

September 2006

eGovernment in Czech Republic



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

What's Inside

Contents:

Country Profile.....	1
eGovernment History.....	3
eGovernment Strategy.....	6
eGovernment Legal Framework.....	11
eGovernment Actors.....	13
eGovernment Who's Who.....	15
eGovernment Infrastructure.....	18
eGovernment Services for Citizens.....	21
eGovernment Services for Businesses.....	27

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Czech Republic. 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): 10.220,6 inhabitants (2005)

GDP at market prices: 98.417,5 million Euros (2005)

GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100): 72,9 (2005)

GDP growth rate: 6,0% (2005)

Inflation rate: 1,6% (2005)

Unemployment rate: 7,9% (2005)

Government debt/GDP: 30,5% (2005)

Public balance (government deficit or surplus/GDP): -2,6% (2005)

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

Area: 79.000 km²

Capital city: Prague

EU Official Languages: Czech

Currency: Czech Koruna (crown) Czech Crown nebo Česká koruna

Source: [Europa website](#)

Political Structure.....

The Czech Republic is a **Parliamentary Republic** instituted on 1 January 1993 after the dissolution of Czechoslovakia.

The **bicameral Parliament** is endowed with legislative powers and is made up of a Lower House ([Chamber of Deputies](#)) of 200 elected members (universal suffrage). Elections (proportional voting system) take place every 4 years. The Upper House ([Senate](#)) is made up of 81 members whose term of office is 6 years (every two years, there is an election to renew one third of the Senate). The executive power is held by the [President](#), who is the Head of

State, and by the [Government](#), headed by the [Prime Minister](#). Elected for a term of five years by a joint session of both chambers of Parliament, the President may serve a maximum of two successive terms in office. The President is the Supreme Commander of the Armed Forces. Presidential power is limited; the most important is the right to veto any bill that has already been passed by Parliament, with the exception of constitutional bills. This power is void in times of constitutional or other political crises. The Government is the supreme body of executive power. It consists of the Prime Minister, the Deputy Prime Minister and the Ministers. It coordinates activities of

the ministries and the central bodies of the state administration and manages the state administration throughout the national territory. The Government has exclusive legislative initiative in terms of the state budget.

Since 1 January 2000, the Czech Republic comprises thirteen regions and the capital city of Prague, which also has the status of a region. The creation of those regions aimed to bring government administration closer to the people and to move decision-making from the centre closer to the places where these decisions are carried out. The first elections for the regional assemblies took place in November 2000 and

the regions came into de facto existence as of 1 January 2001.

The [Constitution of the Czech Republic](#) was adopted on 16 December 1992 and amended in 1997, 2000, 2001, and 2002.

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

Current Head of State: President Václav Klaus (since February 2003)

Current Head of Government: Prime Minister Mirek Topolánek (since 4 September 2006)

Information Society indicators.....

Percentage of households with Internet access: 19% (2005)

Percentage of enterprises with Internet access: 90% (2004)

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

Percentage of households with a broadband connection: 5% (2005)

Percentage of enterprises with a broadband connection: 52% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 3% (2005)

Percentage of enterprises having received orders online within the previous year: 13% (2005)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 3,3%, downloading forms 2,4%, returning filled forms 1,4% (2005)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 73%, downloading forms 65%, returning filled forms 32% (2005)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News – Czech Republic](#)



portal and email; as well as courses on eSignatures. In this way it aims to generally upgrade skills, thus helping employability, and citizens gain the confidence to interact electronically with government administrations.

July 2006.....

- ▶ As part of its bid to provide its citizens with reliable and safe eGovernment services, the Czech Republic has introduced e-signature and e-stamp authentication services.
- ▶ In September, the Czech Republic will start phasing in biometric passports by issuing these so-called ePassports to citizens renewing their travel documents.
- ▶ The Czech Ministry of Informatics is in the process of commissioning a research project to gauge the accessibility of public websites for everyone, including people with special needs.
- ▶ The public administration portal of the Czech Republic government is not waiting around to discover how many citizens do (or can) use its services. The portal is offering free on-line interactive training courses for citizens who want to upgrade to 'computer literate' users.
- ▶ In January 2006, the Czech Republic's Ministry of Informatics launched nine free-of-charge basic computer courses through its public administration portal. The courses cover the same topics as the European Computer Driving Licence, such as basic terminology, file administration, using internet, the

May 2006.....

The Czech government will shortly launch a new on-line tax system which it hopes will increase the efficiency of the tax collection process by allowing businesses to submit their tax reports electronically.

April 2006.....

The Czech authorities have started testing electronic passports in preparation for a full-scale launch by the end of the year. The new passports will bring the Czech Republic into line with EU regulations requiring Member States to start issuing electronic passports by August 2006.

January 2006.....

After lagging behind many other European countries, the Czech Republic saw consumer access to high-speed broadband (ASDL) infrastructure and services race across its territory in 2005. New services and technologies, reduced prices and an expanded network account for the rapid growth, says the country's main telecommunications operator.

