

September 2006

eGovernment in Croatia



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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 Croatia. 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): 4.443,9 inhabitants (2005)

GDP at market prices: 30.946,8 million Euros (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 45,9 (2003, estimated), 48,8 (2005, forecast)

GDP growth rate: 4,3% (2005)

Inflation rate: --% (2005)

Unemployment rate: 13,6% (2004)

Government debt/GDP: 44,2% (2004)

Public balance (government deficit or surplus/GDP): -5,2% (2004)

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

Area: 87.600 km²

Capital city: Zagreb

EU Official Languages: Croatian

Currency: Croatian Kuna (Kn)

Source: [Embassy of the Republic of Croatia in the US](#)

Political Structure.....

Since the adoption of the 1990 constitution, Croatia has been a democratic republic. Between 1990 and 2000 it had a semi-presidential system, and since 2000 it has a parliamentary system. The President of the Republic (Predsjednik) is the head of state, directly elected to a five-year term and limited by the Constitution to a maximum of two terms. In addition to being the commander-in-chief of the armed forces, the president has the procedural duty of appointing the prime minister with the consent of the parliament, and has some influence on foreign policy. Government in the Republic of Croatia is organised on the principle of the separation of powers into three branches:

legislative (the Parliament), executive (the President of the Republic, the Government) and judicial.

The Croatian Parliament (Sabor) is a unicameral legislative body of not less than 100 and not more than 160 representatives, all elected by popular vote to serve four-year terms. The plenary sessions of the Sabor take place from January 15 to July 15, and from September 15 to December 15.

The Croatian Government (Vlada) is headed by the Prime Minister who has 2 deputy prime ministers and 14 ministers in charge of particular sectors of activity. The executive branch is responsible for proposing legislation and a budget, executing the laws, and

guiding the foreign and internal policies of the republic.

Croatia has a three-tier judicial system, consisting of the Supreme Court, county courts, and municipal courts. The Constitutional Court rules on matters regarding the Constitution.

Croatia is a member of the United Nations, the Council of Europe, the Partnership for Peace and other organisations. On 18 June 2004, the European Council decided to grant Croatia the status of an official

candidate for membership of the European Union and scheduled accession talks for early next year.

Administratively, Croatia is divided into 20 counties (Croatian: županija) and the city district of the capital, Zagreb.

Current Head of State: Stjepan (Stipe) Mesic (President, since 18 February 2000)

Current Head of Government: Ivo Sanader (Prime Minister, since 9 December 2003)

Information Society indicators.....

eGovernment readiness ranking (Europe): 0,344 (2005)

[Highest: 0,9058 (Denmark), lowest: 0,1789 (Liechtenstein)]

Global eGovernment readiness ranking: 47 (2005)

[Highest: 1 (US), lowest: 191 (Zambia)]

Internet users index: 0,344 (Source: International Telecommunication Union, accessed 19 July 2005)

[Per 100 persons]

Telecommunication infrastructure index: 0,302 (2005)

e-Participation index / ranking: 0,1746 / 33 (2005)

[Highest global ranking: 1,00 / 1 (UK)]

Web measure assessment: 0,4423 (2005)

[An assessment of all UN member states' online presence through their national site, as well as five predetermined ministries along with associated and integrated portals. Highest: 1.00 (US)]

Source: Croatia is not required to supply complete data to Eurostat. As a result there are no values for the usual indicators contained in this factsheet. Instead, we quote similar indicators from the latest "[UN Global eGovernment Readiness Report](#)" (2005).

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

July 2006.....

A series of seminars for state administration employees on the use of Open Source Software starts in Zagreb, administered by the Central State Administrative Office for e-Croatia. The seminars belong to the Novell Readyness Cycle and are intended for clerks and administrators in information services of government bodies.

June 2006.....

The latest USAID/Croatia Operational Plan (13 June 2006) is to promote eGovernment as part of the Local Government Reform Programme. According to the plan, fifty local governments will introduce new eGovernment systems that offer increased transparency and that will also respond to the needs of businesses planning local investments.

April 2006.....

