

Poland

Polska



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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 Poland. 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): 38,157,1 inhabitants (2006)

GDP at market prices: 243.764,8 million Euros (2005)

GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100): 49,8 (2005)

GDP growth rate: 3,5% (2005)

Inflation rate: 2,2% (2005)

Unemployment rate: 17,7% (2005)

Government debt/GDP: 42,0% (2005)

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

Source: [Eurostat](#)

Area: 313.000 km²

Capital city: Warsaw

EU Official Languages: Polish

Currency: Zloty

Source: [Europa website](#)

Political Structure.....

Poland is a Parliamentary Republic based on the Constitution of 1997.

The bicameral Parliament is elected every 4 years. The Lower House or Diet ([Sejm](#)) is made up of 460 members elected by proportional system (5% threshold for parties; 8% for blocks). The Upper House or Senate ([Senat](#)) is made up of 100 elected members (majority voting system).

Poland's Head of State is the [President of the Republic](#), elected for a five-year term (universal suffrage; ballot system) and allowed to serve for two consecutive terms. The President of the Republic appoints the

[Prime Minister](#) and, upon recommendations of the Prime Minister, appoints and revokes the Ministers who constitute the Government. The Government and its programme then need to receive votes of confidence by an absolute majority of the Parliament. Once in place, the Government is responsible for conducting the Republic's internal and external policy.

Poland has a three-tier structure of local government, with 16 regions or 'voivodeships' (Województwa), 315 counties or districts (powiaty), and around 2,500 municipalities (gminy). Local government is carried out by councils elected every 4 years at every level. A regional Governor (Voivode) represents the government and the state administration in each

voivodeship. Governors act as "supervisors" of regional government but real power belongs to elected assemblies and to their chairmen who are the regions' chief executives.

The [Constitution of the Republic of Poland](#) was adopted on 2 April 1997 and took effect on 17 October 1997.

Poland became a member of the European Union on 1 May 2004.

Current Head of State: President Lech Kaczynski, elected on 23 October 2005).

Current Head of Government: Prime Minister Jaroslaw Kaczynski (nominated on 10 July 2006).

Information Society indicators.....

Percentage of households with Internet access: 36% (2006)

Percentage of enterprises with Internet access: 85% (2004)

Percentage of individuals using the Internet at least once a week: 36% (2006)

Percentage of households with a broadband connection: 22% (2006)

Percentage of enterprises with a broadband connection: 46% (2006)

Percentage of individuals having purchased/ordered online in the last three months: 9% (2006)

Percentage of enterprises having received orders online within the previous year: 9% (2006)

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

obtaining information 4,7%, downloading forms 3,8%, returning filled forms 2,0% (2006)

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

obtaining information 50%, downloading forms 47%, returning filled forms 56% (2006)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

January 2007.....

- ▶ Poland is in the process of developing a new concept which could rival the use of eSignatures to access secure public and private on-line services. A project proposing the use of the SIM cards used in mobile phones to identify users of on-line services is due to be completed in March 2007.
- ▶ The Polish Ministry of the Interior and Administration has announced plans for the development of the national IT infrastructure from 2007-2010. These include the provision of a number of new services aimed at making it possible for all Polish taxpayers to submit their tax declarations electronically by 2012.
- ▶ The Polish tax authorities have introduced eight new eTax declaration forms, available to certain Polish taxpayers as of 1 December 2006. At present, these new services are only available to large corporations. They are, however, expected to be made available to all companies, including small and medium-sized enterprises, in 2008.

December 2006.....

- ▶ The Polish Government is planning to offer free internet connections to disadvantaged members of society in a bid to ensure that all citizens can have equal access to the constantly growing array of public services now available on-line.
- ▶ Residents of the Polish city of Warsaw will soon have the chance to check if the city councillors they voted for in municipal elections are keeping their electoral promises. Thanks to a new electronic voting system, City Hall meetings will soon be more transparent for ordinary people.

- ▶ The city of Katowice in Poland has taken a step closer to providing eGovernment services for its citizens by installing a range of new facilities aimed at making it easier to access the city's administrative services from a distance.
- ▶ The Polish government is planning to use an electronic system called 'Electoral Platform' to help with the counting of votes in this year's municipal elections. The 'Electoral Platform' system was first used in Poland in 2004 for the elections to the European Parliament – the first European elections in Poland following its official accession to the EU in May 2004. The following year, the system was extended for use in the national Parliamentary and Presidential elections. This year's municipal elections are the final level in the development of the 'Electoral Platform' system.