As part of their preparations for the implementation of the EU's [eContentplus](#) programme, Austria, the Czech Republic, Hungary and Slovakia have joined forces in an initiative entitled 'Preparing for eContentplus'. The opening event of this initiative took place in Prague, on 9-10 February 2006, and was focused on the specific

theme of geographic information. Doplnění o další aktivitu.

October 2005.....

The Government adopts the [National Strategy for Information Security of the Czech Republic](#).

July 2005.....

The Ministry of Informatics submits a law proposal on **data sharing in public administration** for public discussion. The proposed law would introduce uniform rules for the sharing of data by public authorities and therefore contribute to making public administration more efficient and effective, thus removing administrative burdens for citizens.

April 2005.....

The Ministry of informatics presents a draft of the [National Strategy for Information Security of the Czech Republic](#) (NSIB ČR), which is submitted for public consultation.

February 2005.....

The Czech Parliament passes the [Electronic Communications Act](#), transposing the new EU regulatory framework into national law.

January 2005.....

- ▶ The Government approves a [National Broadband Strategy](#), whose main goal is to ensure that approximately 50% of the population in the Czech Republic will be using broadband by 2010 at the latest. Among other things, the strategy provides for the creation of a "National Broadband Server" on the Public Administration Portal before the end of May 2005. The Server will aim at educating and informing interested parties, and furthermore, at monitoring and benchmarking broadband use in the country.

- ▶ The obligation to have an **electronic filing room** ([Elektronická podatelna](#)) is extended to Czech cities and municipalities. An electronic filing room is a secure email system, used for sending and receiving digitally signed data messages. It makes contact between users and administrations easier and it guarantees the same or even better safety than manual signatures on documents that are sent by conventional mail.

October 2004.....

The Public Administration Portal [Portal.gov.cz](#) is officially launched after a pilot phase of one year. In addition to extensive information it also offers a transaction component to handle some basic administrative procedures.

September 2004.....

The [Certain Information Society Services Act](#) comes into force. This act transposes Directive 2000/31/EC on electronic commerce.

July 2004.....

An amendment to the [Electronic Signature Act](#) comes into force. Among other provisions, it introduces some new terms: the so-called "qualified time stamp" and the "electronic mark".

March 2004.....

The Czech Government adopts the [State Information and Communications Policy \(e-Czech 2006\)](#), a strategic document in the field of the Information Society for the period 2004-2006. The strategy complies with the priorities of the European Union while at the same time reflecting the specific situation of the Czech Republic.

October 2003.....

Launch of the Public Administration Portal (Portal.gov.cz); the national portal provides a one-stop access point to government information and services in the Czech Republic, at both national and regional level, and furthermore, aims to help citizens and businesses find information and communicate with public authorities.

January 2003.....

Establishment of the [Ministry of Informatics](#), with responsibility for the coordination and development of eGovernment, telecommunications, postal services and the promotion of the Information Society in general, partly taking-over from the previous Public Information Systems Office (UVIS).

March 2002.....

Adoption of an updated **State Information Policy (SIP) Action Plan** for 2003.

June 2001.....

The Czech Republic joins the [eEurope+ Action Plan](#), aiming to foster the development of the Information Society in EU accession countries.

2000 and before.....

In 2000, the **Office for Public Information Systems (UVIS)** is established. Replacing the former State Information System Office (USIS), this new body has responsibility for the strategic planning of public administration information systems and their interoperability, in compliance with the State Information Policy. The UVIS will issue a regularly updated 'Information Strategy', aiming to describe the architecture of public authorities' information systems and their interoperability.

The **Act on Public Administration Information Systems** is approved by the Czech Parliament, laying

down the rules for the development of information systems in the public sector and establishing the corresponding national coordination and management framework.

The government adopts the [State Information Policy \(SIP\) Action Plan](#), which sets the objectives and targets for the period 2000-2001. The Action Plan includes 33 projects to be undertaken by 24 organisations in 3 main areas: information literacy, electronic commerce and electronic public authorities.

In 1999, the Government adopts the **Public Administration Information Systems Policy**, which complements the SIP and sets the objective of building and operating an integrated national communications infrastructure ensuring the interconnection of individual departments and their information systems.

The Czech Government adopts its strategy for the Information Society: [State information policy \(SIP\) - The road to an Information Society](#). This strategy identifies eight priority areas for action, including eGovernment and eDemocracy.

In 1998, the **Government Council for State Information Policy** has been appointed; a consultative body comprising representatives from government departments and agencies, and chaired by the Deputy Prime Minister for Economic Policies. The Council is tasked with advising the government on an Information Society strategy.

In 1996, the **State Information System Office (USIS)** has been established, with the responsibility for implementing a unified information system for all government bodies. The main objective of USIS was later changed to coordinating the interconnection between various independent public administration information systems.

eGovernment Strategy

Main strategic objectives and principles

The Czech eGovernment strategy was first laid down in the [State Information Policy \(SIP\) of 1999](#). This policy defined eight priority areas for the development of the Information Society in the Czech Republic, including eGovernment. It was implemented through a SIP Action Plan, which first version was adopted in 2000 (for the period to 2002) and an updated version was adopted in February 2002 (for the period to 2003).