The Ministry of the Sea, Tourism, Transport and Development presents the [e-Crew](#) service at the "Croatian Boat Show" event. The service enables electronic registration of the crew and passengers on vessels intended for renting.

December 2005.....

The second phase of the **information-communication network for state administration (HITRONet)** implemented by the Financial Agency ([FINA](#)) enters its second phase of development, linking the regions: Osijek, Rijeka, Split, Pula, Zadar, Dubrovnik, Varaždin and Karlovac.

November 2005.....

The final proposal of the law on **Electronic Document (ED)** is adopted by the 17th session of the Croatian Parliament. In this way, legal procedures relating to the development, trade, use and storage of the information content of an electronic document are defined.

October 2005.....

The contract between the Republic of Croatia and the City of Zagreb on establishing the **Information Systems and Information Technology Support Agency, APIS-IT**, is signed in Zagreb at the Dverce Palace. The contract signatories were by Prime Minister Ivo Sanader and City Mayor Milan Bandic. Miroslav Kovacic, State Secretary of the Central State Office for e-Croatia and Martina Dalic, State Secretary of the Central State Office for Development Strategy were present at the endorsement.

May 2005.....

The Minister of Justice puts into operation digital land registers as well as the possibility of obtaining registered land certificates via the Internet. The event took place at the Land Registry Department of the Municipal Court in Zagreb. Digital land registers will be available as of Wednesday 11 May 2005 through the web address <http://www.pravosudje.hr> of the Ministry.

December 2003.....

The Croatian eGovernment strategy is set in the [e-Croatia 2007](#) Programme, based on the principles

and priorities outlined in the eEurope 2005 Action Plan. The e-Croatia strategy sets the objective of providing online access to key services in public administration, health, education and the justice system by 2007.

October 2003.....

The freedom of information law is adopted as the Act on the **Right of Access to Information** (Zakon O Pravu Na Pristup Informacijama).

September 2003.....

The eCommerce law, harmonised with Directive 2000/31/EC is approved by the government.

July 2003.....

The new **Telecommunication Act** is adopted, but full harmonisation with the new EU eCommunications framework is still pending.

June 2003.....

The law on **Personal Data Protection** is adopted, implementing the relevant EU Directive.

January 2002.....

The Law on Electronic Signatures is adopted, implementing the relevant EU Directive.

2001.....

A cutting-edge intra-governmental infrastructure to automate cabinet work is set up. Background documents for government sessions are to be available only electronically: ministers are to use computers equipped with software interfacing with government departments' back-end systems through a virtual private network (VPN) that allows them to retrieve and exchange documents. A government-wide multi-service network that will include computer and voice communication and allow videoconferencing is envisaged.

eGovernment Strategy

Main strategic objectives and principles

The Croatian eGovernment strategy is set in the [e-Croatia 2007](#) Programme, which was adopted in December 2003. Based on the principles and priorities outlined in the eEurope 2005 Action Plan, the e-Croatia strategy sets the objective of providing online access to key services in public administration, health, education and the justice system by 2007. In addition to improving the quality and responsiveness of public services to citizens and businesses, this strategy is also aimed at reducing red tape and corruption while delivering significant cost savings on government operations.

To drive the implementation of this eStrategy, a **Central Government Office for e-Croatia** was established in December 2003, headed by a cabinet-level State Secretary directly responsible to the Prime Minister. The primary task of this new body is to reinforce strategic planning and develop stronger coordination between government departments for the use and deployment of computer systems. Insufficient coordination has indeed been identified as one of the main causes of the country's relatively slow eGovernment progress over the past years, especially as eCommunications and interoperability remain constrained by the heterogeneity of systems and software in use across the government.

Other factors having held back eGovernment progress so far are the comparatively low level of Internet access (though rising fast) and the relatively late definition of a **legal framework** for the Information Society. Laws on Electronic Signatures and Personal Data Protection, compliant with corresponding EU directives, were adopted in January 2002 and June 2003 respectively. A Freedom of Information (FOI) Law was also passed in October 2003, and an eCommerce Law (harmonised with Directive 2000/31/EC) was approved by the government in September 2003. However, a law regulating electronic documents, electronic payments and electronic money is still pending enactment, and the Telecommunication Law adopted in July 2003 has yet to be fully

harmonised with the new eCommunications framework.