November 2006.....

- ▶ By the second quarter of 2007, residents of the Polish city of **Krakow**, as well as tourists visiting the city, will have access to free wireless internet connection in most parts of the city centre.
- ▶ By the end of 2007, every Polish citizen should have an electronic patient card, linking up to an integrated electronic system, to replace the traditional paper files kept separately in each medical centre.

October 2006.....

- ▶ The Polish region (Voivodship) of Pomorskie launched its brand new internet portal, on 4 October 2006. Including a wealth of useful information for citizens and visitors alike, the

new portal offers a first point of contact for anyone interested in the region. The Pomorskie web portal is addressed to all those who are interested in the region but also to Pomorskie Voivodship citizens, investors and companies doing or planning to do business in the region. Apart from information about things like history, education, health or sport, visitors also have the possibility of avoiding tiring and time-consuming visits to the region's administrative offices.

- ▶ On 4 September 2006, the Regional Parliament (Sejmik) of the Mazowieckie Voivodship (region) became the first in Poland to adopt a regional strategy for the development of the information society – the **Strategy for Regional eDevelopment of the Mazovia Region 2007-2013**. This is also the first strategy in Poland to comply with the **European Regional Information Society Association (ERIS@)** guidelines.

April 2006.....

The city of Gdansk has become the first Polish city to introduce electronic tickets for public transport. An agreement signed between the Mayor of Gdansk, the Ministry of Transport and the company, eMax, on 1 April 2006, marked the official go-ahead for the production of the new eTickets.

March 2006.....

An on-line system allowing Polish citizens to sign on for unemployment benefit and register for government employment services was accepted by the State Office for Employment in February 2006.

February 2006.....

- ▶ The Polish government has announced its intention to change the way in which tax declarations are made, shifting the burden of filling out the tax form from the citizen to the State. The new rules, which will come into force in 2008, will also make eCommunication the

primary means for the exchange of information between the State and taxpayers.

- ▶ The Polish government has announced plans to introduce electronic tagging of prisoners by 2007. It is hoped that the new system, already used in the UK and Belgium, will help alleviate overcrowding in prisons and reduce costs.
- ▶ The Polish government has voted a law authorising public administrations to communicate with citizens by e-mail. This new law, which will come into force on 7 February 2006, aims to facilitate and simplify certain administrative procedures.

May 2005.....

The Polish Ministry of Finance recently unveiled plans for the introduction of eTax filing services. Priority will be given to corporate taxpayers, who will be able to file tax returns and pay taxes online as of 2006.

April 2005.....

The Polish Ministry of Finance unveils **plans for the introduction of eTax filing services**. Priority will be given to corporate taxpayers, which will be able to file tax returns and pay taxes online as of 2006. The full implementation of eTax services for citizens is planned to take place in 2012.

February 2005.....

The Sejm (lower chamber of Parliament) adopts the **Act on Computerisation of the Operations of the Entities Performing Public Tasks**. The Act sets up horizontal/infrastructure programmes for all sectors of public administration and establishes a common interoperability framework for IT systems in the Polish public sector. The Act came into force on 21 July 2005.

October 2004.....

The Council of Ministers adopts [eGovernment Action Plan for 2005-2006](#), aimed at implementing

eGovernment in Poland, both at central and regional level.

January 2004.....

- ▶ A new [Law on Public Procurement](#) is adopted, enabling the development of eProcurement systems for Polish public administrations and allowing the use of electronic auctions for contracts up to € 60.000.
- ▶ The Council of Ministers adopts [ePoland - The Strategy on the Development of the Information Society in Poland for the years 2004-2006](#), prepared by the Ministry of Science and Information Society Technologies.

December 2003.....

The Council of Ministers adopts the **National Strategy for the Development of Broadband Access to the Internet for the years 2004-2006**, prepared jointly by the Ministry of Infrastructure and the Ministry of Science and Information Society Technologies.

July 2003.....

Launch of the [Public Information Bulletin](#) (BIP) (official electronic journal on public information) in accordance with the Act on Access to Public Information.