In its effort to make maximum use of the potential of modern information and communication technologies (ICT), the Czech government decided in 2004 to reformulate its objectives related to the Information Society and telecommunications, and to devise a new national strategy for the period up to 2006. Unlike the previous approach, which consisted in developing separate policies for the two areas (Information Society and Telecommunications), the government opted for developing one joint strategic and policy document entitled [State Information and Communications Policy \(eCzech 2006\)](#). This choice results from the close relationship and increasing convergence between the two areas.

Modern online public services are an essential objective of the eCzech 2006 strategy, which identifies three priority areas for action: eGovernment services, eProcurement, and eHealth.

eGovernment services.....

The Government understands "eGovernment" as using ICT to transform the internal and external relationships of public administration in order to optimise internal processes. Its goal is then to ensure faster, more reliable and cheaper provision of public administration services and greater openness of public administration towards its customers. The same is expected of local self-government.

The key goal of eGovernment is to **enhance the performance of public administration**, which should primarily contribute to a simplification in the dealings between the public and public administration. One way to achieve that goal is to support the operations of administrative authorities when fulfilling tasks of state administration and self-administration by developing rules for the communication environment adequate to the character and contents of tasks carried out by state authorities. These rules will support the required information exchange and will be a prerequisite for the cooperation of individual information systems within the public administration. Another goal is to define the procedural and administrative character of the activities of administrative authorities; to reflect this in the functions of information systems and in the provision for their mutual relationships based on the legal framework governing their operations; and to ensure the transfer of data on the basis of the rights and responsibilities defined.

A condition regarding the coordination and simplification of cooperation between individual information systems within public administration and for their interconnection is the **continued implementation of a joint public administration communications infrastructure**, as a tool to ensure secure communication between public administration bodies, between individual venues where public authority is exercised, and between public administration and entities outside of it.

The role of technical regulations needs to be reviewed in order to ensure the coordinated communication between individual public administration information systems, to provide services of comparable quality throughout the country and to streamline communication between citizens and authorities. Among the targets should be expedience, the quality of the rules approved, and a **focus on open, and above all, time-tested international standards** (e.g. those of the W3C consortium). The European

Commission is heading in the same direction, and is aiming to ensure interoperability throughout the European Union. It is developing guidelines for that purpose that may be followed by specific EU legislation. The Czech Republic is involved in the drafting of those documents, and the decisions to be adopted are going to be transposed into the national framework. At the same time, the Czech Republic is intent on meeting the eEurope 2005 requirements and **supports the use of open standards.**

The Government of the Czech Republic will **not influence the use of open-source software (OSS) in the public sector.** It will however ensure the publication of related information and international recommendations in relation to the local, national and international activities going on in that area. Possibilities of using OSS in public administration shall be continuously reviewed and evaluated.

The principle must apply that **data that has once been provided by a natural or legal person to one authority shall not be unnecessarily required again.** Public administration bodies will be obliged to refer to the data available to them in the first place, and only afterwards will they require a statement from natural or legal persons on whether a change to the data has occurred and ask that the current or missing data be provided. Where changes are identified or missing data added, public administration bodies will have to ensure the updating of the relevant data sources. No unfounded repeated entries and saving of this data may occur. In that way, repeated requests for the same data will be limited as will the existence of inconsistent data sources concerning the same issue within public administration.

In order to ensure the above principle, the recorded information available to a public administration body in an electronic form in public administration information systems, or public administration registers, as the case may be, must be correct, up to date, complete, reliably kept and thus trustworthy, i.e. it must correspond to reality (or documents, as appropriate) to the greatest extent possible. Therefore information will be generated, secured and used jointly by the entire public administration in the **newly conceived public administration registers** (in particular the basic register of inhabitants, basic register of economic

entities, basic register of territorial identification, addresses and basic register of property) that will serve as up-to-date and trustworthy reference information (data) sources for other registers and public administration information systems, and also possibly for information systems outside of public administration. Much of the information from public administration registers will also be directly available to citizens. The aim is to gradually transform other important public sector information systems into the public administration registers system that will make data sharing easier.

The issue of registers is basically not regulated at EU level. It is assumed that the key issue with regard to interchange of information is the **interoperability** of individual information and communications systems of public administrations. That area is coordinated at European level under the IDABC programme. The European Commission has published the so-called European Interoperability Framework – a guideline to ensure interoperability with regard to the provision of electronic services by public administration. The programme also includes for example activities relating to metadata.

The interchange of data between various public administration information systems will always take place through the exchange of data messages between applications, i.e. through unambiguously structured queries for contents of data within the remit of another public administration body. The Government proceeds from the assumption that individual public administration entities run their own information systems to support their own business, and sees its own job primarily in developing rules for the communications environment of public administration entities and their information systems. Those rules include both the statutory definition of competences, powers and tasks performed by government and self-government bodies, as well as the definition of the procedural and administrative character of activities of individual public administration entities, therefore ensuring the required security and protection of information. Furthermore, those rules include technical regulations for a mutual communication interface between public administration information systems and the citizen – the user of eGovernment services.

