

September 2006

eGovernment in

Romania



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Romania. 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): 21.658,5 inhabitants (2005)

GDP at market prices: 79.313,5 million Euros (2005)

GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100): 34,7 (2005)

GDP growth rate: 4,1% (2005)

Inflation rate: 9,1% (2005)

Unemployment rate: 7,7% (2005)

Government debt/GDP: 18,5% (2004)

Public balance (government deficit or surplus/GDP): -1,4% (2004)

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

Area: 237.502 km²

Capital city: Bucharest (Bucuresti)

EU Official Languages: Romanian

Currency: Leu (new, old in parallel circulation up to end of 2006)

Source: [Romanian National Tourist Office](#)

Political Structure.....

The legislative branch of the Romanian government consists of two chambers, *Senatul* (The Senate), which has 137 members (as of 2004), and *Camera Deputaţilor* (The Chamber of Deputies), which has 332 members (as of 2004). The members of both chambers are elected every four years by direct, popular vote on a proportional representation basis.

The president is also elected by popular vote, every five years (until 2004, four years). The president appoints the prime minister, who heads the government, and the members of the government, who are chosen by the prime minister. In fact the

prime minister is a member of the party or of the coalition that holds the majority in parliament. The president is able to appoint a prime minister of his choice only if no party holds a parliamentary majority. The government itself is subject to a parliamentary vote of approval.

Judicial power belongs to a hierarchical system of courts. The Supreme Court of Justice is comprised of 11 judges appointed for three-year terms by the president in consultation with the Superior Council of Magistrates, which is, in turn, comprised of the minister of justice, the prosecutor general, two civil society representatives appointed by the Senate, and 14 judges and prosecutors elected by their peers. A

separate body, the Constitutional Court, validates elections and makes decisions regarding the constitutionality of laws, treaties, ordinances, and internal rules of the parliament; it is comprised of nine members serving nine-year terms, with three members each appointed by the president, the senate, and the Chamber of Deputies. The Romanian judicial system is an inquisitorial system, of strong French influence.

Administratively, Romania is divided into 41 județe, or counties, and the municipality of Bucharest. Romania

is a NATO member and is expected to become a European Union Member State in January 2007.

Current Head of State: President Traian Băsescu (President, since 20 December 2004)

Current Head of Government: Călin Constantin Anton Popescu-Tăriceanu (Prime Minister, since 29 December 2004)

Information Society indicators.....

Percentage of households with Internet access: 6% (2003)

Percentage of enterprises with Internet access: 52% (2004)

Percentage of individuals using the Internet at least once a week: 10% (2004)

Percentage of households with a broadband connection: N/A

Percentage of enterprises with a broadband connection: 7% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 0% (2004)

Percentage of enterprises having received orders online within the previous year: N/A

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 2,5%, downloading forms 0,7%, returning filled forms 1,1% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 29%, downloading forms 22%, returning filled forms 12% (2004)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Other European countries](#)



June 2006.....

The Romanian government approves legislation requiring all employers to comply with a new digital registry of employee records. Participation in the scheme is to start on 1 September, with a 30-day deadline for compliance. Employers must release copies of an employee's file – including all documents associated with the file – upon written request from the employee.

March 2006.....

The Government of Romania, through the Ministry of Communications and Information Technology (MCIT) receives a loan from the World Bank (Loan Agreement No. 4809-RO) for financing the [Knowledge-Based Economy](#) project. The project will finance, among other components, the design and implementation of an integrated system at the national level for the issuance and renewal of civil information and documents for Romanian citizens (Civil Information System), fully compliant with the other modules of the National Person Identity System.

January 2006.....

An existing ordinance was amended in Romania on 19 January to legally regulate electronic payments between the government and citizens. As the first stage of the [Ministry of Communications and Information Technology's](#) Electronic Pay-Office project, it allows for the electronic payment of fines, taxes and other fiscal obligations. It will also improve conditions in Romania for electronic payments via bank cards.

May 2005.....

Romania ratifies the Accession Treaty. The ratification process by all 25 Member States, is underway.

April 2005.....

The accession negotiations with Romania were successfully concluded on 14 December 2004. After the Commission's favourable opinion, the European Parliament's assent and the Council decision on the admission of Romania, the **Accession Treaty** is signed on 25 April 2005.

October 2003.....