June 2003.....

Deployment of CELINA, a **customs declaration entry processing system** supporting communication between businesses and Customs Administration. The system provides fully electronic custom procedure and enables the submission of electronic declarations. It is nominated for the European eGovernment Awards at the Como Conference in July 2003.

April 2003.....

Establishment of the **Ministry of Science and Information Society Technologies**. The new Ministry takes over from the previous State Committee for Scientific Research and is responsible for Information Society and eGovernment.

December 2002.....

- ▶ Launch of the [Polish Internet Library](#), providing online access to over 10.000 books of Polish literature.
- ▶ Publication of the **eGovernment document [Wrota Polski](#)** ('Gateway to Poland'), which proposes the creation of an integrated platform for the provision of public services online.

July 2002.....

- ▶ Adoption of the **Act on Providing Services by Electronic Means**.
- ▶ Adoption of the **Act on the Protection of Certain Services provided by electronic means**. This act implements Directive 98/84/EC on legal protection of services based on or consisting of conditional access.
- ▶ The Minister of Science becomes responsible for the information technology sector.

June 2002.....

Adoption of a manifesto entitled [Polski eGovernment 2005](#) (Polish eGovernment 2005). The document calls for giving increased political priority to the development of eGovernment in the country and proposes a set of 10 targets to be achieved by the end of 2005.

September 2001.....

- ▶ Adoption of the [Act on Electronic Signatures](#).

- ▶ The Council of Ministers adopts the [ePoland Action Plan for the Information Society Development in Poland for the years 2001-2006](#). The plan provides the detail of the actions to implement in order to reach the objectives of the Information Society strategy and of the eEurope+ Action Plan. eGovernment is one of the main elements of the action plan.
- ▶ Adoption of the **Act on Access to Public Information**.

June 2001.....

Publication of the [eEurope+Action Plan](#) for the development of the Information Society in the EU Candidate Countries. The plan was prepared by the Candidate Countries with the assistance of the European Commission.

2000 and before.....

In November 2000, the strategy document [Aims and Directions of the Information Society Development in Poland](#) was published. One of the strategic objectives consists in using ICT to help establishing open, transparent, citizen-friendly structures of public administration and ensure greater efficiency of the public sector.

eGovernment Strategy

Main strategic objectives and principles



The Polish eGovernment strategy and action plan are laid down in the documents [Aims and directions of Information Society Development in Poland](#) of November 2000, [ePoland - The Strategy on the Development of the Information Society in Poland for the years 2004-2006](#) adopted in January 2004, and [eGovernment Action Plan for 2005-2006](#) adopted in October 2004.

The Strategic goals of the ePoland strategy 2004-2006 were:

- ▶ To contribute to a knowledge-based economy development.
- ▶ To improve citizen's quality of life.

The Objectives of the ePoland strategy 2004-2006 were:

- ▶ to provide affordable, fast, and secure Internet access to all citizens and businesses.
- ▶ to develop broad and valuable range of on-line content and services.
- ▶ to achieve widespread ICT literacy.

To reach these objectives, four priorities have been set:

1. Provision of broadband Internet for all schools.
2. Development of the 'Gateway to Poland' - an integrated platform for e-government services.
3. Development of Polish content on the Internet.
4. Universal access to ICT training.

The monitoring reports on the implementation of the ePoland Information Society strategy show insufficient progress of the development of electronic services in Poland. According to the fifth benchmarking survey conducted for the European Commission in autumn 2004, the level of sophistication of online public services reached 37% in Poland, and full availability reached 8%, which leaves Poland at the end of the EU-25 ranking.

The eGovernment document [Wrota Polski](#) ('Gateway to Poland'), published in December 2002, announces the creation of an integrated information system supporting the provision of electronic public services. The Gateway to Poland was updated with a concept of ePUAP in 2005.

The Ministry of Science and Information Society Technologies signed Framework Agreements with the regional authorities of Podlasie, Malopolska, Opole and Pomerania for the development of regional gateways. The Malopolska Gateway has already offered 50 services online, and the number reached 100 at the end of 2005. At the beginning of 2005 the electronic signature was implemented in the Malopolska Gateway.

