenue collection and payment systems.

eGovernment Strategy

Main strategic objectives and principles

In 1987, a strategic study was carried out to examine the Information needs of the Government of Cyprus and to identify candidate applications for computerisation. Based on the recommendations of this study, the Council of Ministers adopted a Government Computerisation Master Plan (GCP) in March 1989. In 1998 the Council of Ministers approved a revised version of the Government Computerisation Plan. Rapid technology changes, evolving user demands and EU accession requirements necessitated the revision of the master plan to include new infrastructure and strategic projects and to adjust the national Information Systems Strategy to a fast-changing technology environment. A National Strategy for e-Government was subsequently drafted, focusing on key issues required to make the implementation of eGovernment successful.

The eGovernment vision of the Government of Cyprus is to deliver one-stop services to the public via the web or through other electronic channels (kiosks, call centres, citizen support centres etc.). For this eGovernment vision to be achieved, **three fundamental "building blocks"** need to be implemented:

- ▶ At the "front end", a multi-channel portal aggregating all information and services in one place, based on the life-event-cycle.
- ▶ A "middleware", a government gateway providing the tier that enables interoperability, security and authentication, with web-based workflow for interconnection of back-end systems.
- ▶ At the "back-end", web-enabled information systems and processes involved in service delivery.

On the basis of the eGovernment policy, several Government Ministries/Departments/Services will be offering services to the public through the web, thus creating a dynamic government, with the aim of improving the quality of services offered to the public. The process of developing web-enabled systems in order to provide better services to the public through

the Internet is underway. Some systems that were recently developed are fully transactional (Taxisnet for income tax returns, Theseas for customs clearing) and some others support two-way interaction (statistics, family allowances, candidate placement). Additionally, the completed Information Systems of the Cyprus Government Computerisation Master Plan such as the Civil Registry, Lands and Survey System, Companies Registrar are currently being enhanced and redesigned so that they will also be available to deliver electronic services to the public, via the Internet and other channels. Ongoing information systems, such as the Legal Information, are to be implemented directly as web-based systems.

Furthermore, an **Office Automation System**, that supports enterprise-wide document management services and the control of work-groups and workflow, has been introduced in a number of Government Ministries/Departments/Services and will be rolled out in all Government Offices. The Office Automation System, which has brought the benefits of a paperless office, enforces existing rules and regulations, improves productivity, speeds the communication between office workers, reduces operational costs, and also provides distance-working capability. A revised web-enabled version of the Office Automation System is currently under development and its implementation and rollout in other Ministries/Departments/Services will start beginning of 2006.

Additionally, the majority of the Government Ministries/Departments/Services have their own website. A small number of websites for some Ministries/Departments/Services is still under study or development. So far 88 websites have been developed and from these 63 are published. The majority of the websites are informative and provide downloading of forms and other documents. Some also support user interaction. It is anticipated that all Government Ministries/Departments/Services will have their own website by the end of 2005. In order to promote e-inclusion, public web pages are developed on the basis of the Web Accessibility Guidelines.

In order to connect departmental information systems, the Government has set up a **Government Data Network** (GDN). The GDN is a broadband network based on ATM/frame relay technology over which all government systems are interconnected to exchange information utilising web workflow technologies. Complementary to this is the Government Internet Node (GIN), which provides an interface between Government information systems and the Internet. It allows civil servants to communicate within Government (Intranet) and with external users (Extranet).

The [**eGovernment portal**](#), which will support multi-channel access to government information and services, is due for release in the end of 2006. At the same time, more e-enabled services will be launched. The interconnection of departmental back-end systems and the completion of the government gateway will enable secure access to a range of transactional services. The Government Gateway, which will provide security, authentication, encryption and decryption services, is currently under study and is expected to be completed in 2007.

The fundamental infrastructure required for the provision of e-government services is already in place since it is part of the Information Systems Strategy. However, this infrastructure is continuously upgraded in order to enable the provision of more and more advanced and secure government services to the public.

Another eGovernment service being developed in Cyprus as a strategic objective is that of Electronic Identification (eID). Cyprus is at a crossroad in terms of eID. Until now, the move towards eID has been held up by concerns about data protection and privacy, with the Church being a key opponent of eID in this respect. The fundamental barrier for Cyprus is that the law does not currently allow a chip to be included on identity cards. However, the ID infrastructure exists and is being further developed. Unique ID numbers are issued to each citizen at birth, and non-electronic identity cards are issued to citizens when they reach the age of 12. Identity data is contained in a central Civil Registry System (CRS). Cyprus has been developing its eGovernment strategy with a number of projects in recent years, and web enabling of the CRS is planned by the end of 2006.