The Romanian Government approves an urgent ordinance that will allow testing eVoting methods during a referendum on constitutional changes to be held on October 19. The eVoting experiment was deemed a success. Votes were submitted using digital certificates and registered through a system managed by the Romanian Central Electoral Bureau. The system was designed to enable members of the Romanian military and police in missions abroad (Iraq, Afghanistan, Bosnia-Herzegovina and Kosovo) to cast

their votes remotely. It was used by 97% of the 1,600 potential voters during the two days of the consultation and presented no technical problems.

September 2003.....

The Romanian Government unveils its eGovernment portal <http://www.e-guvernare.ro/>, providing a one-stop shop to public services online. The portal, also called 'Electronic National System', gives 24/7 access to information from central and local government institutions, official forms and interactive services. 164 official forms from 465 public institutions, and five interactive services are currently available, such as VAT declaration and submission of statistical information. To use these services, citizens and businesses must register to obtain an access code and a password.

July 2003.....

Law 304/2003 regarding the universal service and the users' rights related to the networks and electronic communications services comes into force. The law implements principles such as the interdiction to grant any special or exclusive rights for the provision of directory services.

April 2003.....

The anti-corruption law (law 161/2003) is adopted. It is a financial disclosure solution, according to which the financial statements of public officials are published online. In this way, changes over time in the economic situation of public officials can be monitored and potential conflict of interests between public officials and the private sector can be detected and prevented.

March 2003.....

The [Ministry of Public Finance IT Strategy](#) document for 2003-2006 is published. The IT strategy underlines the present status of the domain within the ministry, its achievements and failures and makes proposals

regarding the services it must offer to all interested parties. It also evaluates the resources necessary to attain the proposed goals.

March 2002.....

The Romanian eProcurement system, <http://www.e-licitatie.ro/>, is launched in a bid to improve transparency and control of the public procurement process, offer better access to public contracts and reduce bureaucracy. Also, the IT system for searching jobs goes live.

July 2002.....

The **National Regulatory Authority for Information Technology and Communications (ANRC)** is established by law. The tasks assigned elaboration and adoption of regulations, their enforcement, and general authorisations or individual licenses. ANRC is independent from operators, service providers and equipment suppliers.

October 2001.....

Law no. 544/2001, on **Free Access to Information of Public Interest**, is published in the Official Journal, Part I, no. 663 of October 23, 2001.

2000 and before.....

With the exception of the telecommunication legislation in 1996 and several institutional transformations from 1996 to 2001 designed to simplify and better coordinate the process of privatising telecommunications, there is no significant activity in eGovernment before 2000. 1998 marks the establishment of the Office of Competition.

eGovernment Strategy

Main strategic objectives and principles

Reform of public administration through eGovernment is specifically mentioned in the political [programme](#) of the present government, under the section "eGovernment Programme". This includes the following explicit measures.

- ▶ Cooperation with local authorities in order to develop informatics networks for education and competence groups;
- ▶ Cooperation with town halls, decentralised and de-concentrated services, hospitals, cultural institutions, in order to achieve a metropolitan communications network – City Net – as a management information system to provide the following services:
 - Population survey
 - Digital plans of localities and of their territory
 - GIS(Geographical Information Systems);
 - Management of public services, public utilities, infrastructure systems, as well as management of public office;
 - Tax collection from citizens;
 - Management of education and cultural activities;
 - Registration of commercial firms;
 - Budget and bookkeeping;
 - Centre for citizens' complaints;
 - Urban traffic control;
 - Monitoring and evaluation of organisational performance;
 - Implementation of special programmes introducing informatics systems to town halls in rural areas.

eGovernment has been aggressively promoted in the last two years, being considered as the best way of organising public management in order to increase efficiency, transparency, accessibility and responsiveness to citizens, while reducing bureaucracy and corruption.

A National e-Administration Strategy and Action Plan was first adopted by the Romanian government and enacted by Parliament in October 2001. The Ministry of Administration and Interior holds responsibility for the formulation and follow-up of this strategy, while the Ministry of Communications and Information Technology (MCIT) manages the implementation of major national projects. The Romanian government has dedicated a lot of effort in recent years to develop a legal framework favouring the development of the information society and eGovernment. This framework includes the Law on Electronic Signature (2001), the Law on Free Access to Information of Public Interest (2001), the Law on the Protection of Persons concerning the Processing of Personal Data and the Free Circulation of Such Data (2001), and the Law on Electronic Commerce (2002).

