eGovernment in

Greece

Ελλάς

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Basic Data Indicators

Basic data...

Population (1.000): 11.125,2 inhabitants (2006)

GDP at market prices: 181.087,5 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 82 (2005)

GDP growth rate: 3,7% (2005)

Inflation rate: 3,5% (2005)

Unemployment rate: 9,8% (2005)

Government debt/GDP: 107,5% (2005)

Public balance (government deficit or surplus/GDP): -5,2% (2005)

Source: Eurostat

Area: 131.957 km^2

Capital: Athens

EU Official Languages: Greek

Currency: Euro

Source: Europa Website

Political Structure..................................

Greece, officially called the **Hellenic Republic**, is a parliamentary democracy, established in December 1974 following the abolition of the Monarchy by referendum.

Legislative Power is held by a unicameral Hellenic Parliament. Its 300 members are elected by means of a direct, universal, secret and compulsory ballot, which is cast by citizens with a legal right to vote. The Members of Parliament are elected every 4 years using a complex reinforced proportional representation electoral system that discourages splinter parties and ensures that the party which leads in the national vote will win a majority of seats. A party must receive 3% of the total national vote to gain representation.

Executive power is exercised by the **President of the Republic** and the **Government**. The President of the Republic, who is the Head of State, is elected every five years by the Parliament through a secret ballot in a special session, and can be re-elected once. The president performs some governmental functions in addition to ceremonial duties, but his powers are restricted and he is excluded from direct and active involvement in policy-making. Executive power thus mostly lies with the Government, headed by the Prime Minister. The Government consists of the cabinet, which is made up of the prime minister and the ministers, alternate ministers, and deputy ministers.

The cabinet is collectively responsible to Parliament for the general policy of the government.

The administration of the Greek state is organised on the basis of the principle of decentralisation, with 13 administrative regions run by government-appointed representatives. Greece also comprises two tiers of local government: the municipalities, which are responsible for the administration of local matters, and the prefectures (54) headed by prefectural councils and prefects who are (since 1994) elected directly by the people.

The [Constitution of the Hellenic Republic](#) came into force on 11 June 1975 and was amended twice since then (March 1986 and April 2001).

Greece became a member of the European Union on 1 January 1981

Current Head of State: Karolos Papoulias (since 8 February 2005)

Current Head of Government: Kostas Karamanlis (since 10 March 2004)

Information Society indicators..

Percentage of households with Internet access: 23% (2006)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 23% (2006)

Percentage of households with a broadband connection: 4% (2006)

Percentage of enterprises with a broadband connection: 58% (2006)

Percentage of individuals having purchased/ordered online in the last three months: 3% (2006)

Percentage of enterprises having received orders online within the previous year: 8% (2006)

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

obtaining information 5.5%, downloading forms 0.9%, returning filled forms 2.1% (2006)

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

obtaining information 71%, downloading forms 67%, returning filled forms 76% (2006)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Greece

August 2006...

Greece starts issuing new **biometric passports** carrying a digital version of the holder's image as well as identity details incorporated on a microchip. This move brings Greece in line with the Council Regulation (EC) No 2252/2004 on standards for security features and biometrics in passports and travel documents issued by Member States, stipulating for biometric passports carrying a microchip containing a facial image by 28.08.2006 at the latest, with fingerprints obligatory by June 2009.

May-June 2006......................................

The Prime Minster announces in parliament (22 June) that the Citizen Service Centres are to be upgraded and renamed into Integrated Transaction Centres.

A peer-to-peer connection between the National Network of Public Administration "SYZEFXIS" and the Hellenic Network for Research and Technology "GRNET" has been activated. Access to the TESTA network through SYZEFXIS becomes operational. Publication of the **Digital Strategy 2006-2013**, which should have taken place at the beginning of the

year, is postponed. The new document will include detailed descriptions on the way the set targets are to be achieved in areas such as broadband connectivity, eServices and eProcurement.

April 2006 ....

The General Secretariat for Public Administration and eGovernment has launched a consultation process on the future Operational Programme entitled "**Improving the Management Capability of Public Administration**". The programme, which belongs to the National Strategic Reference Framework 2007-2013, aims at transforming the functionality and organisation of public administration and the development of innovative services for citizens and businesses.