The Government is intent on bringing online as many public administration businesses as possible and is going to **motivate citizens to use the online access as much as possible**. On the other hand, the state is not going to abolish traditional forms of providing services to citizens. With regard to the level of utilisation of online versions of services, it will make an effort to provide more economical services in the traditional form.

eGovernment principles must reflect the second stage of public administration reform (process reform). The analysis of current processes within public administration must include a review of the information systems of the individual public administration components. It appears that improvements in information systems content followed by the building of user applications are necessary in the first place. The Government will endeavour to **streamline and enhance other administrative activities** carried out by public administration bodies.

The Government regards the **Public Administration Portal as the main interface between the entire system of eGovernment services and its users** (citizens). The Ministry of Informatics shall coordinate the development of public administration information systems and the building of eGovernment at national level, while individual departments shall be responsible for the development of electronic information services in individual sectors. Given the increasing openness of the system to other public administration bodies, the second stage of the Public Administration Portal project will focus on the following functions: 1) the development of a web service to update the Public Authorities Directory; 2) the extension of the Public Administration Directory to include a description of public administration businesses; 3) public notice boards; 4) the development of a life-events web service.

Another Government priority is the creation of an alternative supply of **public Internet access points**. At the moment, the largest network of publicly accessible institutions offering Internet access is made up of public libraries. The Government assumes this network is going to see further dynamic development in the coming years, as a provision in the Libraries Act requires that all libraries providing public library and information services should be able to provide services

over the Internet before the end of 2006. During 2004, approximately 1.700 libraries were connected to the Internet and consequently about 76 % of the population now live in a place where a library offers public Internet access. With their focus and atmosphere, libraries may conveniently become both possible public administration contact points and information centres.

To simplify the contact of citizens with public administration, **public administration contact points** are going to be built further on. Their role is to be a one-stop shop providing citizens with information on public administration and allowing them to do their business related to the so-called life events. Furthermore, municipalities and regions may serve as contact points. A project to support eGovernment is the use of the Czech Post state enterprise network as a public administration contact point. Thanks to the investment in ICT made by Czech Post in the past 10 years, all post offices are automated at the moment, most postal services are supported by ICT and the first electronic services are ready. Importantly, Czech Post has a lot of experience with providing services to public administration (disbursement of pensions and social benefits) accessible to citizens in their place of residence.

Most public administration services are already available online in the form of providing information or downloadable forms. Therefore in the coming period, the Government is going to place an **emphasis primarily on the development of transaction services**.

Key tasks relating to eGovernment implemented in 2005:

- ▶ Draft legislation governing the rules for interchange of data between public administration bodies and the status of basic registers of public administration.
- ▶ Provide access from public administration contact points and Czech Post branches to authorised copies of entries in registers and records of public administration which citizens need to do their business with authorities.
- ▶ Minimise, as much as possible, the obligation of citizens to submit to public administration bodies

documents in documentary form if the bodies can provide those to each other electronically.

- ▶ Make available via the Public Administration Portal at least the following online services to citizens: portal-type services assisting the public with their life events; possibility to file personal income tax returns; application for personal identification documents (identity cards, travel documents, etc.); a single point to announce a change of address online; applications for social benefits; services related to public health care; and the following services for entrepreneurs: processing of employees' social and health insurance; filing of corporate income tax returns; filing of value-added tax returns and excise duty declarations; simplification of online completion and filing of statistical reports; and the continued introduction of customs declarations relating to electronic customs procedures.

eProcurement

The use of ICT for public procurement may increase efficiency, improve quality and utilisation of funds spent on public procurement, produce savings and bring about better accountability of public spending.

So far the absence of clear rules within the EU has been an obstacle to the uptake of eProcurement in Europe. The adoption of a legislative package on public procurement that includes specific rules for eProcurement should mark a turning point in the uptake of eProcurement in the EU, or its Member States, as the case may be. The legislative package will then be transposed into the legislation of the Czech Republic. Under a three-year eProcurement Action Plan, the European Commission will identify all legislative and non-legislative measures that need to be taken to remove barriers to cross-border eProcurement and ensure the interoperability of eProcurement systems.

The Government of the Czech Republic regards eProcurement tools as a suitable means of making all public procurement cheaper, more efficient and more transparent. Therefore, it intends to give **maximum support to the use of eMarketplaces**.

Key task relating to eProcurement:

In 2006: use eMarketplaces throughout public administration for all procurement worth over CZK 100.000 (around EUR 3.350)

eHealth

The Government is aware that the use of the latest ICT is an essential condition for the affordability and quality of health care and will actively promote them. At the same time, deployment of ICT is viewed as a way of increasing the efficiency of the care provided and of achieving a higher quality of citizens' lives.

The state is going to link its activities related to patient identification, accessibility of health records, interconnection and cooperation of health-care providers closely to such activities of the EU in order to achieve maximum compatibility.

To provide public health information and services, for instance related to healthy living, pollution status, options for prevention, availability of care, teleconsultation, etc., the Government intends to use the same means that are used to provide other online eGovernment services, above all the Public Administration Portal.

- ▶ Gradually: replace the existing health insurance cards with smart cards compatible with EU standards, according to EU schedules.
- ▶ By the end of 2006: build up an information network connecting points of care in the Czech Republic to such points in the EU and enabling the sharing of public health data and the coordination of activities in life events and health emergencies.
- ▶ In 2005: roll out a system providing public health information.

eCommerce.....