Another priority is development of the national eGovernment infrastructure. An eGovernment portal was launched in September 2003, providing a one-stop shop to public services online, and incorporating a transactional platform enabling users to register for interactive and transactional services. In fact, Romania's eGovernment portal recently received an achievement award from the World Summit of the Information Society for its comprehensiveness and innovation.

The construction of a national network linking all local and central government information systems is underway, and the introduction of an electronic identity card is being prepared. The national

infrastructure also comprises an effective, fully operational central e-procurement platform, which has already enabled savings of approximately 67m euros on government procurement costs since its launch in 2002.

This fast-developing infrastructure makes it possible for the Romanian government to deliver a number of interactive and transactional services online, such as VAT declaration, submission of statistical information, electronic payment of social security contributions and of local taxes, advanced job search facility and civil service recruitment platform. Although some of those are on offer to large taxpayers (legal bodies) only, the initial target was that all 20 'basic public services' identified by the European Commission were to be available online by 2005, something which, however, has not been attained yet.

The government is guided by a wider e-Readiness policy, which aims to promote wide access to public services and information through information technology and the internet.

As part of an anti-corruption legislative initiative, the government has recently promoted concrete measures to insure online availability of all public information and to lay the foundations for online complex and complete governmental services. With respect to those objectives, the legal obligations of the central and local public administration authorities will be defined by law. The goal is a functional system allowing all citizens' access to public information and services, ranging from filling of different forms to processing them online. This is the actual "Desk Reform" announced by the Prime Minister, which also stipulates that any Romanian citizen must be able to access the Internet, from either home or a public place, for interacting with the administration.

Individual ministries have also published their own agenda on their IT strategy, for example the Ministry of Public Finance IT Strategy document for 2003-2006.

On a similar note, advanced e-business and eGovernment applications will be developed through the Knowledge-Based Economy project, co-funded by the World Bank. Among them are the online registration of authorised individuals and family businesses and the integrated system for issuance of civil status documents. Other activities served by the

systems will be the administration of the Local Evidence Register and data provision to central authorities and institutions in accordance with legal obligations. These activities will be complemented by the eStore Portal for the promotion of electronic commerce and the business networks.

General Comments

As observed by the Economist's Intelligence Unit (ref: "E-government in Central Europe: Rethinking public administration", Economist Intelligence Unit, 2004), Romania gets low scores in eGovernment rankings, generally due to the impediments presented by poor infrastructure, an often adverse business environment and limited skills development. But its low marks are not for lack of ambition. The government's different eGovernment platforms, encompassing information gateways for health services, public records, university applications and tax, among others, begin with a digital 'window' being opened to citizens in the form of a portal. Romania has been addressing the back-end of public administration as well as its front-end, making strenuous efforts to implement secure, robust database management tools within and between government departments. Moreover, document management and web-based interfaces for supply chain management (including a proprietary web-based solution for loading and displaying supplier invoices) have completely digitised purchasing interactions for over 6,000 transactions.

Romania's thoroughness in developing eGovernment services infrastructure could have evolved into a regional eGovernment leader albeit for the infrastructure and skills deficits mentioned above. Romania's challenge is to now extend a meticulously implemented e-government strategy into a programme for substantially increasing its citizens' access to the Internet.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

The Chamber of Deputies webpage offers information about the status of the legislative process and a database of the main laws, in Romanian. Since 2001, Romania has substantially accelerated the harmonisation process of the national legislation with the Community legislation. 310 legislative deeds with Community relevance have been adopted so far of which 235 directly transpose provisions of the legislative "acquis communautaire".

According to the latest EC report (ref: "Romania Monitoring Report", May 2006), all courts of appeal, tribunals and prosecutors' offices as well as almost all courts of first instance now have electronic access to legislation. Since March 2006, the majority of courts have access to the electronic version of the Official Journal.

eGovernment legislation.....