January-March 2006...........................

Training on the use of the SYZEFXIS network starts. Implementation of the **Training Gate** of the network takes place in March.

November 2005...................................

The National Network of Public Administration "**SYZEFXIS**" enters its full production stage. The network comprises 1766 nodes and relies on services by telecom providers under Service Level Agreements (SLAs) and not on purpose-built infrastructures.

September 2005...................................

Following the deployment of the POLITEIA programme, an **invitation for proposals** is issued by the central government towards the prefectures. The

aim is to propose projects falling under the 7 thematic areas of the programme, namely serving citizens and businesses, new systems for organisation and administration of public services, eGovernment, strengthening of human potential, transparency and integrity of governance, disasters management and technical aid.

July 2005...

Presentation of the draft Greek **Digital Strategy for the period of 2006-2013**, aimed at enabling a "digital leap" to improve productivity and quality of life by 2013. The draft will be submitted to consultations before a final proposal is submitted to the government for approval by the end of 2005. The proposed digital strategy includes more than 65 actions and is divided into two parts. The first part of the plan will be enacted by 2008, and the second one by 2013. By 2008, the government will promote the development of electronic procurement, broadband connections, digital public services for citizens and businesses, and the use of electronic signatures. After 2008, the proposed strategy includes creating one-stop e-points to serve companies, re-organising the public sector and incorporating new technologies into the education system. The digital strategy will involve possible public-private co-operation in eGovernment projects, and will include three key government-wide projects: the development of a national eServices portal "HERMES", the implementation of a single authentication and transaction security system, and the development of a single interoperability system for public services. These projects will help reduce administrative burdens for businesses and improve people's quality of life.

March 2005...

▶ Launch of a 3-year programme "**POLITEIA 2005-2007**" for the "re-establishment of Public Administration". The objectives of the programme are to better serve all citizens by focusing on their real needs, increasing transparency in public administration, implementing eGovernment in all administrative levels (central and regional

administration, municipalities), restructuring agencies and processes, protecting citizen's privacy and consolidating the Rule of Law. The POLITEIA programme complements the Operational Programme for the Information Society (OPIS) by supporting actions not originally covered by it.

▶ The launch of the POLITEIA programme is accompanied by the creation of the "**Council for eGovernment**", whose present target is to draft a Strategic Plan for eGovernment. The plan will set the targets and the coordination mechanisms among all relevant national and European programmes such as POLITEIA, SYZEFXIS, Information Society, IDABC, eTen and IST.

January-December 2004.......................

▶ The **Observatory for the Greek Information Society** becomes operational in November. It is a non-profit organisation supervised by the Ministry of Economy & Finance and the Ministry of Interior, Public Administration and Decentralisation. Its mission is to measure and evaluate the national progress made towards the Information Society, as well as to contribute to the accomplishment of the IS strategic goals at a national level.

▶ Creation of a **Central Procedures Simplification Committee**. Its main objectives are the planning, implementation, monitoring and assessment of administrative simplifications, reform of the appropriate organisational structures for supporting the simplification policy and preplanning of activities to inform government officials on simplification methods and techniques.

June 2003...

Greece's "1502" Telephone Application System (call centre enabling citizens to apply for a number of certificates and administrative documents) receives the first **United Nations Public Service Award** in the category "Improvement of Public Service Results" in the geographic area of Europe and North America. The 1502 call centre was first launched in February 1998 and by the end of 2001 more than 870,000

applications for administrative forms and documents had been submitted, representing almost 608 applications per day. This figure shows the success of the service, which increases the responsiveness of public administration, promotes equal and user-friendly access to public services, helps reduce red tape and administrative costs, and contributes to a better quality of life for citizens.

May 2003..

The Greek Presidency of the EU (January-June 2003) holds a Ministerial Meeting on "**Tools of e-Governance in the European Union and its South-Eastern European Neighbours**".

January-December 2002.......................

▸ Publication of an updated version of the White Paper **Greece in the Information Society: Strategy & Actions**. Set against the background of what has been achieved since the original plan was published in 1999, this update incorporates initiatives launched over the period 2000-2001.