Dynamic eBusiness environment

The development of eCommerce should be driven primarily by the private sector. However, the government must ensure equal conditions for all market participants and all government intervention must be clear, transparent and technologically neutral. The Ministry of Informatics drafted, and the Government adopted, in May 2003 a separate document, the White Paper on eCommerce. Based on that paper, the Ministry drafted amendments to several acts (among others the Commercial Code, Civil Code, Advertising Regulation Act, acts governing unsolicited commercial communications or regulated professions, and the Electronic Signatures Act) in order to remove the remaining legislative barriers to the development of eCommerce in the Czech Republic.

The Ministry of Informatics participates in the activities of the Business Environment Development Council, which has two priorities for the forthcoming period: (i) simplify and unify the process of establishing a new company, and (ii) support innovative business in the Czech Republic.

Trade Licence Register – Central Registration of Entrepreneurs.....

The Trade Licence Register is a new single information system for trade. The project aims to enhance the quality of systems of recording and registering of entrepreneurs and reduce the administrative burden on business in the Czech Republic.

The new Trade Licence Register replaces the existing fragmented systems and is designed as an open central information system. Its main advantage is the direct link with public administration systems, above all with the Register of Inhabitants, Commercial Register, Register of Territorial Identification and Public Administration Portal. Data exchange with the Ministry of Finance and Czech Statistical Office is also possible, and connection to information systems of the tax and social administration or the criminal records register is considered for future implementation.

A centrally operated system allows future interconnection with business registers of other EU member states, including a possible connection to the system of European commercial registers.

National Programme of Computer Literacy (NPCL)

The development of computer literacy is one of the priorities of the Ministry of Informatics. The National Programme for Computer Literacy (NPPG) was launched by the Ministry in February 2003 with a view to enabling the wider public to learn the basics of working with computers and the Internet, and therefore helping those who have so far not had the opportunity to work with a computer to overcome their fear of new technologies, facilitate orientation in society and improve their position on the labour market

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

[Act on Public Administration Information Systems No. 365/2000 Coll. \(14 September 2000\)](#)

This Act lays down the rights and obligations of all persons and bodies involved in the development of public administration information systems, and further establish the management framework for the coordination of information systems development. The Czech Government intends to draft new eGovernment legislation setting, among other things, the rules for data interchange between public administration bodies and the status of basic public administration registers.

Freedom of Information legislation.....

[Act on Free Access to Information No. 106/1999 Coll. \(11 May 1999\)](#)

The Act on Free Access to Information was adopted in May 1999 and went into effect on January 1, 2000. The law allows any natural or legal person to access information held by State authorities, communal bodies and private institutions managing public funds. Requests can be made in writing or orally. Public bodies are required to respond to requests within 15 days. There are exemptions for classified information, privacy, business secrets, internal processes of a government body, information collected for a decision that has not yet been reached, intellectual property, criminal investigations, activities of the courts, and activities of the intelligence services. Fees can be demanded for costs related to searching for information, making copies and sending information. Appeals are made to a superior body in the state authority concerned, which must make the decision within 15 days. An "exposition" can be filled if a central state body rejects an information request. The decision can then be appealed to a court under a separate law.

Data Protection/Privacy legislation.....

[Act on the Protection of Personal Data No. 101/2000 Coll. \(4 April 2000\)](#)

The 2000 Data Protection Act aims to protect citizens' right to privacy. To this end, it regulates the rights and obligations regarding the processing of personal data and specifies the conditions under which personal data may be transferred to other countries. It also allows individuals to access and correct their personal information held by public and private bodies. It is enforced by the [Office for Personal Data Protection](#).

eCommerce legislation.....

[Act on Certain Information Society Services No. 480/2004 Coll. \(7 September 2004\)](#)

This Act, which came into force in September 2004, follows the efforts of the Government to eliminate obstacles hindering the development of electronic commerce. It also transposes Directive 2000/31/EC on electronic commerce, as proposed by the [White Paper on electronic commerce](#) approved by Government in May 2003. The Act governs the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

eCommunications legislation.....

[Act on Electronic Communications](#)

The Act on Electronic Communications and on Amendment to Other Acts was adopted by Parliament on 22 February 2005. It transposes the new EU regulatory framework for electronic communications into national law.

eSignatures/eIdentity legislation.....

[Act on Electronic Signature No. 227/2000 Coll. \(29 June 2000\)](#)

The Act on Electronic Signature transposes EU Directive No. [1999/93/EC](#) and amends provisions of the Civil Code, so as to expressly provide legal value to electronic signatures.

The Act provides a definition of an electronic signature, introduces a system of qualified electronic signatures and accredits providers issuing qualified certificates. It stipulates that only certified electronic signatures and qualified certificates issued by accredited providers of certification services can be used for exchanging information electronically with public authorities.

Electronic signatures are one of the main tools of identification of persons and authentication of documents in the Internet environment. As the central body of public administration for electronic signatures, the Ministry of Informatics conducts regulatory, supervisory and accreditation activities with regard to electronic signature products and providers in the Czech Republic. The Ministry supervises the Electronic Signatures Act, oversees compliance with obligations laid down in the law and provides support when electronic signatures are introduced in amendments to other legal regulations, so as to enable the use of electronic signatures in public administration.

eProcurement legislation.....