The Romanian Government has dedicated a lot of effort in recent years to develop a legal framework favouring the development of the information society and eGovernment. Today, the laws concerning the protection of individuals with regard to the processing of personal data, processing of personal data and the protection of privacy in the telecommunications sector, the electronic signature, the cyber crime ([the cyber-crime related provisions](#)) incorporated in Title III of the Anticorruption law no 161/2003 published in the OM no 279/2.04.2003), the electronic commerce, eProcurement and eTax are already in force. Also, a new legislative package regarding electronic communications was approved in 2002, which is in line with the newest European Directives in the area. Finally, the anti-corruption law (law 161/2003) demands that the financial statements of public officials are published online. Recent legislation, which continues up to the present, complements the basic laws with ministerial orders, decisions of heads of public organisations and regulations. Examples are:

- ▶ Order no. 221 of the Minister of Communication and Information Technology regarding the technical and methodological norms for the implementation of the Law. no. 589/2004 on the legal status of electronic notarial activity (O.J. no.534/23.06.2005)
- ▶ Law. no. 239 amending and completing legal acts in the communications field (O.J. no.663/26.06.2005)

Freedom of Information legislation.....

Law no. 544/2001, on Free Access to Information of Public Interest, was published in the Official Gazette of Romania, Part I, no. 663 of October 23, 2001. Methodological norms of applying the law were approved by Government Decision no. 123 of 7 February 2002, published in the Official Journal (OJ), Part I, no. 167, 8 March 8, 2002.

The implementing regulations of the law state, "free and unrestrained access to information of public interest shall be the rule and limitation of access shall be the exemption." It allows for any person to ask for information from public authorities and state companies. The authorities must respond in 10 days. There are exemptions for national security, public safety and public order, deliberations of authorities, commercial or financial interests, personal information, proceedings during criminal or disciplinary investigations, judicial proceedings, and information "prejudicial to the measures of protecting the youth." Those denied can appeal to the agency concerned or to a court. Public employees can be disciplined for refusing to disclose information.

Authorities must also publish a wide variety of basic information about their structures and activities including their register of "documents in the public interest".

There is concern (ref: <http://www.freedominfo.org/countries/survey2004/ro>)

[mania.htm](#)) about the implementation of the law. The Association for the Defense of Human Rights in Romania-Helsinki Committee (APADOR-CH) sued Prosecutor-General Joita Tanase in June 2003 after he refused to follow a court decision to release a report on the number of wiretaps in Romania.

Data Protection/Privacy legislation.....

The law on the **Protection of Persons concerning the Processing of Personal Data** and the Free Circulation of Such Data was enacted in 2001. The basic law is complemented by recent additions such as law no. 55, (O.J. no.244/23.03.2005), which ratifies the Additional Protocol to The Convention for the Protection of Individuals with regard to automatic processing of personal data, referring to control authorities and cross-border data flow. The original version was first adopted in Strasbourg on 18 November 2001.

By law no. 102 (O.J. no. 391/ 09.05.2005), a new **National Authority for the Supervision of Processing of Personal Data** has been established. Since December 2005, the Authority has significantly improved its administrative capacity by completing the recruitment of its 51 operational staff including legal, IT and budget experts. All of the data protection files previously kept by the Ombudsman have been handed over to the Authority. In general, Romania now (ref: "Romania [Monitoring Report](#)", May 2006.) has the legislation and administrative capacity in place to fully implement the Schengen Acquis.

eCommerce legislation.....

[Law no. 365 \(2002\) on electronic commerce](#) defines eCommerce and other basic concepts, such as electronic messaging or exchange of data over the Internet. It establishes who can start an eBusiness registered in Romania and how. It outlines taxation principles and regulates a number of other relevant issues with the aim of meeting EU recommendations. eTransactions involving software applications exempted from taxation, while any other material products, either imported or locally produced, will be subjected to generally applicable tax rules. According

to the 2005 EC Comprehensive Monitoring Report (ref: Romania [2005 Comprehensive Monitoring Report](#), European Commission, October 2005), however, further amendments are still needed to so as fully comply with the acquis.

eTaxation.....

The Ministry of Communications and Information Technology promoted in 2002 a Government Ordinance, which sets as an obligation of all the municipalities and cities in Romania the deployment of electronic systems for local tax collection. These systems provide to the citizens access to the relevant information on local taxes and offer a quick, fast and comfortable solution to pay the local debts. Law no. 291/2002 regarding the electronic payment of local taxes stipulates that the local public administration authorities have to take all the necessary measures to inform the citizens about the electronic payment of local taxes. According to the 2006 Monitoring Report ("Romania [Monitoring Report](#)", May 2006), "... only limited progress can be reported on Romania's preparations to be able to exchange information with EU Member States effectively as of accession. As regards preparations for the VAT Information Exchange System, VAT on e-services and the System for Exchange of Excise Data (SEED), significant additional delays occurred in setting up these systems, mainly due to the lack of preparations on the side of the Tax Administration. ...".

eCommunications legislation.....