▸ Opening of the first ten "**Citizens' Service Centres**" (KEP in Greek), one-stop administrative shops located in or near municipality and prefecture offices. The Citizens' Service Centres are meant to gradually integrate all administrative procedures through the use of information and communication technology. The number of centres is due to grow to 400 by the end of 2002 and to 1.100 by the end of 2003. The physical one-stop shops (some of which operate from 8am to 8pm Monday to Friday and are also open on Saturday mornings) are complemented by an Internet portal (www.kep.gov.gr) and by a free of charge telephone helpline operating seven days a week, 24 hours a day. The implementation of the Citizens' Service Centres is supported by the ARIADNI programme.

January-December 2001.......................

▸ Launch of the National Network of Public Administration "**SYZEFXIS**" as a pilot project, with the participation of 15 state organisations. The "SYZEFXIS" project is meant to become a nationwide intranet for the Greek public sector, ultimately connecting more than 1.700 organisations nationwide. The network will offer advanced telecommunication and information services, including telephony, data and video transmission.

▸ The Greek Government creates **Information Society S.A**., a state-owned company tasked with supporting the implementation of the Operational Programme for the Information Society (OPIS). To this end, the company will support government departments and agencies in all stages of ICT project design, implementation and follow-up. It will have economic and managerial autonomy.

2000 and before..................................

▸ Adoption of the **Operational Programme for the Information Society (OPIS)**, which sets the detail of actions to be taken to achieve the objectives of the Government's White Paper on the Information Society and of the EU's eEurope 2002 Action Plan approved by the Feira European Council of June 2000. eGovernment is one of the key priorities of the Programme, which sets the objective of improving the quality of public services through the development of online services (including public tendering and procurement procedures) and the use of ICT to streamline and re-engineer procedures and communications within and between government bodies. The overall budget of the OPIS is € 2,83 billion over seven years, of which € 1,7bn are to be provided by the EU under the Community Support Framework (CSF) 2000-2006.

▸ The same year marks the launch of the **POLITEIA programme for public administration reform**, which sets out a national strategy for public sector modernisation. The overall aim is to transform the Greek public administration into a modern,

outward-looking administration focused on better serving citizens' needs. All ministries and regions are required to participate in POLITEIA, and to develop operational implementation strategies.

▶ Regarding regional and local administration, the "**ARIADNI**" programme for the improvement of such services is adopted. The programme, to be completed over the period 2000-2006, sets the target of creating one-stop shops for administrative services in municipalities and prefectures, where citizens and businesses will be able to complete administrative transactions using Internet and minimal resources (money and time to travel). The programme also includes an ambitious administrative procedures simplification project, aimed at reducing administrative burdens.

▶ The White Paper **Greece in the Information Society: Strategies and Actions**, which sets out the new Greek policy for the development of the Information Society, was published in 1999. An innovative **call centre enabling citizens to apply for a number of certificates and administrative documents** by dialling a nationwide four-digit telephone number (1502) was launched in 1998. Citizen's requests are registered by operators and have to be answered within a specific time limit (10 days). If this deadline is not respected, users may apply for compensation.

▶ Finally, the first operational programme for the modernisation of public administration was the KLEISTHENIS programme covering the period 1994-2000 and jointly funded by the 2nd Community Support Framework and the Greek state.

eGovernment Strategy

Main strategic objectives and principles

The Greek Government's strategic approach to eGovernment was laid down in the White Paper **Greece in the Information Society: Strategies and Actions**, which was published in February 1999 and **updated** in 2002. The White Paper places great emphasis on raising the quality of public services in order to ensure social cohesion and contribute to economic objectives in terms of living standards. The Greek eGovernment strategy advocates that electronic services should be characterised by ubiquity, uniqueness of reference (i.e. single point of service), de-materialisation, quality and cost-effectiveness. eServices are seen as essential business infrastructures that should only be planned and deployed as such. Key methodological steps for developing and implementing them include: identifying critical areas of service; determining business priorities and critical success factors; identifying business partners and building consensus; determining the scope of a pilot application.

With the aim of implementing the Information Society strategy in a coherent and integrated way, an **Operational Programme for the Information Society** (OPIS) was adopted in 2000, which covers the period 2000-2006 and is supported by the EU as part of the Community Support Framework. The OPIS is an innovative horizontal programme, cutting across government departments, which aims at implementing the essential features of the Greek Government's

Information Society White Paper as well as of the eEurope Action Plan.