[Act on Public Procurement No. 40/2004, Coll. \(17 December 2003\)](#)

The Public Procurement Act, which entered into force on 1 May 2004, provides the obligation for public bodies to publish tenders electronically and the possibility for candidate suppliers to submit tenders electronically. The Czech government has not yet formulated an exact time-schedule for implementing the new EU Directives on public procurement, including their provisions related to eProcurement.

Re-use of Public Sector Information (PSI)

[Act on Free Access to Information No. 106/1999 Coll. \(11 May 1999\)](#)

An amendment to the Act on Free Access to Information was adopted by the Government on 12 May 2005 with a view to transposing EU Directive 2003/98/EC on the re-use of public sector information. Among other things this amendment sets out the obligation for public administrations to provide online access to information in open data formats (e.g. XML). The amendment is due to come into force on 1 January 2006.

Status of transportation of PSI-directive.....

The Czech Republic has notified full transposition.

eGovernment Actors

Main roles and responsibilities for eGovernment development



National eGovernment.....

Policy/Strategy

Ministry of Informatics

Established in January 2003, the Ministry of Informatics (*Ministerstvo Informatiky*) has taken up responsibility for the Czech e-government national strategy from the Government Council for State Information Policy, a consultative body created in 1998 and disbanded in December 2002. The ministry is now in charge of devising the national strategy and providing leadership across government for its implementation.

Coordination

Ministry of Informatics

The Ministry of Informatics coordinates the development and implementation of eGovernment (putting the accent on Public Administration Information Systems, the Public Administration Portal, etc.), telecommunications, postal services and the promotion of the Information Society in general (e.g. National Computer Literacy Programme).

Implementation

1. Ministry of Informatics for national eGovernment infrastructure projects.
2. Other central government ministries and agencies for departmental projects.

Support

1. Ministry of Informatics

The Ministry of Informatics provides support to other government departments and bodies for the implementation of their eGovernment projects.

Audit/Assurance

Supreme Audit Office

The Supreme Audit Office (SAO) is an independent institution that has responsibility for auditing the management of public finances and state property.

Data Protection

Office for Personal Data Protection

The Office for Personal Data Protection is an independent agency, which supervises compliance with personal data legislation and deals with citizen complaints in this domain.

Regional & Local eGovernment.....

Strategy

Individual regions and communes (can be accessed through the government portal portal.gov.cz)

Coordination

[Ministry of Informatics](#) and [Ministry of Interior](#)

Implementation

Individual regions and communes (can be accessed through the government portal portal.gov.cz)

Support

1. [Ministry of Informatics](#).
2. [Union of Towns and Municipalities of the Czech Republic](#)

The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of local administration in relation to central executive and legislative bodies.

3. [Association of Regions of the Czech Republic](#)

The Association of Regions of the Czech Republic is the representative body of the 14 Czech regions (including the city-region of Prague), and was created in 2000.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Ivan Langer

Job title: Minister of Interior and Informatics of the Czech Republic

Picture:



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First Deputy Minister of Interior and Informatics (i.e. head of eGovernment agency/directorate).....

Name: Zdeněk Zajíček

Job title: First Deputy Minister of Interior and Informatics, Ministry of Informatics

Picture: Not Available

Contact details:

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal.....

Portal.gov.cz

The Public Administration Portal (www.portal.gov.cz), developed and administered by the Ministry of Informatics, was launched in October 2003. In October 2004 the testing period ended and regular operation began.

It serves as a single gateway to the electronic official world of the Czech Republic for citizens, businesses and institutions, allowing them to communicate with public administration entities. The Portal concentrates all necessary information on central and local government authorities in one location, ensuring remote and free access to up-to-date and approved information and services of public administration bodies, including electronic transactions. In line with EU programmes and objectives relating to e-government, the purpose of the project is to help simplify administration, facilitate communication of citizens or entrepreneurs with public administration entities, ensure a simple and remotely accessible exchange of verified information and extend the transparency of and trust in the public administration. The information part of the Portal includes a full public administration directory, Czech and European legislation, a database of detailed suggested solutions for over 300 specific transactions with the authorities, the electronic Commercial Register, a facility for viewing parts of the Land Register, a public procurement overview and news from individual departments, etc.

Among others, the following online services will be made available via the Public Administration Portal:

For Citizens:

- ▶ portal-based services assisting the public in various life events
- ▶ filing of tax returns
- ▶ applications for social benefits
- ▶ services related to public healthcare

For Business:

- ▶ filing of statements related to social and health insurance of employees
- ▶ filing of tax returns
- ▶ filing of excise duty declarations
- ▶ simplification of online completion and filing of statistical reports
- ▶ electronic customs declaration

Network.....

Public Administration Intranet (CI PAIS)

A functioning public administration communications infrastructure – in other words the “Public Administration Intranet” is one of the key conditions for the future functioning of the entire structure of public authorities. To provide an intranet of that kind, comprehensive solutions are being developed for technical, network, application, security, and organisational issues relating to voice and data communication of all public authorities, but also other outside entities. All those mainly comprise the public administration (central and local government) and organisations established by them, as well as citizens and business together with other entities.