In mid-1990 the Romanian government took the initial steps to reform and reorganise the telecommunications sector. A series of regulatory changes resulted in the creation of RomTelecom (RT) as a distinct entity from the former PTT (post and telecommunications). In 1996 a new telecommunications law was adopted. From 1996 to 2001 several institutional transformations were designed to simplify and better coordinate the process of privatising telecommunications. The Office of Competition was created 1998 and the Ministry for Communication and Information Technology in 2001.

On January 2002, the Government approved the Ordinance on access to the electronic communications networks and to the associated facilities, as well as their interconnection. Its provisions are organised around the following points of interest: defining new concepts related to electronic communications, rights and obligations of the operators, powers of the national regulatory authority and possibility for the regulatory authority to impose specific obligations on operators with significant market power. Special attention was paid to the obligations for unbundled access to the local loop: the regulatory authority may impose on the operator with significant power on the market for local loop the obligation to publish a reference offer for unbundled access to the twisted metal pair local loop. The total liberalisation of the telecom market on 1 January 2003 set the conditions for the availability of better and diversified services at lower costs for all citizens.

In July 2003, Law 304/2003 regarding the universal service and the users' rights related to the networks and electronic communications services came into force. The law implements principles such as the interdiction to grant any special or exclusive rights for the provision of directory services.

eSignatures/eIdentity legislation.....

The law on electronic signature was adopted in 2001, according to which an eSignature is to be granted the same legal status as a written one. This effectively puts electronic and printed data on an equal footing and allows electronic data to be admitted as evidence in court in the event of a dispute. The Ministry of Communications and Information Technologies (MCTI) is the authority in charge of the regulation of eSignatures. By Order no. 54 of The Minister of Communications and Information Technology, the procedure for approving, delaying and recalling the decision of accreditation of the certification services providers is also defined (OJ no.209/ 11.03.2005).

On the **ePayment** front, a recent amendment (January 2006) to an ordinance regulates electronic payments between government and citizens. As the

first stage of the [Ministry of Communication and Information Technology's](#) Electronic Pay-Office project, it allows for the electronic payment of fines, taxes and other fiscal obligations.

The introduction of an electronic identity card is being prepared.

eProcurement legislation.....

The Government Emergency Ordinance no. 40, as approved by law no. 237 (2005) modifying and completing the Government Emergency Ordinance no. 60/2001 on public procurements (OJ No. 430/20.05.2005), is in line with the EU Directives and the accession requirements.



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

This is partly covered by the law on the Protection of Persons concerning the Processing of Personal Data and the Free Circulation of Such Data (2001).

eGovernment Actors

Main roles and responsibilities for eGovernment development



National eGovernment.....

Policy/Strategy

The [Ministry of Administration and Interior](#) is the greatest "user" of eGovernment in the country and a policy contributor. The main policy and strategy producer however is the [Ministry of Communications and Information Technology](#) created in 2001. The Ministry defines the restructuring policies, coordinates the privatisation process in the ICT sector; is responsible for financing the main projects to make the transition of the Romanian society to an information society, promotes the development of Internet; is responsible for harmonizing the specific legislation with the provision of the European Union; authorises licenses in the ICT sector, establishes and collects taxes for licenses.

Coordination

The [Ministry of Communications and Information Technology](#), according to its mandate mentioned above, is also responsible for coordination of implementation of policies and strategies, along with subordinate agencies and departments. The main agency undertaking overall supervision on eGovernment projects is the **Inspectorate General**

of Communications and Information Technology (IGCTI). IGCTI, established under Decision no. 348 regarding its organisation and functionality (OJ 369/3.05.2005), has particular responsibility for three main eGovernment portals, namely [e-guvernare](#) (government portal), [e-licitatie](#) (e-procurement portal) and <http://www.autorizatiiauto.ro/> (vehicle registration and permits).