Due to these obstacles, few eServices for citizens and businesses have been deployed so far, and the **national infrastructure** for supporting the delivery of such services is not yet fully in place. In particular, an eServices portal has yet to be set up and electronic ID cards to be introduced. On the other hand, a cutting-edge intra-governmental infrastructure was set up in 2001 to automate **cabinet work**. Background documents for government sessions are now available only electronically: ministers use computers equipped with software interfacing with government departments' back-end systems through a virtual private network (VPN) that allows them to retrieve and exchange documents. A government-wide multi-service network that will include computer and voice communication and allow videoconferencing is also being projected.

With its [e-Croatia 2007](#) programme now fully operational, the Croatian Government is determined to accelerate the pace of its e-government progress. The State Secretary responsible for the programme, recently said that the country was aiming to achieve 80 percent of eEurope targets prior to its admission to the EU.

One important aspect within [e-Croatia 2007](#) is the **[One-Stop-Shop Programme \(OSS\)](#)**. The starting point of the One-Stop-Shop concept is the assumption that the state governmental bodies must supply services to all enterprises and citizens, i.e. taxpayers, in a simple and prompt way, devoid of unnecessary costs, multiplication in obtaining identical information and documents, aimless wondering from one body or office to another; on the contrary – services should be provided in one place or from one location, by applying all modern means of connections, i.e. available and mature information technologies, particularly the Internet through meaningful applications on the web.

An ICT network of state governmental bodies is critical for implementing the OSS Programme, interlinking all such bodies by fast, permeable telecommunications. The programme is to be implemented from 2005-2007, under funds allocated by the state budget.

A significant target is the completion of [HITRO.HR](#), a government service for quick communication of citizens and business subjects with the state administration. HITRO.HR encompasses all independent projects of different bodies of state administration, and therefore represents the realisation of the One-Stop-Shop concept which is the main objective to be achieved.

eGovernment is also pursued through other programmes such as the **USAID/Croatia Operational Plan** (13 June 2006), which promotes the Local Government Reform Programme. According to the plan, fifty local governments will introduce new eGovernment systems that offer increased transparency and that will also respond to the needs of businesses planning local investments.

Other supporting activities include the [National Programme on Information Security for the Republic of Croatia](#).

The government has an Open Source policy, expressed in a recent [policy document](#), which advocates its support for Open Standards and Open Source Software (OSS) and its intention to treat open and

proprietary software equally, with criteria "*...based on the financial and functional properties of certain software regardless of the existing business relations or model in use...*" Other measures include training of civil servants in OSS and the intention to request source codes for products used in public administration.

The state budget for the following year has increased funds designated for activities of public sector "informatisation" by 20%. Among the funds allocated, two projects stand out as the most important. The realisation of the private communication network of the bodies of state administration **HITRONet**, and the continuation of the [HITRO.HR](#) programme.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

The [Croatian Information and Documentation Referral Agency \(HIDRA\)](#) is an expert government service, which also provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and others. Storage is permanently allocated in DAMIR the Digital Archives of Web Sources of the Republic of Croatia.

eGovernment legislation.....

There is no specific eGovernment legislation but the framework of set of laws and regulations for exercising eGovernance is comprehensive and is supplemented by the **Convention on Cybercrime (OG 173/2003)**, and the **Electronic Document Act (OG 150/2005)**.

Freedom of Information legislation.....

The freedom of information law was adopted in October 2003, as the **Zakon O Pravu Na Pristup Informacijama (Act on the Right of Access to Information)**.

Data Protection/Privacy legislation.....

The law on **Personal Data Protection** was adopted in June 2003, implementing the relevant EU Directive. The Croatian Personal Data Protection law provides that personal data may be transferred cross-border and processed in another jurisdiction, to the extent that this jurisdiction can ensure an adequate level of protection.

eCommerce legislation.....