Thanks to the Public Information Bulletin, public information of communities, provinces, city offices, and central administrations will be available on the Internet. Thanks to already functioning regional projects of 'Gateways', citizens can settle procedures electronically, as well as use data resources and find information about events taking place in their region.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

Act on Informatization of the Operations of the Entities Performing Public Tasks

The Act was adopted by the Sejm (lower chamber of Parliament) on 17 February 2005 and came into force on 21 July 2005. The Act sets up horizontal/infrastructure programmes for all sectors of public administration and establishes a common interoperability framework for IT systems in the Polish public sector.

This law is essential for:

- ▶ Standardization & interoperability of public administration systems (minimal standards / interoperability frameworks).
- ▶ Front & back office integration of public administration systems.
- ▶ Gives citizens & business the right to contact public authorities electronically.
- ▶ Supervising & supporting IT projects in public central and local administration.
- ▶ Multi annual Strategic Plan of IT implementation (horizontal & sectoral projects) in Poland (in the 2007-2013 National Development Plan context).

Freedom of Information legislation.....

Act on Access to Public Information

The Law on Access to Public Information was adopted on 6 September 2001 and went into effect in January 2002. The Act allows anyone to demand access to public information held by public bodies, private bodies that exercise public tasks, trade unions and political parties. The bodies must respond within 14 days. There are exemptions for official or state secrets, confidential information, personal privacy and business secrets. Appeals are made to a court. Parliament is currently discussing amendments that would create an

independent commission to enforce the Act. Public bodies are required to publish information about their policies, legal organization, principles of operation; contents of administrative acts and decisions, and public assets. The law requires that each create a Public Information Bulletin to allow access to information via computer networks.

Data Protection/Privacy legislation.....

Act on the Protection of Personal Data

Adopted on 29 August 1997 and subsequently amended on 1 January 2004, 1 March 2004, 1 May 2004.

eCommerce legislation.....

Act on Providing Services by Electronic Means

Adopted on 18 July 2002

Act on Protection of Certain Services Provided by Electronic Means

Adopted on 5 July 2002

Act on Electronic Payment Instruments

Adopted on 12 September 2002

eCommunications legislation.....

Telecommunications Law

The Telecommunications Law, transposing the new EU regulatory framework for electronic communications, was adopted in July 2004 and came into force on 3 September 2004. A significant amount of secondary measures are needed to ensure full transposition and effective application of the directives remains to be

adopted, and are currently being prepared by the Ministry of Infrastructure.

In 2006, the Ministry of Transport, together with the Office of Electronic Communications, prepared a "big" Amendment to Telecommunications Law. It is comprised of provisions that upgrade regulative process in telecommunications, better adjust national provisions to EU regulations and consists of suggestions for provisions to fight unsolicited email ("spam"). The bill introduces new pro-consumer regulations, especially within the scope of solutions to settle arguments between telecommunication operators and consumers.

The Act of 29 December 2005 on amending Telecommunications Law and the Code of Civil Procedure has been passed by the Parliament.

eSignatures legislation.....

[Act on Electronic Signatures](#)

Adopted on 18 September 2001, the Act on Electronic Signatures is compliant with the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)).

eProcurement legislation.....

[Act on Public Procurement](#)

The new Law on Public Procurement was adopted on 29 January 2004 and entered into force on 1 March 2004. Among other things, the new Law enables the development of eProcurement systems for Polish public administrations, allows the use of advanced electronic signatures in submission of tenders and the use of electronic auctions for contracts up to € 60.000.

The new EU public procurement directives ([2004/17/EC](#) and [2004/18/EC](#)) are expected to be implemented in the second half of 2005.

Re-use of Public Sector Information (PSI)

Poland has notified full transposition of EU Directive [2003/98/EC](#) of 17 November 2003 on the re-use of public sector information (PSI) into national law.

Status of transposition of PSI-directive:

Poland has notified full transposition.