The implementation of the Public Administration Intranet project is managed and coordinated by the Ministry of Informatics. The company of ČESKÝ TELECOM, a.s. has been commissioned to provide the Public Administration Intranet services. The first project stage, connecting individual public authorities to the Intranet through the so-called universal lines, is going to be followed by the second stage, implementing services enabling smooth interchange of data and secured access to government information sources. It is estimated that the Public Administration Intranet will be completed within two to three years.

Public Administration Intranet (IVS)

A government-wide network called Public Administration Intranet (Intranet Veřejné Správy) is currently being built. The IVS is meant to enable the interconnection of all public administration bodies (ministries, central administrations, regional authorities, municipal offices, labour offices, revenue authorities, public libraries, etc.) and to ensure secure and cost-efficient data and voice communications as well as access to central information resources. [Czech Telecom](#) has been appointed to provide the communications services infrastructure. Government bodies connecting to the countrywide private network gain access to a number of services including secure and reliable Internet access, a protected e-mail system, and the secure exchange of data. All public sector bodies connected to the network can access the same services with the same terms and conditions. Already connecting more than 400 public bodies, IVS will gradually be extended to cover the whole public sector.

eIdentification infrastructure.....

There is no central eIdentification infrastructure in the Czech Republic. Access to some transactional electronic public services is currently based on electronic signatures. There are three companies accredited by the government to issue eSignatures valid for communicating and transacting with the state's administration ([I.CA](#), [Czech Post](#), [eIdentity](#)). Their certificates can be used for online transactions such as the filing of tax returns and the submission of

legal petitions to the country's highest courts. Electronic signatures issued by other companies can only be used for commercial services.

eProcurement infrastructure.....

eTendering portal

The new public procurement law requires all public tenders and awards to be published on the free-of-charge eTenders and e-auctions portal [centralni-adresa.cz](#). This obligation covers State bodies as well as regional and municipal authorities. Information to be published on the portal includes: public tender announcements; publication of a public tenders; results of public tenders; cancellations of public tenders, and price difference between the offers received. The procedures for the notification and publication of these public tenders have been automated to a large extent. Beyond this eTendering portal, the Czech Government intends to automate ordering and invoicing procedures. The objective is to build an integrated eProcurement system to be used for repeated and bulk purchases across the whole public administration. The system, comprising an e-procurement portal and an electronic marketplace, is expected to be functional by the end of 2006. In the meantime, public administrations must make use of one of the three accredited private marketplaces listed at <http://www.micr.cz/e-trziste> for the procurement of ICT goods and services under a legal threshold. Since 1 September 2002 State administration bodies are indeed mandated to use these electronic marketplaces for ICT purchases worth up to 2 million CZK (about EUR 67.000), which are not subject to the Public Procurement Act.

Public Administration Information Systems (PAIS)

This area comprises the issues of the development of electronic communications market services, including liberalisation and regulation of the market, as well as, enhancement of competition along the lines of the new European regulatory framework. A sufficiently extensive supply of quality, secure and also affordable services for wide population groups, for businesses and the public administration, are a prerequisite for stimulating the growth of the national economy and for its more efficient co-operation with foreign business entities, especially within the EU. It is necessary to support the availability of advanced infrastructure by all means. In the first place, that includes high-speed Internet access. That is the only way to enable the implementation of the other priorities of the information and communications policy.

Knowledge Management infrastructure

No information available.

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, Czech Tax Administration
Website:	http://cda.mfcr.cz/
Sophistication stage:	4/4
Description:	The Czech Tax Administration website enables the electronic filing of income tax returns.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour and Social Affairs, Employment Services Administration
Website:	http://portal.mpsv.cz/sz
Sophistication stage:	3/4
Description:	The website of the employment services of the Ministry of Labour and Social Affairs contains the national job vacancies database, contacts (and links) to all labour offices (job centres) and a list of accredited private employment agencies. There is a network of 77 public job centres across the country.

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

Responsibility:	Central Government, Ministry of Labour and Social Affairs, State Social Benefits
Website:	http://portal.mpsv.cz/ssp
Sophistication stage:	2/4
Description:	Information and forms are available to download. Payment of unemployment benefits is managed by the network of 77 public job centres across the country.

b. Family allowances

Responsibility:	Central Government, Ministry of Labour and Social Affairs, State Social Benefits
Website:	http://portal.mpsv.cz/ssp
Sophistication stage:	4/4
Description:	A web-enabled application system enables allowances applications to be submitted and managed electronically. A forms server enables users to choose a specific form either to print and fill it out "manually" or to fill it out and submit it online, using a digital signature.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Health insurance companies
Website:	N/A
Sophistication stage:	4/4 (depending on the insurance company)
Description:	Health insurance is compulsory in the Czech Republic but administered by private health insurance companies. These companies (23 at present) are independent bodies that cannot make a profit, and any surplus goes to a special account called the Reserve Fund. The system is financed from the contributions of individuals, employers and the state (on behalf of the unemployed, pensioners, students and children). It is highly individualised, with health care coverage related to individual contributions. Opting out of the insurance system is not permitted, and the state acts as guarantor of the system.

d. Student grants

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	There is no public system of student grants in the Czech Republic. A type of 'student loan' is offered by banks.