In addition, Cyprus is planning for the introduction of ePassports, as required by EU regulations. These will contain biometric information - facial recognition information and fingerprints - as specified by the EU. It is thought that developments such as this have the potential to change attitudes to electronic travel and identity documents.

Beyond 2005, priorities will include the creation of government-wide data warehouse, the completion of the rollout of the Office Automation System, and the delivery of e-services over public kiosks and mobile devices.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

There is currently no specific eGovernment legislation in Cyprus.

not yet introduced the necessary secondary legislation for the Law on Electronic Communications.

Freedom of Information legislation.....

There is currently no Freedom of Information legislation in Cyprus.

Legal Framework for Electronic Signatures and for Relevant Matters Law of 2004 (N.188(I)/2004)

Data Protection/Privacy legislation.....

Processing of Personal Data (Protection of Individuals) Law 2001

The Processing of Personal Data (Protection of Individuals) Law of 2001 (N. 138/2001), which entered into force in November 2001, is compliant with E.U. Directive 95/46.

There is currently no specific legislation on Electronic Procurement in Cyprus. The Government estimates that the new EU public procurements directives, including their provisions relating to e-procurement, should have been implemented by January 2006.

eCommerce legislation.....

- ▶ Certain Aspects of Information Society and specifically Electronic Commerce and for Relevant Matters Law of 2004 (N.156(I)/2004)
- ▶ Distance Conclusion of Contracts Law of 2000 (N.14(I)/2000)

Re-use of Public Sector Information.....

Status of transposition of PSI-directive:

Draft legislation was submitted to the Parliament in April 2006 and is foreseen to be adopted in September 2006.

eCommunications legislation.....

Regulation of Electronic Communications and Posts Law of 2004 (112(I)/2004)

Cyprus adopted two primary laws in 2004 – the Law on Electronic Communications and the modification of the 2002 Law on Radiocommunications – to transpose the new EU regulatory framework and it has also introduced four pieces of secondary legislation in the field of radiocommunications. Cyprus, however, has

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

[Cyprus Planning Bureau](#)

The Planning Bureau is the responsible authority for the development of the Information Society in Cyprus.

Coordination

[Ministry of Finance - Directorate for the Co-Ordination of the Computerisation of the Public Service](#)

The Ministry of Finance's Directorate for the Co-Ordination of the Computerisation of the Public Service is responsible for coordinating and monitoring the computerisation project of the entire Civil Service. The Directorate is mainly in charge of the coordination and monitoring of the progress recorded by the computerisation projects under construction, or, projects that are planned within the framework of the Strategic Computerisation Plan.

Implementation

1. [Ministry of Finance - Department of Information Technology Services \(DITS\)](#)

The Ministry of Finance's Department of Information Technology Services (DITS) is the Government Department responsible for ensuring that the full potential of information technology is harnessed to support the Government policies and objectives. In particular, the DITS is in charge of the development or procurement of government-wide Strategic Application Systems, as well as of several small-scale bespoke systems for specific departmental requirements not included in the Computerisation Master Plan.

2. **Government Ministries and Departments, for some departmental systems.**

Support

[Ministry of Finance - Department of Information Technology Services \(DITS\)](#)

The DITS provides consultancy and/or technical advice and support to all Ministries and Departments. It is also in charge of the procurement of consultancy services, IT management and technical services, and maintenance services for hardware, firmware and software packages for all government bodies.

Audit/Assurance

[Audit Office of the Republic of Cyprus](#)

The Audit Office is an independent office responsible for the audit of all public expenses, of the inspection of all accounts of moneys and other assets administered and of liabilities incurred by or under the authority of the Republic. In addition to the audit of government accounts, the Audit Office is also responsible for the audit of statutory bodies, special funds, local authorities and other public organisations

Data Protection

Office of the Personal Data Protection Commissioner

The Commissioner deals with the protection of personal information relating to an individual against its unauthorised and illegal collection, recording and further use and it also grants the individual certain rights, i.e. the right of information, the right of access and gives him the possibility to submit to the Office complaints relating to the application of the Law.

Regional & Local eGovernment.....

Strategy

No information available.

Coordination

No information available.

Implementation

No information available.

Support

No information available.

Audit/Accrual

No information available.

Other

1. Union of Cyprus Municipalities

The Union of Cyprus Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (33), accounting for 65 per cent of the population of Cyprus, are represented. The Union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests vis-à-vis the central government and other national institutions.