Croatia has adopted the **Electronic Commerce Act (OG 173/2003)**, which partially transposes the European *acquis*. Croatia will have to ensure adequate

means of supervision in this area and appoint a contact point to co-operate with authorities in other EU Member States. It should also take steps to prohibit the production, manufacturing, sale and distribution of pirate smart cards and other devices circumventing the encryption of conditional access services, as well as to ensure adequate sanctions.

eCommunications legislation.....

The legal framework for telecommunication services in Croatia is regulated primarily by the Telecommunications Act which entered into force in August 2003. Croatia committed itself in the WTO/GATS to abolish the key telecommunications monopoly by 1 January 2003, a date fixed by the 2000 Croatian telecommunications law for the abolition of the incumbent operators fixed monopoly line. However, administrative arrangements created by the 2000 law did not function well and, in August 2003, it was replaced by a new law designed to improve the transposition of the 1998 *acquis* including some parts of the 2002 *acquis*. Amendments were subsequently made, which resulted in the current **Telecommunications Act (OG 122/03; 158/03; 60/04; 70/05)**.

eSignatures/eIdentity legislation.....

Croatia was one of the first countries to include digital signatures into its legislation. The **Electronic Signature Act (OG 10/2002)** has been supplemented by a series of ordinances and regulations such as the Regulation on the scope of operations, content and responsible authority for operations of electronic signature certification for state administration bodies (OG 146/2004), which provide a comprehensive framework for eGovernance and eBusiness.

eProcurement legislation.....

In accordance to the **Law for Public Procurement (OG 117/01)** and accompanying regulations and ordinances (OG 14/02), public procurement announcements have to be published according to specified forms of content and are available on the Internet. There is no specific e-Procurement legislation.

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

There is no specific legislation yet. Re-use of electronic content is addressed by the **Electronic Document Act (OG 150/2005)**, enacted in December 2005. In there, legal procedures relating to the development,

trade, use and storage of the information content of an electronic document are defined. Also, the [Croatian Information and Documentation Referral Agency \(HIDRA\)](#) assures the availability of public official data, information and documents and promotes their use.

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

The **National Council for Information Society** was established recently by a government resolution with the aim of exploring, raising and promoting all relevant issues regarding the development of an information society. The Council consists of fourteen members, of whom eight are representatives of the government and the remaining six are representatives selected by public competition (two representatives from the business sector, two from the area of science and education and two representatives from civil society). The first session of the council took place in June 2006. Among other issues, the council will prepare guidelines for the development and use of open source software in the public sector along with a national framework for interoperability.

On the "user" side, the **State Administrative Office for Public Administration** is a body directly attached to the government, not subordinate to any ministry and is responsible for administrative procedures and their modernisation through eGovernance.

Coordination

To drive the implementation of the eStrategy, a Central Government Office for e-Croatia was established in December 2003, headed by a cabinet-level State Secretary directly responsible to the Prime Minister. The primary task of this new body is to reinforce strategic planning and develop stronger coordination between government departments for the use and deployment of computer systems.

Implementation, Support

FINA, the **Croatian Financial Agency**, is the leading service-providing institution in the financial sector. Through a series of projects of national importance, such as the reforms of the pension and payment systems, FINA has demonstrated that it can successfully execute great projects from the beginning to their final realisation. The Croatian Government has assigned the HITRO.HR service to the agency. For the moment, HITRO.HR provide the opportunity for registering and creating limited liability companies. In the future, the majority of dealings with the government administration will be done by FINA.

Also, the **Croatian Information and Documentation Referral Agency** (HIDRA) directly participates in the development of the information infrastructure of the Government and state administration bodies.

Regional agencies have been formed, under contracts between local and central administration as well. The contract between the Republic of Croatia and the City of Zagreb on establishing the **Information Systems and Information Technology Support Agency**, APIS-IT, signed in October 2005 is an example of such arrangements. APIS-IT came about as a redirection of the City Bureau for Automatic Data Processing, to enable a higher quality implementation of the HITRO.HR project.

Electronic Certification

The Land Register Department of the Municipality Court, Ministry of Justice produces electronic land certificates through the [e-izvadak](#) service, available since May 2005.

Audit/Assurance

There is no separate body assigned, therefore the role is played by the agencies mentioned above.