The OPIS includes four lines of action: "Education and Culture", "Citizens and Quality of Life", "Digital Economy and Employment", and "Communications". The priorities for eGovernment, which forms part of the action line "Citizens and Quality of Life", are as follows:

▸ Improved quality of services to citizens and enterprises by public administrations at central, regional and local level.

▸ Development of online applications, as well as use of Information and Communication Technologies (ICTs) to streamline and re-engineer procedures and communication within and amongst government departments, covering all of public administration and especially the fiscal area and finance, social insurance, justice, public tendering and procurement procedures, regional development and emergency services areas.

▸ Support the creation of geographical and environmental mapping and management information systems, linking central to regional and local government.

▸ Use of IT in order to promote and support a broader strategy for providing higher quality health and welfare services to all citizens, and for the reform of the management of the health sector and its budget.

▸ Introduction of telematics applications in land, sea and air transport ("intelligent transport").

The funds corresponding to the action line "Citizens and Quality of Life" are 879.4 million euros out of the total OPIS budget of 2,839.1 million euros.

For the period beyond 2006, the Information Technology Committee, which is the highest institutional body for the planning of the strategy and for the development of IT, proposed the successor strategy in the document "**Digital Strategy 2006-**

2013". The fundamental aim of the strategy is to use information technologies for achieving higher productivity in the economy and for improving citizens' quality of life. The essential difference compared to previous practices is that the new strategy is not centred on specific projects per organisation but on prescriptions of services to be offered. The new plan follows four steps to map Greece's digital course:

▸ **1st Step**: Examination – identification of the source of the problems that impede the use of ICT in the country.

▸ **2nd Step**: Analysis of the International Policies on Information Society and the New Technologies. Identification of the good examples and of the failures of the other countries.

▸ **3rd Step**: Study of the international and European developments in the field of Information Society (EU policy i2010, WSIS developments, etc.)

▸ **4th Step**: Setting the basic directions of the digital strategy for the period 2006 – 2013, always taking into account the particularities of the Greek economy and society.

The essential difference compared to previous practices is that the new strategy is not centred on specific projects per organisation but on prescriptions of services to be offered. There is an open admission that the country has not been able to follow other Member States in taking full advantage of Information Technologies and therefore a "**Digital Leap**" must take place between 2006-2013.

The position paper was expected to be endorsed by the Information Technology Committee at the beginning of 2006, but the need for more detailed plans to implement the targets led to its postponement for autumn. The implementation of the Digital Strategy is to be monitored by the inter-ministerial Information Technology Committee (see under "eGovernment Actors").

Regarding future projects, those prioritised as critical for eGovernment by the Ministry of the Interior, Public Administration and Decentralisation are (July 2005):

▸ The creation of a National Internet Portal "HERMES"

▸ The National Authentication and Transaction Security System

▸ The National Framework for Interoperability

At a more general level, the **National Strategic Reference Framework** for 2007-2013 is currently under way, to be submitted to the European Commission in October 2006. The framework includes provisions for transforming the functionality and organisation of public administration through a new Operational Programme entitled "**Improving the Management Capability of Public Administration**", aiming at innovative services for citizens and businesses.

The Greek approach to eGovernment can be characterised as centralised in terms of policy planning and programme management, with distributed implementation. All ministries and regional governments have been requested to prepare action plans for the Information Society, with a view to implement the OPIS priorities. A consultation process on the new Operational Programme mentioned above is also under way.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation........................

There is currently no dedicated eGovernment legislation in Greece. The first such legislation is expected to result from the three projects identified as critical in the eGovernment Strategy section.

Freedom of Information legislation......

Greek Constitution

There is currently no dedicated freedom of information legislation in Greece. However, the Greek Constitution provides for a general right of access. Its article 5A states that: "All persons are entitled to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties". In addition, it specifies that "All persons are entitled to participate in the Information Society. Facilitation of access to electronically handled information, as well as of the production, exchange and diffusion thereof constitutes an obligation of the State". Furthermore, article 10(3) says that a request for information shall oblige the competent authority to reply, provided the law thus stipulates.