Existing legislation:

[Ustawa z dnia 14 czerwca 1960 r. Kodeks postępowania administracyjnego, nr. 98/1071, 14.06.1960](#)

[Code of Administrative procedure, nr. 98/1071, 14.06.1960](#)

[Ustawa z dnia 6 września 2001r. o dostępie do informacji publicznej, nr. 112/1198, 06.09.2001](#)

[Access to public information, nr. 112/1198, 06.09.2001](#)

[Konstytucja Rzeczypospolitej Polskiej, nr. 78/483, 02.04.1997](#)

[The Constitution of the Republic of Poland, nr. 78/483, 02.04.1997](#)

[Ustawa z dnia 2 lipca 2004 r. o swobodzie działalności gospodarczej, nr. 173/1807, 02.07.2004](#)

[Freedom of Economic Activity, nr. 173/1807, 02.07.2004](#)

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

[Ministry of Interior and Administration](#)

Ministry of Interior and Administration is responsible for devising the Polish eGovernment policy/strategy and for overseeing its implementation. The Ministry is responsible for the development and management of central ICT infrastructure, networks and systems in public administration, as well as for establishing IT standards and supervising and supporting IT projects in central and local government. The Ministry is responsible for co-ordination with regards to implementation of the structural funds in the field of Information Society, programming of the structural funds, promotion of the Information Society and support for the creation of digital contents on the Internet.

Coordination

[Ministry of Interior and Administration](#)

Implementation

1. [Ministry of Interior and Administration](#) for national eGovernment infrastructure projects.
2. [Ministries](#) and Governmental [Agencies](#) for departmental projects.

Support

1. [Ministry of Interior and Administration](#) is responsible for the [Public Information Bulletin](#) (*Biuletyn Informacji Publicznej – BIP*), the official electronic journal providing access to public information. It operates on the basis of the Act on Access to Public Information. Information is distributed through system of web information pages of central and local administration authorities, designed in a uniform layout and with common content guidelines. The Ministry of Interior and Administration is also responsible for the exploitation of the PESEL Register (General Census Electronic System), which is the main reference database for individuals. The Law on the census (registration of inhabitants) and identity cards in Poland regulates all aspects of collecting, storing and distributing data from PESEL.
2. [Ministry of Transport](#)
Responsible for the design and implementation of the state telecommunication policy and broadband strategy, it covers a range of economic aspects, including the development of the market for needs of the Information Society, policy of standardisation associated with telecommunication technology and necessary legislation.

Audit/Assurance

Supreme Chamber of Control

The Supreme Chamber of Control (NIK) is the organ of state audit in Poland. It monitors the execution of the state budget and the monetary policy guidelines, and undertakes audits on order of the Parliament or its bodies.

Data Protection

Inspector General for the Protection of Personal Data

The duties entrusted to the Inspector General for The Protection of Personal Data comprise, in particular, supervision over ensuring the compliance of data processing with the provisions on the protection of personal data; issuing administrative decisions and considering complaints with respect to the enforcement of the provisions on the protection of personal data; keeping the register of data filing systems and providing information on the registered data files, as well as initiating and undertaking activities to improve the protection of personal data.

Regional & Local eGovernment.....

Strategy

Regional and local authorities

Regional strategies regarding development of eGovernment services are designed at the regional level in accordance with the national strategy.

Coordination

Ministry of Interior and Administration

The Ministry of Interior and Administration is responsible for the co-ordination of actions undertaken at regional level.

Implementation

Regional and local authorities

Support

Ministry of Interior and Administration

The Ministry of Interior and Administration provides support to the implementation through trainings, seminars and consultations.

Audit/Assurance

Supreme Chamber of Control

Audit of local and regional authorities is provided by the Supreme Chamber of Control (NIK).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Janusz Kaczmarek

Job title: Deputy Prime Minister, Minister of Interior and Administration

Picture:



Contact details:

[Ministry of Interior and Administration](#)

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Source: <http://www.mswia.gov.pl/>; <http://www.mswia.gov.pl/portal/pl/2/4452/>

Name: Grzegorz Bliźniuk

Job title: Undersecretary of State

Picture:



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Source: <http://www.mswia.gov.pl/>

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

Name: Marek Słowikowski

Job title: Director of the Department for Informatization, Ministry of Interior and Administration

Picture: No picture available

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Source: <http://www.mswia.gov.pl/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal.....