Data Protection

The Croatian **Personal Data Protection Agency** (<http://www.azop.hr>) has been given this responsibility.

Regional & Local eGovernment.....

Regional authorities (Counties and Municipalities) oversee local implementation of the main government projects and set up local one-stop shops to serve citizens. This process is ongoing, in an effort to minimise differences between the central and local services.

eGovernment Who's Who

Main eGovernment decision-makers and executives

State Official responsible for eGovernment.....

Name: Antun Palarić

Job title: State Secretary, Central State Administrative Office for Public Administration

Picture: No picture available.

Contact details:

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Other persons responsible for eGovernment.....

Name: Miroslav Kovačić

Job title: State Secretary of the Central State Office for e-Croatia

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Name: Diana Šimić

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eGovernment Infrastructure

Main eGovernment infrastructure components



eGovernment Service Delivery.....

Following the UN classification of eServices into five stages, Croatia 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	71
III: Interactive	49
IV: Transactional	0
V: Networked	7
TOTAL	49.27

These rates amount to a global rank of 61 out of a total of 191 countries, placing it behind countries such as the US (1), Bulgaria (48) and Greece (50) and ahead of Member States such as Portugal (66), Luxembourg (69) and Spain (71).

Network.....

The UN Telecommunication Infrastructure Index (same source as above) of 0,302 for 2005, puts the country worldwide ahead of Bulgaria (0,252), Lithuania (0,253) and Poland (0,290) and behind the remaining Member States (i.e. all except Lithuania and Poland).

In 2005, Croatia is ranked 57th in the Network Readiness Index by the World Economic Forum, which is ahead of Bulgaria (64) and Romania (58) but behind Hungary (38), Slovak Republic (41) and Poland (53). The country enjoys a significant competitive advantage, which is presence of a fibre-optic network covering the entire territory.

In the basic telecommunications infrastructure, in mobile penetration and in the supply of ISDN and DSL services, Croatia is at a level comparable to other countries where the market has been open since 2001. An ICT **network of state administration bodies** called [HITRONet](#), which connects them via broadband links is being financed and built by the Financial Agency (FINA). With the completion of the first phase of development, ministries and other government institutions in the city of Zagreb were linked by a common 10Gbps network infrastructure providing Internet access and data transfer. The 2nd phase, which started in December 2005, will provide links to selected regions.

Portal.....

[HITRO.HR](#) is a service of the Government of Republic of Croatia intended for quick communication of citizens and business subjects with the state administration, implemented by the Financial Agency ([FINA](#)).

The programme is planned to be completed within a three-year period from 2005 to 2007. In each county, there are **HITRO.HR offices** where citizens and

entrepreneurs can get all the necessary information on HITRO.HR services. For the time being, HITRO.HR offers a number of services such as:

e-KATASTAR, a system which enables inspection of the central database of current cadastral records of the Republic of Croatia, kept with the Central Office of the State Geodesic Administration.

e-Tax, a new service enabling all taxpayers (legal and natural persons) in the Republic of Croatia to have easier, safer and fast delivery of the data from tax returns and tax forms.

e-VAT, a service within the e-Tax system, enabling all value-added tax payers to deliver periodical VAT account data for certain accounting periods.

e-Pension, a service within the HITRO.HR service, by which the Croatian Institute for Pension Insurance offers its user an advanced electronic business method within their modernisation and reorganisation scheme. The service also offers "e-registration" of business commencement operations and employees lists activities, enabling employers and pension-insured persons to register their contributions.

establish a company, offers information and forms on how to establish a Limited Liability company, while **establish a craft** offers similar services for small craft-based businesses.

eIdentification infrastructure

There is no specific e-Identification infrastructure, but the basis for its development is there. Registry offices in the country keep national records on registries of births, marriages and deaths. Data on citizens' personal status are entered into local databases and are replicated into the central registry at the Central State Administrative Office for Public Administration. The project is being carried out across the Republic of Croatia with a database of over 22 million entries. At the end of 2005 over 56% of data was transferred into digital form. In 2005, the Croatian Personal Data Protection Agency established the **Central Database Registry on Personal Data**. This was done in accordance with the regulations of the law on the protection of personal data and the Ordinance on the management method and form for recording private

data. The registry consists of a main database, subsidiary database and records.

eProcurement infrastructure.....