2. Union of Cyprus Communities (large municipalities/districts)

The Union of Cyprus Communities aims to contribute to the reinforcement and modernisation local self-government in Cyprus, and to protect and service the interests of the communities and their inhabitants.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Michalis Sarris

Job title: Minister of Finance

Picture:



Contact details:

Ministry of Finance

Corner M. Karaolis and G. Afxentiou Streets

1439 Lefkosia (Nicosia)

Cyprus

Tel.: +357 22601104

E-mail: minister@mof.gov.cy

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

Name: Costas Agrotis

Job title: Director, Department of Information Technology Services, Ministry of Finance

Picture:



Contact details:

Ministry of Finance, Department of Information Technology Services

1446 Nicosia

Cyprus

Tel.: +357 22 601352

E-mail: cagrotis@dits.mof.gov.cy

eGovernment Infrastructure

Main eGovernment infrastructure components



Portal.....

<http://www.cyprus.gov.cy/>

The Government portal <http://www.cyprus.gov.cy/> is an institutional website as well as an entry point to public information and services. A new multi-channel e-government portal, through which the public will have access to various government information and services from a single point of entry, based on the life-event cycle, is due to be launched shortly. This portal will incorporate transactional capabilities, when the "government gateway" middle tier will be completed. The gateway, which will provide security, authentication, encryption and decryption, as well as web-based workflow for interconnection of departmental back-end systems, is currently under study and is expected to be completed within 2007.

Network.....

Government Data Network (GDN) and Government Internet/Intranet/Extranet (GIN)

GDN is a broadband network based on ATM/frame relay technology over which all government systems are interconnected to exchange information utilising web workflow technologies. It is completed by a Government Internet Node (GIN), which provides an

interface between Government information systems and the Internet. It allows civil servants to communicate within Government (Intranet) and with external users (Extranet).

e-Identification.....

The Cyprus Government intends to introduce electronic identification /authentication (eID, smart cards) for public services, in cooperation with the other EU Member States, in order to realise seamless access to public services across borders. eID standardisation/ interoperability is essential in order to put in place key pan-European services, such as cross-border company registration, electronic public procurement, job search, eVoting, eHealth etc.

eProcurement infrastructure.....

The development and implementation of an electronic procurement system is expected to be completed by 2007. The contract for an e-procurement study was signed in 2005 and should be completed and finalised in 2006. The aim is to conduct a significant part of public procurement transactions electronically by the end of 2007 and to achieve generalised e-procurement by 2010. This project is under the responsibility of the Public Procurement Directorate of the [Treasury of the Republic of Cyprus](#).

Knowledge Management infrastructure

Knowledge Management is a prerequisite for achieving the Lisbon Strategy objectives. In order to move towards a knowledge-based Government, the [Cyprus Academy of Public Administration](#) aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all

Public Service Organisations to an online information/knowledge sharing platform with e-learning capabilities.

eHealth infrastructure.....

With regard to eHealth infrastructure developments, a web-enabled system (<http://www.grants.mof.gov.cy>) will allow the public to submit their applications for child allowances and to have access to related information (e.g. application status) via the Internet.

The web-enabled system is currently still under development and is expected to be available within 2006. The Social Insurance information system, which will provide services through the web regarding the payment of social contributions for employees or for the self-employed, has been available to the public since June 2006. The implementation of an electronic questionnaire, which will allow the submission of statistical data electronically, is expected to be completed by the end of 2006.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [*eGovernment indicators for benchmarking eEurope*](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Sophistication stage:	4/4
Description:	The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit initial tax returns electronically.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Department of Labour
Website:	http://www.pescps.dl.mlsi.gov.cy/
Sophistication stage:	3/3
Description:	The Candidate Placement Internet System enables job seekers registered at the local District Labour Offices to search and locate available jobs, post their CVs on the web and manage their job applications. It also allows employers to publish and manage job vacancies.

3. Social security benefits**a. Unemployment benefits**

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	http://www.mlsi.gov.cy/sid
Sophistication stage:	2/4
Description:	Information about unemployment benefits and forms to download. Applications and payments are managed by local Social Insurance Offices.

b. Family allowances

Responsibility:	Central Government, Ministry of Finance, Grants and Benefice Service
Website:	http://www.mof.gov.cy/
Sophistication stage:	2/4
Description:	Information and forms to download. A web-enabled application system is due to be made available in mid-2005.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Ministry of Health
Website:	http://www.moh.gov.cy/
Sophistication stage:	2/4
Description:	In Cyprus, there are three different levels of medical costs reimbursement: 1) free of charge for those people entitled to free medical care by the Government Medical Services; 2) a reimbursement level of 50% for people entitled to medical care at reduced fees; 3) no reimbursement at all for other private (paying) patients.

d. Student grants

Responsibility:	Central Government, Ministry of Finance, Grants and Benefice Service
Website:	http://www.mof.gov.cy/
Sophistication stage:	2/4
Description:	Information and forms to download. A web-enabled application system has been made available since the end of 2005.