There is currently no central eGovernment portal in Poland, but the creation of such a portal providing access to public sector information and services for both citizens and businesses is a key project under development. The **ePUAP** (Electronic Platform for Public Services) will consist of an integrated platform supporting a number of interactive services, with user identification/authentication, electronic case handling and ePayments when needed. The 'ePUAP' project is the first attempt of practical accomplishment of European Union recommendations, stated in the programme 'eEurope 2005'. The aim of ePUAP is to turn the concept of 'Gateway to Poland' adopted in 2002 into a precise and systematic plan to introduce a full functionality of electronic service delivery at national level. The project assumes availability of 19 services for citizens and 9 for companies. To use these services the electronic signature will be needed. According to the estimates of the Ministry of Science and Information Society Technologies, the cost of the project will amount to 1 billion PLN (approximately EUR 250 million).

Network.....

A nationwide network linking central government departments, offices and agencies, and local government, is under development.

STAP – a Secure Network for Public Administration – is planned to be developed. Its primary goals would be:

- ▶ To integrate existing public networks in order to minimize maintenance and service cost (phone, internet access, data transmission).

- ▶ To increase security.
- ▶ To enable application interoperability.
- ▶ To provide communication infrastructure for ePUAP.

eIdentification infrastructure.....

There is currently no central eIdentification infrastructure in Poland. The development of a 'Multifunctional Personal Document' (MPD) which could be used as an intelligent, PKI-ready smart card to replace the current plastic ID card is being studied. The electronic ID would be based on existing identification numbers and reference databases (PESEL for individuals and REGON for business). The Ministry of Interior and Administration is responsible for the MPD project. Necessary legislative changes form part of an identification documents development strategy.

eProcurement infrastructure.....

There is currently no central eProcurement infrastructure in Poland. At present public tenders are published on the website of the [Office of Public Procurement](#). In the future, the integrated information system for eGovernment service delivery ('Gateway to Poland') will include an eProcurement platform.

Knowledge Management infrastructure

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The 12 services for citizens are as follows:

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

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

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

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Ministry of Finance
Website:	http://www.mf.gov.pl/
Sophistication stage:	2/4
Description:	Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of eTax filing services. The introduction of interactive and transactional tax eServices for corporate taxpayers is due to start in 2006, while for citizens the system is to be fully operational by the end of 2012.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Economic Affairs and Labour
Website:	http://www.praca.gov.pl/
Sophistication stage:	4/4
Description:	The Labour Information Portal provides information for job seekers and employers. It provides access to a database of job opportunities across the country (system ePULS).

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry of Social Policy, Social Insurance Institution (ZUS)
Website:	http://www.zus.pl/
Sophistication stage:	1/4
Description:	Information and forms to download. The issues of unemployment are split between the Ministry of Economic Affairs and Labour and the Ministry of Social Policy, with some benefits covered by the Social Insurance Institution (ZUS). The Ministry of Economic Affairs and Labour manages the Labour Fund handling benefit claims in case of employer's insolvency or bankruptcy. Registration and benefits are administered and paid by county labour offices.

b. Family allowances

Responsibility:	Central/Local Government
Website:	http://www.zus.pl/
Sophistication stage:	2/4
Description:	Information only. Registration for family allowances and payments for eligible persons (based upon family's monthly net income per capita) are managed by local offices of government agencies or by employers, depending on the status of the claimant. Besides basic allowance there are various other benefits (e.g. for care of handicapped child or family member). The payments are done by employers or social insurance agencies.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Ministry of Health, National Health Fund
Website:	http://www.nfz.gov.pl/
Sophistication stage:	2/4
Description:	The National Health Fund was created under the law of 23 January 2003 on universal health insurance. It centralises the financial management of healthcare services. Persons covered by the general health insurance (on the compulsory or voluntary basis) are entitled to free healthcare services from healthcare providers who have signed contracts with the regional branches of the National Health Fund. The difference of prices of prescribed medicines purchased for a lump-sum or for 30/50% of the price of a medicine is settled between the health administration and pharmacies.

d. Student grants

Responsibility:	Central Government, Ministry of National Education and Sport
Website:	http://www.menis.gov.pl/
Sophistication stage:	2/4
Description:	Student grants (social, scientific, etc.) are managed by higher education institutions.

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

Responsibility: Central Government, Minister of Internal Affairs and Administration

Website: <http://www.mswia.gov.pl/>

Sophistication stage: 1-2/3

Description: Information only.

b. Driving license

Responsibility: Central Government, Ministry of Infrastructure, Department of Road Transport

Website: N/A

Sophistication stage: 1-2/3

Description: Information only.