The **National Regulatory Authority for Information Technology and Communications (ANRC)** was established by law in July 2002. The tasks assigned to this authority include the elaboration and adoption of regulations and also their enforcement. This consists of supervisory activities for compliance with the obligations provided in laws, regulations and general authorisations or individual licenses. ANRC is independent from operators, service providers and equipment suppliers. The regulatory function is to be structurally separate from activities associated with the exercise of rights deriving from the state's position as a shareholder in communications companies. ANRC also performs regulatory functions for the postal services sector.

Another important agency is the Ministry Unit which coordinates the [Knowledge-Based Economy](#) project, which will offer advanced eGovernment applications.

Implementation, Support

Implementation and support is centrally managed by the [Ministry of Communications and Information Technology](#) through private sector contractors.

Electronic Certification

The Ministry of Communications and Information Technology is. According to Law no.455/2001 regarding electronic signature, the **National Regulatory and Supervision Authority (ARS)** has the role of registering and monitoring the providers of

certificate services. The authority is obliged to keep online records of providers of such services, available through its web pages.



Audit/Assuarance

This role is undertaken by the Ministry of Communications and Information Technology.

Data Protection

There is a new **National Authority for the Supervision of Processing of Personal Data**. Since December 2005, the Authority has significantly improved its administrative capacity by completing the recruitment of its 51 operational staff including legal, IT and budget experts. All of the data protection files previously kept by the Ombudsman have been handed over to the Authority. Adequate human, financial and technical resources are now in place to allow the Authority to perform its duties. Parliament has not yet appointed a Vice President to the Authority and there is no electronic register of data protection files, however.

Regional & Local eGovernment.....

Regional and local administrations have limited web presence in Romania. One important development is the "Sole-Central Permit" system and its administration, a one-stop service for issuing all certificates required for a building permit operated by some Local Councils. It is expected that more local actors will emerge in the future resulting from further development of these regions.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Vasile Blaga

Job title: Minister of Administration and Interior

Picture:



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

Name: Zsolt Nagy

Job title: Minister of Communications and Information Technology

Picture:



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Other eGovernment executives.....

Name: Nețjin Aurel

Job title: Secretary of State for Information Technology

Picture:



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Name: Diana Voicu

Job title: Director: "Knowledge Based Economy" Project

Picture: Not Available

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eGovernment Infrastructure

Main eGovernment infrastructure components

eGovernment Service Delivery.....

Following the UN classification of eServices into five stages, Romania appears as having the following utilisation rates for 2005 (ref: United Nations: "Global eGovernment Readiness Report 2005"):

Stage of eService	Percent utilisation (%)
I: Emerging	100
II: Enhanced	82
III: Interactive	79
IV: Transactional	20
V: Networked	26
TOTAL	60.95

These rates amount to a global rank of 28 out of a total of 191 countries, placing it behind countries such as the US (1), Singapore (2) and Belgium (23) and ahead of Member States such as Italy (30), France (33) and Greece (50).

Network.....

The UN Telecommunication Infrastructure Index (ref: United Nations: "Global eGovernment Readiness Report 2005") for 2005 amounts to 0,189, which is worldwide ahead of countries such as Brazil (0,164), Mexico (0,149) and China (0,124) and behind Bulgaria (0,252), Croatia ((0,302) and all the Member States.

The construction of a national network linking all local and central government information systems is underway. Due to lack of network and Internet services penetration, info-kiosks and "tele-centres" have been installed throughout the country for all

citizens. Of those, only 500 have been set up in rural areas.

Portal.....

The eGovernment portal [e-guvernare](#) was launched in September 2003, providing a one-stop shop to public services online, and incorporating a transactional platform. Users can register for interactive and transactional services. Links to all departments of central and local government are also included.

Regarding services, there are 7 fully online interactive services and 200 administrative forms which can be downloaded, filled-in, signed and submitted electronically to the appropriate authority.

eIdentification infrastructure.....

The **National Person Identity System** is a large project of the Ministry of Administration and Interior under development concerning the computerised record of civil status for all citizens. Modules include the Civil Information System, the Identity Card System, the Passport system, the Driving Licence and Car Registration system and the Personal Record System). Of those, the **Civil Information System** concerns issuance and renewal of civil information and documents for Romanian citizens, such as birth certificates, marriage certificates, death certificates and others.

eProcurement infrastructure.....