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

Responsibility:	Central Government, Ministry of the Interior (production), Local Government (applications/distribution)
Website:	http://www.mvcr.cz/
Sophistication stage:	1-2/3
Description:	Information only. Passport applications are handled by municipalities.

b. Driving license

Responsibility:	Central Government, Ministry of Transport (production), Local Government (applications/distribution)
Website:	http://www.mdcr.cz/
Sophistication stage:	1-2/3
Description:	Information only. Driving license applications are handled by municipalities.

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

Responsibility:	Central Government, Ministry of Transport, & Local Government
Website:	http://www.mdcz.cz/
Sophistication stage:	1/4
Description:	Information only. Car registration applications are handled by municipalities.

6. Application for building/planning permission

Responsibility:	Local Government
Website:	N/A
Sophistication stage:	1-2/4
Description:	Applications for building/planning permission are handled by municipalities. Some municipalities provide related information on their websites.

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

Responsibility:	Central Government, Ministry of the Interior, Czech Police
Website:	http://www.mvcr.cz/policie
Sophistication stage:	1-2/3
Description:	Information only, no online declaration possible.

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

Responsibility:	Regional & Local Government
Website:	N/A
Sophistication stage:	1/4
Description:	Public libraries are managed by regional and local governments. Only some of them provide information over the Internet.

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

Responsibility:	Central Government, Ministry of Interior, & Local Government
Website:	http://www.mvcr.cz/
Sophistication stage:	1-2/3
Description:	Information only. Requests and issuance of certificates are handled by municipalities. Only a few of them provide downloadable application forms.

10. Enrolment in higher education/university

Responsibility:	Central Government and Local Government, higher education institutions
Website:	N/A
Sophistication stage:	2-3/4
Description:	There is no central enrolment system in the Czech Republic. Enrolment is in the responsibility of individual schools and universities. Most of them offer information and downloadable forms.

11. Announcement of moving (change of address)

Responsibility:	Central Government and Local Government, Ministry of the Interior and Municipalities
Website:	http://www.mvcr.cz/
Sophistication stage:	1-2/3
Description:	Information only. Residents must notify their change of address at the municipalities, who update the central population register managed by the Ministry of the Interior. A central address change notification service, accessible through the government portal Portal.gov.cz, is due to be implemented by 2006.

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

Responsibility: Central Government, Ministry of Health, & Regional Government

Website: <http://www.mzd.cz/>

Sophistication stage: 0-1/4

Description: Information only. The national health policy is coordinated by the Ministry of Health but the operation of hospitals is managed by regional governments.

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, Czech Social Security Administration

Website: <http://www.csz.cz/>

Sophistication stage: 3/4

Description: It is now possible for small businesses to send monthly employee reports and electronic pension documents to the Czech Social Security Administration. A fully online service is under preparation.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Czech Tax Administration
Website:	http://cda.mfcr.cz/
Sophistication stage:	4/4
Description:	The Czech Tax Administration website enables the electronic filing of corporate tax returns.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Czech Tax Administration
Website:	http://cda.mfcr.cz/
Sophistication stage:	4/4
Description:	The Czech Tax Administration website enables the electronic filing of VAT returns.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Industry and Trade
Website:	http://www.businessinfo.cz/
Sophistication stage:	3/4
Description:	The Business Info portal – formally the Integrated Business and Export System – was developed by the Ministry of Industry and Trade and the Czech Trade Agency along with other partners and state administration institutions. The portal provides a one-stop shop for business information, including company registration. It is now possible to file electronic applications for inclusion of a company into the business registry. Applications are sent to the e-mail addresses of the relevant registry courts, which can be found via the public administration portal.

5. Submission of data to statistical offices

Responsibility:	Central Government, Czech Statistical Office
Website:	http://www.czso.cz/
Sophistication stage:	3/3
Description:	Businesses and public authorities can transmit statistical data electronically.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Directorate of Customs Administration
Website:	http://www.cs.mfcr.cz/
Sophistication stage:	4/4
Description:	Traders can submit customs declarations electronically.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Environment, & Local Government
Websites:	http://www.env.cz/
Sophistication stage:	1-2/4
Description:	Information only. Permit applications are handled by municipalities, some of which offer downloadable forms.

8. Public procurement

Responsibility:	Central Government, Czech Post
Website:	http://www.centralni-adresa.cz/
Sophistication stage:	4/4
Description:	All public tenders and awards are published on the free-of-charge e-tenders and e-auctions portal http://www.centralni-adresa.cz . The procedures for notification and publication of these public tenders have been automated to a large extent. Beyond this e-tendering portal, the Czech Government intends to automate ordering and invoicing procedures. The objective is to build an integrated e-procurement system to be used for repeated and bulk purchases in the whole field of the public administration. In the meantime, public administrations must make use of one of the three accredited private marketplaces listed at http://www.micr.cz/e-trziste for procuring ICT goods and services under a legal threshold.

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>

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