Law on the Ratification of the Administrative Procedure Code and other provisions (1999)

The Law No. 2690/1999 on the Ratification of the Administrative Procedure Code and other provisions specifies that "interested persons" have a right to access administrative documents created by government agencies. The request must be in writing. Administrative documents are defined as "all documents produced by public authorities such as reports, studies, minutes, statistics, administrative circulars, responses opinions and decisions." In addition, the 1999 law allows persons with a "special legitimate interest" to obtain "private documents" relating to a case about them. Documents relating to the personal life of an individual are not subject to the Act. Secrets defined by law, including those relating to national defense, public order and taxation cannot be released. Documents can also be restricted if they relate to discussions of the Council of Ministers or if they could substantially obstruct judicial, military or administrative investigations of criminal or administrative offenses.

Data Protection/Privacy legislation......

Law on the Protection of Individuals with regard to the Processing of Personal Data, as amended (1997)

Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data was adopted in April 1997. It establishes the terms and conditions under which the processing of personal data is to be carried out so as to protect the fundamental rights and freedoms of natural persons and in particular their right to privacy. It also allows any person to obtain their personal information held by government departments or private entities. The Law, which was amended in 2000 and 2001, is enforced by the Hellenic Data Protection Authority. It is complemented by Law 2774/1999 on the Protection of Personal Data

in Telecommunications, and by Law 3115/2003 that establishes the Hellenic Authority for the Information and Communication Security and Privacy in order to protect the secrecy of mailing, the free correspondence or communication in any possible way as well as the security of networks and information. The law has been revised by the law 3471/06 in June 2006.

Law on the Protection of Personal Data and Private Life with regard to Electronic Telecommunications and revision of law 2472/1997 (2006)

Law 3471/06 was adopted on 28.06.2006 and intends to the enactment of preconditions with regard to the personal data processing and for the assurance of the confidentiality in telecommunications.

eCommerce legislation...........................

Presidential Decree 131/2003 on eCommerce (2003)

Adopted on16 May 2003, this presidential decree transposes the Directive 2000/31 of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

eCommunications legislation..................

The transposition of the new EU Regulatory Framework for Electronic Communications has not yet taken place in Greece. eCommunications remain governed by the Telecommunications Law 2867/2000 of 19 December 2000.

eSignatures/eIdentity legislation.........

Presidential Decree 150/2001

This presidential decree came into effect on 25 June 2001 and implements the European Directive 99/93/EC of 13 December 1999 on a Community framework for

electronic signatures. It defines electronic signatures and advanced electronic signatures. It also deals with the legal consequences of electronic signatures, liability of suppliers of certification, obligation to protect personal information, terms in effect for recognised certificates and suppliers, assurance of the liability of the creation of a signature and recommendations for the verification of the signature.

eProcurement legislation.......................

There is currently no legislation governing the use of electronic means in public procurement in Greece. The new EU public procurement directives, including their eProcurement provisions, are expected to be implemented in 2006. The implementation legislation will provide rules applicable to communication, storage of data, use of specific procedures e.g. e-auctions; dynamic purchasing systems; open, restricted and negotiated procedures; notifications about tenders; publication of tenders; management of receipt/submission of tenders; and ordering.

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

A working group was set up in Greece to prepare the transposition of EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information. This resulted in **Law 3448/2006** (15.05.2006) which implements the Directive and addresses the conditions and requirements concerning sharing and reuse of public sector information by citizens and businesses. The Law targets prohibitions

on exclusive rights, while providing safeguards for privacy, national security and intellectual rights.

eGovernment Actors

Main roles and responsibilities

National eGovernment.........................

Policy/Strategy

Information Technology Committee

The Ministerial Council founded the Information Technology Committee in the spring of 2004. The decision for its foundation was taken following an evaluation of the progress of the interventions for the Information Society. The evaluation demonstrated the need for a unified and cohesive strategy for Information Technology in Greece. Initially, the Committee was responsible for strategy planning and IT development. Now, the Committee has become the common platform for political planning, coordination, monitoring and development of the Information Technology at a national level and especially in the Public Sector. The Information Technology Committee is responsible for developing Greece's Digital Strategy for the period 2006-2013, as well as for the coordination of the public institutions' actions and interventions concerning the use of new technologies and eGovernance. The Committee's objective is to closely monitor the implementation of the Digital Strategy by the public institutions, so that the "Digital Leap" is materialised in the period up to 2013.