4. Personal documents (passport and driving licence)**a. Passport**

Responsibility:	Central Government, Ministry of Interior, Civil Registry and Migration Department
Website:	http://moi.gov.cy/
Sophistication stage:	2/3
Description:	Information and forms to download. The Civil Registration System, which will provide services through the web regarding birth/marriage certificates, passports issuing, etc., is currently under study.

b. Driving license

Responsibility:	Central Government, Ministry of Communications and Work, Road Transport Department
Website:	http://rtd.mcw.gov.cy/
Sophistication stage:	2/3
Description:	The Road Transport System provides services through the web regarding car registration, car information and drivers license availability.

5. Car registration (new, used and imported cars)

Responsibility:	Central Government, Ministry of Communications and Work, Road Transport Department
Website:	http://rtd.mcw.gov.cy/
Sophistication stage:	4/4
Description:	The Road Transport System provides services through the web regarding car registration, car information and drivers license availability. The service related to MOT tests is completed and it will be available through the Internet after the completion of procedural issues.

6. Application for building/planning permission

Responsibility:	Central Government, Ministry of Interior, Town Planning and Housing Department
Website:	http://moi.gov.cy/
Sophistication stage:	2/4
Description:	Information and forms to download.

7. Declaration to the police (e.g. in case of theft)

Responsibility:	Central Government, Cyprus Police
Website:	http://www.police.gov.cy/
Sophistication stage:	1/3
Description:	Information only, no online declaration possible.

8. Public libraries (availability of catalogues and search tools)

Responsibility:	Central Government, Local Government
Website:	http://www.moec.gov.cy/
Sophistication stage:	1-2/3
Description:	Information only. Some libraries provide catalogues on the web (e.g University of Cyprus Library).

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of Interior, Civil Registry and Migration Department
Website:	http://moi.gov.cy/
Sophistication stage:	2/3
Description:	Information and forms to download. The Civil Registration System, which will provide services through the web regarding birth/marriage certificates, passports issuing, etc., is currently under study.

10. Enrolment in higher education/university

Responsibility:	Central Government, higher education institutions
Website:	N.A.
Sophistication stage:	2/4
Description:	N.A.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of Interior, Civil Registry and Migration Department
Website:	http://moi.gov.cy/
Sophistication stage:	1/3
Description:	Information only. The Civil Registration System, which will provide services through the web regarding address registration, birth/marriage certificates, passports issuing, etc., is currently under study.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.moh.gov.cy/>

Sophistication stage: 1/4

Description: Information only. Information on activities, departments and on the promotion, prevention and protection of health.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [*eGovernment indicators for benchmarking eEurope*](#)).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	http://www.mlsi.gov.cy/sid
Sophistication stage:	1/4
Description:	The Social Insurance information system, which will provide services through the web regarding the payment of social contributions for employees or for the self-employed, is expected to be completed by the end of 2005.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Sophistication stage:	4/4
Description:	The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit initial tax returns electronically.

3. VAT: declaration, notification

Responsibility:	Central Government Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Sophistication stage:	4/4
Description:	The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit VAT returns electronically.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver
Website:	http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/
Sophistication stage:	3/4
Description:	Information and forms to download. Currently there is a web-based service available which allows a) searching of information regarding the Registered Companies in the Catalogue of Registered Companies, Partnership, Business Names and Overseas Companies and b) the submission of an application for a company name approval. The Companies Registration System, which will allow the registration of a new company through the Internet, is currently under study.

5. Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Finance, Statistical Service
Website:	http://www.mof.gov.cy/cystat/
Sophistication stage:	3/3
Description:	Businesses and public authorities are able to transmit statistical data electronically.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs & Excise Department
Website:	http://www.mof.gov.cy/ce/theseas
Sophistication stage:	4/4
Description:	The Theseas system allows traders, or their authorized agents, to submit through the Internet their custom and import declarations for the clearance of goods.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Agriculture, Natural Resources and Environment, Environment Service
Websites:	http://www.moa.gov.cy/
Sophistication stage:	2/4
Description:	Information only.

8. Public procurement

Responsibility:	Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate
Website:	http://www.treasury.gov.cy
Sophistication stage:	1/4
Description:	Implementation of an electronic procurement system has begun in 2005 and is planned to be completed by 2007. The objective is to conduct a significant part of public procurement transactions through electronic means by the end of 2007 and to achieve generalised e-procurement by 2010.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

[http://ec.europa.eu/idabc/egovo]

abc/egovo
eu/idabc/egovo http://
abc/egovo http://ec.europa.eu/idabc/
ec.europa.eu/idabc/egovo http://ec.europa.
o http://ec.europa.eu/idabc/egovo http://ec.europa.
o http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
pa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.
vo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://
/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
opa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/
o://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/
://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/
ropo.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.
govo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo