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

Responsibility: Central Government, Ministry of Infrastructure, Department of Road Transport

Website: N/A

Sophistication stage: 1-2/4

Description: Information only.

6. Application for building/planning permission

Responsibility: Central Government/Regional and Local authorities

Website: N/A

Sophistication stage: 1-2/4

Description: Information only. Applications are handled by regional and local authorities.

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

Responsibility:	Central Government, of Internal Affairs and Administration, Police Headquarters
Website:	http://www.policja.gov.pl/
Sophistication stage:	1-2/3
Description:	Information only. Police forces are supervised by the Ministry of Internal Affairs and Administration. The scope of information and content varies among regional police forces.

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

Responsibility:	Central Government/Regional and Local authorities
Website:	http://www.mk.gov.pl/
Sophistication stage:	1-2/4
Description:	There is no centralised information and booking system for Polish public libraries. Only the National Library in Warsaw, State Archives and the biggest university libraries are equipped with electronic catalogues and search tools. A Polish Internet Library was launched in December 2002; whose aim is to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings as well as scientific publications and special editions for the blind by the end of 2008.

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

Responsibility:	Central Government, Local authorities
Website:	http://www.mswia.gov.pl/
Sophistication stage:	1-2/3
Description:	Information mostly. Some municipalities offer forms download.

10. Enrolment in higher education/university

Responsibility:	Central Government, higher education institutions
Website:	http://www.menis.gov.pl/
Sophistication stage:	1-2/4 (4/4 for some universities)
Description:	Information only. Some of the biggest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education and Sport is working on a national system for registering high school final marks and making them available for enrolment systems of universities.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Regional and Local authorities
Website:	http://www.mswia.gov.pl/
Sophistication stage:	1-2/3
Description:	Information only. Some local authorities provide forms for download.

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

Responsibility:	Central Government, Ministry of Health
Website:	http://www.mz.gov.pl/
Sophistication stage:	1/4
Description:	Information only. The National Health Fund has implemented a public information system of waiting list length and waiting times for health services at healthcare providers – available in all regional branches of the National Health Fund. Some healthcare providers have implemented appointment systems (mostly semi-interactive: the hospital has to call back the person who has filled in the form).

Sources: Sophistication ratings quoted in "[Online Availability of Public Services: How Is Europe Progressing?](#)" Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, 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, Social Insurance Institution (ZUS)
Website:	http://www.zus.pl/
Sophistication stage:	4/4
Description:	Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance
Website:	http://www.mf.gov.pl/
Sophistication stage:	2/4
Description:	Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of eTax filing services. The introduction of interactive and transactional tax eServices for corporate taxpayers is due to start in 2006.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance
Website:	http://www.mf.gov.pl/
Sophistication stage:	2/4
Description:	Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of eTax filing services. The introduction of interactive and transactional tax e-services for corporate taxpayers is due to start in 2006.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Justice, National Court Register
Website:	http://www.ms.gov.pl/
Sophistication stage:	2/4
Description:	Information only.

5. Submission of data to statistical offices

Responsibility:	Central Government, Central Statistical Office (GUS)
Website:	http://www.stat.gov.pl/
Sophistication stage:	3/3
Description:	The submission of data to regional statistical offices can be done using downloaded client program and on-line forms of national and INTRASTAT system.

6. Customs declarations

Responsibility:	Central Government, Customs Service
Website:	http://www.mf.gov.pl/sluzba_celna/
Sophistication stage:	4/4
Description:	Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and with non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using CELINA WEB-CEL (for standard procedures) and CELINA OPUS (for simplified procedures) subsystems, both constituting the customs gateway.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of the Environment
Websites:	http://www.cios.gov.pl/
Sophistication stage:	0-1/4
Description:	Information only.

8. Public procurement

Responsibility:	Central Government, Office of Public Procurement
Website:	http://www.uzp.gov.pl/
Sophistication stage:	3/4
Description:	The website of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine (simple and advanced search), database of contract awards and online tender publication system. Tender announcements may be uploaded onto the website by public administration.

Sources: Sophistication ratings quoted in ["Online Availability of Public Services: How Is Europe Progressing?"](#), Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006

European Commission - IDABC eGovernment Observatory

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

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

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