Ministry of Interior, Public Administration and Decentralisation

The Ministry of the Interior, Public Administration and Decentralisation is responsible for implementing eGovernment in Greece. The ministry has a long experience in managing eGovernment projects within the 1st and 2nd European Community Support Framework and also manages national and European funds within the Operational Programme for the Information Society (OPIS). Within the Ministry, the General Secretariat for Public Administration and eGovernment and the recently established Council for eGovernment are in charge of eGovernment issues. Beyond eGovernment, the overall Information Society strategy falls under the responsibility of the Secretariat for the Information Society in the Ministry of Economy and Finance.

Coordination

1. **General Secretariat for Public Administration and eGovernment**

   Part of the Ministry of Interior, Public Administration and Decentralisation.

2. **Council for eGovernment**

   Part of the Ministry of the Interior, Public Administration and Decentralisation, currently drafting the Strategic Plan for eGovernment.

3. **Secretariat for the Information Society**

   Part of the Ministry of Economy and Finance.

Implementation

1. **Information Society S.A.**

   Created in 2001, Information Society S.A. is a state-owned company tasked with supporting the implementation of the Operational Programme for the Information Society (OPIS). To this end, the company implements and manages some

components of the country's eGovernment infrastructure, such as the SYZEFXIS government-wide network.

2. All Government ministries and agencies

Individual government bodies are responsible for the implementation of departmental e-projects.

Support

1. General Secretariat for Public Administration and eGovernment

2. Secretariat for the Information Society

3. Information Society S.A.

The Information Society S.A. supports government departments and agencies in all stages of ICT project design, implementation and follow-up.

Audit/Assurance

Hellenic Court of Audit

The Information Society S.A. supports government departments and agencies in all stages of ICT project design, implementation and follow-up.

Data Protection

Hellenic Data Protection Authority

The Hellenic Data Protection Authority is an independent administrative body operating since November 1997. Its mission is to supervise the implementation of Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data. The Authority is answerable to the Minister of Justice.

Regional & Local eGovernment............

Strategy

Regional Administrations, **Prefecture Administrations** and **Municipalities**

The Hellenic Data Protection Authority is an independent administrative body operating since

November 1997. Its mission is to supervise the implementation of Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data. The Authority is answerable to the Minister of Justice.

Coordination

Centralised, by the national eGovernment bodies.

Implementation

Regional Administrations, **Prefecture Administrations** and **Municipalities**

Support

1. Information Society S.A.

2. Hellenic Agency for Local Development and Local Government

The Hellenic Agency for Local Development and Local Government (EETAA) was founded in 1985, with the aim of providing local government agencies, the public sector and social agencies with the professional and technical support they require. It operates in the form of a joint-stock company, which shareholders are the Greek state (Ministry of the Interior, Ministry of the National Economy), the Union of District Government of Greece, the Consignments and Loans Fund, the **Central Union of Municipalities and Communes of Greece** (KEDKE), **Local Unions of Municipalities and Communes** (TEDK), the Technical Chamber of Greece, the Pan-Hellenic Confederation of Unions of Agricultural Co-operatives (PASEGES) and other bodies and associations.

Audit/Assurance

Hellenic Court of Audit

The Hellenic Court of Audit is responsible for auditing expenditure and monitoring the revenue of the state, as well as local administration agencies and other public corporate bodies.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment...

Name: Prokopis Pavlopoulos

Job title: Minister of the Interior, Public Administration and Decentralisation

Picture:

Contact details:

Ministry of the Interior, Public Administration and Decentralisation

Stadiou 27 & Dragatsaniou 2

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Greece

Tel.: +30 210 322 35 21-29

E-mail: info@ypes.gr

Source: Ministry of the Interior, Public Administration and Decentralisation

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

Name: Vassilis Andronopoulos

[15]

Job title: General Secretary for Public Administration and eGovernment, Ministry of the Interior, Public

Administration and Decentralisation

Picture:

Contact details:

General Secretariat of Public Administration & eGovernment

Ministry of the Interior, Public Administration and Decentralisation

15, Vassilissis Sofias Av.