The Romanian eProcurement system, [e-licitatie](#), was launched in March 2002 in a bid to improve transparency and control of the public procurement process, offer better access to public contracts and decrease bureaucracy. Since its launch, the new system has assisted in the award of over 470000 contracts through an on-line auction process. This has resulted in considerable savings for public authorities, estimated to be in the region of €178 million.

The initial pilot project, developed by the Ministry of Communications and Information Technology, included 159 public authorities and seven product categories. The now extended system manages the on-line auction of over 1000 public authorities and more than 82 product categories. Created by a young team of IT specialists, the system simplifies procedures for both suppliers and purchasing agencies. The main modules available at this stage are: procuring / bidding in simple and complex auctions, catalogue definition, catalogue-based acquisitions, document and user's profile management, transactions management. e-licitatie has received international recognition for its achievements. It was awarded the [eGovernment good practice label](#) at European level and the extended version of the system was one of the finalists in the [2005 eEurope Awards](#). It also received the Golden Link 2005 prize for "most innovative solution" in the "Civil Government" section.

Knowledge Management infrastructure

There is no specific knowledge management structure in place, but the recently initiated the [Knowledge-Based Economy](#) project will contribute in this direction.

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 Public Finance
Website:	http://formulare.e-guvernare.ro/Forms/default.aspx
Sophistication stage:	3/4
Description:	Forms may be signed electronically according to the legislation in force and sent to the addressed agencies through electronic means that guarantee the delivery. Also, payment of local taxes via Internet, is currently used in 50% of the Romanian municipalities.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour, Social Solidarity and Family, Electronic Service for Job Mediation (Serviciul Electronic de Mediere a Muncii, SEMM)
Website:	http://www.anofm.ro , http://www.semm.ro (site temporarily offline, under maintenance, found on last access on 7 Sept. 2006)
Sophistication stage:	2/3
Description:	The online job search has been available since 2002 and operates under the National Agency for Occupation and Labour (ANOFM). Another service is being prepared by the e-job project of the Ministry of Communication and IT under the address: http://e-job.mcti.ro , which is however not operational at present (Last revision on 7 Sept. 2006).

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry of Labour, Social Solidarity and Family, National Agency for Occupation and Labour (ANOFM)
Website:	http://www.mssf.ro , http://www.anofm.ro
Sophistication stage:	1/4
Description:	Online information and some forms to download about un-employment insurance and benefits procedures.

b. Family allowances

Responsibility:	Central Government, Ministry of Labour and Social Security, Department and Social Assistance and Family Policy
Website:	http://www.mmssf.ro , http://sas.mmssf.ro
Sophistication stage:	1/4
Description:	Online information.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, National House for Health Insurance
Website:	https://formularunic.e-guvernare.ro
Sophistication stage:	2/4
Description:	Online information, forms and transactions, enabled by Public Finances Minister's order no 281/10.02.2004. A project for a "Computerised System for Health Insurance" in Romania (SIUI) is underway and is expected to raise the level of service when in operation.

d. Student grants

Responsibility:	Central Government, Ministry of Education and Research
Website:	http://www.edu.ro
Sophistication stage:	1/4
Description:	Online information.

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

Responsibility:	Central Government, Ministry of Administration and Interior, Romanian National Police
Website:	http://www.mai.gov.ro/ , http://www.juridicaonline.ro
Sophistication stage:	1/3
Description:	Online information and some forms to start the process of obtaining or renewing a passport. The passport regime in the country is defined by Government Ordinance no. 65/1997, approved with amendments and supplements by Law no. 216/1998, with subsequent amendments and completions. The service will become part of the currently developed National Person Identity System .

b. Driving license

Responsibility:	Central Government, Ministry of Administration and Interiors
Website:	http://permiseauto.e-licitatie.ro/
Sophistication stage:	3/4
Description:	Online service available for driving licences on a pilot basis. The service will become part of the future National Person Identity System .

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

Responsibility:	Central Government, Ministry of Administration and Interior, Road Authority of Romania
Website:	http://www.autorizatiiauto.ro
Sophistication stage:	2/4
Description:	Registration with forms to download. The service will become part of the future National Person Identity System .

6. Application for building/planning permission

Responsibility:	Local Public Administration
Website:	N/A
Sophistication stage:	0/4
Description:	Building permits are issued by the local public administration. Only a part of them have an Internet presence. Before a building permit is issued, there is a set of other certifications such as the "Certificate of Urbanism" obtained by other administrations. Some Local Councils have developed the "Sole-Central Permit", a one-stop service for issuing all certificates.