Forms for public procurement publication are available on the web pages of the Official Gazette (Narodne Novine, www.nn.hr). Public procurement announcements are declared in a special appendix "Oglasnik javne nabave Republike Hrvatske" and summaries of all announcements in the appendix are available for Internet users on the same day. There is no specific e-Procurement infrastructure. Responsibility for authorisation belongs to the **Office for Public Procurement**.

Knowledge Management infrastructure

The **Croatian Information and Documentation Referral Agency (HIDRA)** is an expert government service, which also provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and others. Storage is permanently allocated in DAMIR the Digital Archives of Web Sources of the Republic of Croatia. HIDRA assures availability of public official data, information and documents and promotes their use.

The Scientific libraries are under the Ministry of Science, Education and Sports, while city libraries are under the Ministry of Culture. Public libraries offer search of contents/catalogues and view of content services. This service enjoys the highest level of sophistication in the country so far. For example, the **National and University Library** in Zagreb has interesting space-age functionality for online booking and a huge virtual library which ranks among the leading places of online booking in Europe. Booking services are integrated with the search tools allowing simple or advanced search.

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, Tax Administration
Website:	http://www.mfin.hr , http://www.pu.mfin.hr
Sophistication stage:	3/4
Description:	e-Tax is a new service of the HITRO.HR system enabling all taxpayers (legal and natural persons) in the Republic of Croatia to have fast delivery of the data from tax returns and tax forms. The service relies on downloadable forms, which can be submitted online.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Economy, Labour and Entrepreneurship, Croatian Employment Service
Website:	http://www.mingorp.hr , http://www.hzz.hr
Sophistication stage:	2/3
Description:	The web page of the service provides detailed search of information on available jobs, employers' names, descriptions, dates and expiration of applications, statistics etc. Downloadable forms are provided.

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry of Economy, Labour and Entrepreneurship, Croatian Employment Service
Website:	http://www.mingorp.hr , http://www.hzz.hr
Sophistication stage:	2/4
Description:	The <u>Act on Job Placement and Unemployment Insurance</u> regulates unemployment benefits, which are administered by the Employment Service. There is information and forms to download.

b. Family allowances

Responsibility:	Central Government, Ministry of Health and Social Welfare, Institute for Health Insurance, Institute for Pension Insurance
Website:	http://www.hzzo-net.hr , http://www.mirovinsko.hr
Sophistication stage:	2/4
Description:	Online information and forms to download are provided.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Institute for Health Insurance
Website:	http://www.hzzo-net.hr
Sophistication stage:	2/4
Description:	The Croatian Institute for Health Insurance provides online information and forms to download.

d. Student grants

Responsibility:	Central Government, Ministry of Science, Education and Sports
Website:	http://www.mzos.hr
Sophistication stage:	1/4
Description:	The Ministry provides grants for student accommodation, meals and other needs according to criteria set out in the legislation. Online information only is provided.

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

Responsibility:	Central Government, Ministry of the Interior, County Police offices
Website:	http://www.mup.hr
Sophistication stage:	2/4
Description:	Police offices in counties under the authority of the Ministry of the Interior conduct this service. The Ministry of the Interior provides information and forms with online submission at a level of sophistication of 3/4. The Police Office at Istria County and at Primorsko-Goranska County provide information and forms at a level of sophistication of 2/4.

b. Driving license

Responsibility:	Central Government, Ministry of the Interior, County Police offices
Website:	http://www.mup.hr
Sophistication stage:	2/4
Description:	Police offices in counties under the authority of the Ministry of the Interior conduct this service. The Ministry of the Interior provides information and forms with online submission at a level of sophistication of 3/4. The Police Office at Istria County and at Primorsko-Goranska County provide information and forms at a level of sophistication of 2/4.