GR-10674, Athens

Greece

Tel.: +30 210 3393000

E-mail: ypesdda@gspa.gr

Source: General Secretariat of Public Administration & eGovernment

Other eGovernment executives ....

Name: Vassilis Asimakopoulos

Job title: Special Secretary for the Information Society - Ministry of Finance & Economy

Picture:

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Ministry of Finance & Economy

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101 80 Athens

Greece

Tel.: +30 210 3332755

E-mail: Not available

Source: Ministry of Finance & Economy

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal..

Citizen Service Centre

The Citizen Service Centre (www.kep.gov.gr) is the official site of administrative one-stop shops (Citizen Service Centres or "KEP" in Greek transliteration), where citizens can have access to public service information and to a number of standardised administrative procedures. There are currently more than 800 Citizen Service Centres spread around Greece, and the objective is to reach 1.000 in 2005. Recently (22 June 2006), the intention to upgrade and rename them into **Integrated Transaction Centres** has been announced in parliament by the Prime Minister. The deployment of the network forms part of the **Ariadni** programme, which has also enabled the evaluation, simplification and digitisation of more than 850 administrative procedures that can be accessed through the Centres. These centres are linked together by an IP network and use a platform called "**e-kep**" to file citizens' requests, create a relevant e-directory, electronically register KEP mail, manage citizens' requests and monitor their progress all the way through settlement. Accessible through the one-stop service centres across the country or through the Internet, the e-kep platform supports the use of certified digital signatures, enabling real time on-line transactions between Citizens and Public Administration. The average service time usually does not exceed 7 days. The service is complemented by a 24-hour administrative information call centre (four-digit 1564 telephone service), and by a "Telephone Application System" (1502) where citizens can request almost 60 different certificates. The 1564 call centre has served more than 5 million calls to date. The Citizen Service Centre Internet portal receives over 9 million visits each month.

Network..

National Public Administration Network - SYZEFXIS

The Greek public sector network SYZEFXIS provides advanced telecommunication and information services, including telephony, data and video transmission, to over 1.700 public bodies through 4 Virtual Private Networks (VPNs). It is complemented by the development of "Metropolitan Area Networks" (optical rings) infrastructures in approximately 50 municipalities across Greece, aiming to interconnect "points" of public interest (such as public administration buildings, schools, tax offices, administrations) through a broadband network.

eIdentification infrastructure...............

There is currently no central e-identification infrastructure for eGovernment in Greece. In particular, no plans for e-ID cards have been issued.

eProcurement infrastructure...............

There is currently no central eProcurement infrastructure in Greece. The Government's objective is to introduce an operational electronic public procurement system by the end of 2007. The project is carried out by the General Secretariat of Commerce in the Ministry of Economic Development.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Greece.

eGovernment Services for Citizens

Availability and sophistication of e-Services 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: *General Secretariat of Commerce*).

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 Economy and Finance, General Secretariat for Information Systems
Website:	http://www.taxisnet.gr/
Sophistication stage:	4/4
Description:	The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised online notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Employment and Social Protection, Greek Manpower Employment Organisation
Website:	http://www.oaed.gr/
Sophistication stage:	3/3
Description:	Fully functional job search online service.

3. Social security benefits

a. Unemployment Benefits

Responsibility:	Central Government, Ministry of Employment and Social Protection, Greek Manpower Employment Organisation
Website:	http://www.oaed.gr/
Sophistication stage:	2/4
Description:	Information and forms to download.

b. Family allowances

Responsibility:	Central Government, Ministry of Employment and Social Protection
Website:	http://www.ypakp.gr/
Sophistication stage:	2/4
Description:	Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Ministry of Health and Social Solidarity
Website:	http://www.ypyp.gr/
Sophistication stage:	1/4
Description:	Information only.

d. Student grants

Responsibility:	Central Government, Ministry of National Education and Religious Affairs, State Scholarships Foundation
Website:	http://www.mohaw.gr/
Sophistication stage:	2/4
Description:	Information and forms to download.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Government, Ministry of Interior, Public Administration and Decentralisation
Website:	http://www.kep.gov.gr/
Sophistication stage:	2/3
Description:	Information and forms to download, enabling citizens to start the procedure to obtain a passport.

b. Driving license

Responsibility:	Central Government, Ministry of Interior, Public Administration and Decentralisation
Website:	http://www.kep.gov.gr/
Sophistication stage:	2/3
Description:	Information and forms to download, enabling citizens to start the procedure to obtain a driving licence.