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

Responsibility:	Central Government, Ministry of Administration and Interior, Romanian National Police
Website:	http://www.politiaromana.ro
Sophistication stage:	1/3
Description:	There is information but no online service at present.

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

Responsibility:	Central Government, Ministry of Culture and Religious Affairs, Department for Libraries and Written Culture, County Councils
Website:	http://www.cultura.ro
Sophistication stage:	1/3
Description:	Online catalogue search and reservation facilities are not offered by public libraries such as the National Library. Libraries such as the University Central Library "Eugen Todoran" and the Polytechnic University of Timisoara , offer a full list of eServices.

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

Responsibility:	Central Government, Ministry of Administration and Interior
Website:	http://www.mai.gov.ro/
Sophistication stage:	1/3
Description:	At present there is no online service. It is expected, as part of the Knowledge-Based Economy project, that the recently initiated Civil Information System , itself part of the National Person Identity System , will allow issue and renewal of civil information and documents for Romanian citizens (birth certificates, marriage certificates, death certificates).

10. Enrolment in higher education/university

Responsibility:	Central Government, Ministry of Education and Research
Website:	http://www.edu.ro
Sophistication stage:	3/4
Description:	Online university registration is possible.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of Administration and Interior, National Person Identity System.
Website:	http://www.mai.gov.ro
Sophistication stage:	1/3
Description:	Information online but no online registration facility yet. The new e-address project implemented by the Ministry of Communication and IT aims to make the service fully available online.

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

Responsibility:	Central Government, Ministry of Public Health
Website:	http://www.ms.ro
Sophistication stage:	1/4
Description:	Information is available but no online service

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, National House for Pension and other Insurance Rights
Website:	https://formularunic.e-guvernare.ro/
Sophistication stage:	3/4
Description:	The form "Declaration regarding the payment obligations towards social insurance budget" belongs to the "Unique forms" supported by the eGovernment portal, e-guvernare and enabled by Public Finances Minister's order no 281/10.02.2004.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Public Finance
Website:	https://formularunic.e-guvernare.ro
Sophistication stage:	3/4 (At present, service is available to large taxpayers only.)
Description:	Online submission of tax forms is available as form "Declaration regarding the profit tax", supported by the eGovernment portal, e-guvernare and enabled by Public Finances Minister's order no 281/10.02.2004.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Public Finance
Website:	https://formularunic.e-guvernare.ro
Sophistication stage:	3/4
Description:	Online submission of VAT forms is available as form "Deduction regarding VAT", supported by the eGovernment portal, e-guvernare and enabled by Public Finances Minister's order no 281/10.02.2004.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Justice, National Trade Register
Website:	www.just.ro
Sophistication stage:	1/4
Description:	Online information and some downloadable forms. Law No. 359 (2004) provides the list of assistance services to be supplied by the trade register's offices to individual entities, family associations and legal entities in order to guide them in the registration procedure. It also provides for simplified ways of granting the Unique Registration Code (CUI) for companies and stipulates that the registration process should be complete within 3 days.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Institute of Statistics
Website:	www.insse.ro
Sophistication stage:	2/3
Description:	The electronic collection system of statistical data e-statistica.ro has been in operation since 2004 and is accessible through the eGovernment portal e-quvernare and the National Institute of Statistics page, although connection failures are frequent (September 2006).

6. Customs declarations

Responsibility:	Central Government, Ministry of Public Finance
Website:	http://www.e-quvernare.ro/Default.aspx?LangID=4
Sophistication stage:	3/4 (service not universally available)
Description:	The online customs declarations service allows declarations to be filled in online for all types of companies and agents that perform activities in this sector. The service insures authentication of users through digital certificates. The next stage of development of the online customs declarations service will allow electronic payments through banks, which offer remote payment services. This service functions in a restricted access regime.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Environment and Waters Management, Environmental Protection Authority (EPA)
Websites:	http://www.mmediu.ro
Sophistication stage:	1/4
Description:	Online information and necessary documents can be downloaded.

8. Public procurement

Responsibility:	Central Government, The General Inspectorate for Communications and Information Technology (IGCTI)
Website:	www.e-licitatie.ro
Sophistication stage:	4/4
Description:	N/A

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

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