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

Responsibility:	Central Government, Ministry of Interior, Public Administration and Decentralisation
Website:	http://www.kep.gov.gr/
Sophistication stage:	2/4
Description:	Information and forms to download, enabling citizens to start the procedure to register a motor vehicle.

6. Application for building/planning permission

Responsibility:	Central Government, Ministry of Interior, Public Administration and Decentralisation
Website:	http://www.kep.gov.gr/
Sophistication stage:	2/4
Description:	Information and forms to start the procedure to obtain a building or renovation permission.

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

Responsibility:	Central Government, Ministry of Public Order
Website:	http://www.ydt.gr/
Sophistication stage:	1/3
Description:	Information only.

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

Responsibility:	Central Government, Ministry of National Education and Religious Affairs
Website:	http://www.ypepth.gr/
Sophistication stage:	1/3
Description:	ThThe website of the Ministry of National Education and Religious Affairs provides a full list of Greek libraries. The National Library of Greece offers the possibility to search for a specific title and make an electronic reservation. The Hellenic Academic Libraries Link offers the possibility to search for a specific title.

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

Responsibility:	Central Government, Ministry of Interior, Public Administration and Decentralisation
Website:	http://www.kep.gov.gr/
Sophistication stage:	2/3
Description:	Provides information and forms to start the procedure to obtain a birth or marriage certificate.

10. Enrolment in higher Education/University

Responsibility:	Central Government, Ministry of National Education and Religious Affairs
Website:	http://www.ypepth.gr/
Sophistication stage:	1/4
Description:	Provides general information for enrolment in higher education and universities.

11. Announcement of moving (change of address)

Responsibility:	Not Applicable
Website:	Not Applicable
Sophistication stage:	Not Applicable
Description:	This service is not applicable to Greece, where there is no obligation to inform the authorities of a change of address. The only exception is for those on a taxable income, for whom the obligation exists. Taxpayers should inform their local tax office (under the Ministry of Finance) for every change of address, by submitting the appropriate form. The process is not automated.

12. **Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**	
Responsibility:	Central Government, Ministry of Health and Social Solidarity
Website:	http://www.mohaw.gr/
Sophistication stage:	1/4
Description:	Provides basic information on the organisation of the ministry and the availability of hospitals.

Source: With the exception of Service no. 11, 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 in June 2006.

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 Employment and Social Protection, Social Insurance Institute (IKA)
Website:	http://www.ika.gr/
Sophistication stage:	4/4
Description:	The IKA website makes it possible to completely treat the declaration of social contributions for employees online.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems
Website:	http://www.taxisnet.gr/
Sophistication stage:	4/4
Description:	The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised electronic notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems
Website:	http://www.taxisnet.gr/
Sophistication stage:	4/4
Description:	The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised electronic notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Development, General Secretariat for Commerce
Website:	http://www.gge.gr/
Sophistication stage:	2/4
Description:	General information and forms to download to start the procedure to register a company. Company registration services are handled by local courts.

5. Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Economy and Finance, General Secretariat of the National Statistical Service
Website:	http://www.statistics.gr/
Sophistication stage:	1/3
Description:	Information only.

6. Customs declarations

Responsibility:	Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems
Website:	http://www.taxisnet.gr/
Sophistication stage:	4/4
Description:	The TAXISnet service provides the possibility to submit customs declarations online.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry for the Environment, Physical Planning and Public Works
Websites:	http://www.minenv.gr/
Sophistication stage:	2/4
Description:	Information and forms to download.

8. Public procurement

Responsibility:	Central Government, Ministry of Development, General Secretariat for Commerce
Website:	http://www.gge.gr/
Sophistication stage:	2/4
Description:	The website of the General Secretariat for Commerce provides information about public procurement and access to calls for tenders.

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 in June 2006.

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

European Commission