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

Responsibility:	Central Government, Ministry of the Interior, County Police offices
Website:	http://www.mup.hr
Sophistication stage:	1/4
Description:	Police offices in counties under the authority of the Ministry of the Interior conduct this service. The Police Office at Istria County and the Ministry of the Interior provide information about the service with a level of sophistication of 2/4. Other police offices do not provide this service online.

6. Application for building/planning permission

Responsibility:	Ministry of Justice, Municipality Courts
Website:	http://www.pravosudje.hr
Sophistication stage:	2/4
Description:	Standard procedures for issuing building permits are conducted by the Municipality Courts and the city or municipality administration bodies, authorised for construction affairs. Exceptionally, the Ministry of Environmental Protection, Physical Planning and Construction is also authorised for this service (buildings for communications, energy buildings, water and industrial buildings). There is a number of requirements for obtaining the permit, such as old location permit, concept solution, cadastre plan copy (e-KATASTAR service), ownership document and deeds. Evidence of the right for building is obtained in the Land Register Department of the Municipality Court. A Digital land register certificates service has become available since May 2005 (e-izvadak). Online sophistication for this service in the City of Zagreb is at level 2/4 and similar levels are attained by at least 7 other counties.

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

Responsibility:	Central Government, Ministry of the Interior, County Police Offices
Website:	http://www.mup.hr
Sophistication stage:	1/3
Description:	County Police offices conduct this service under the authority of the Ministry of Interior. The Police Office of Istria County, Vukovarsko-Srijemska County and the Ministry of Interior provide online information about the service, at a 2/3 level of sophistication. Other Police offices in counties do not provide an online service at all.

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

Responsibility:	Central Government, Ministry of Science, Education and Sports, Ministry of Culture
Website:	http://www.mzos.hr , http://www.min-kulture.hr
Sophistication stage:	2/3 (average throughout the country)
Description:	The Scientific libraries are under the Ministry of Science, Education and Sports, while city libraries are under the Ministry of Culture. Public libraries offer search of contents/catalogues and view of content services. The highest online sophistication level reaches 3/3 in 8 counties. This service enjoys the highest level of sophistication in the country so far.

Source: The services ratings are in line with those on the "[Study of Online Availability of Public Services for e-Hrvatska](#)", carried out for the [e-Croatia](#) Programme in 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, Institute for Health Insurance, Institute for Pension Insurance

Website: <http://www.hzzo-net.hr>, <http://www.mirovinsko.hr>

Sophistication stage: 3/4

Description: **e-Pension** is a service within the **HITRO.HR** system, by which the Croatian Institute for Pension Insurance offers its user an advanced electronic business method within their modernisation and reorganisation scheme. The service also offers "e-registration" of business commencement operations and employees lists activities, enabling employers and pension-insured persons to register their contributions.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr>, <http://www.pu.mfin.hr>

Sophistication stage: 3/4

Description: **e-Tax** is a new service of the **HITRO.HR** system enabling all taxpayers (legal and natural persons) in the Republic of Croatia to have fast delivery of the data from tax returns and tax forms.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr>, <http://www.pu.mfin.hr>

Sophistication stage: 3/4

Description: **e-VAT** is a service within the e-Tax system, enabling all value-added tax payers to deliver periodical VAT account data for certain accounting periods. The service is accessed through the **HITRO.HR** system under the title **e-PDV**.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Justice, Ministry of Economy, Labour and Entrepreneurship
Website:	http://www.pravosudje.hr , http://www.mingorp.hr
Sophistication stage:	2/4
Description:	Registration is through the HITRO.HR service. establish a company , offers information and forms on how to establish a Limited Liability company, while establish a craft offers similar services for small craft-based businesses.

5. Submission of data to statistical offices

Responsibility:	Central Government, Central Bureau of Statistics
Website:	http://www.dzs.hr
Sophistication stage:	2/3
Description:	The Central Bureau of Statistics (CBS) keeps the Register of Business Entities based on the Act on the National Classification of Activities (Narodne novine, Official Gazette of the Republic of Croatia (NN), No. 98/94), the Decision on the National Classification of Activities - NKD 2002. (NN, No. 13/03) and the Regulation on Classification of Business Entities according to the National Classification of Activities – NKD 2002. (NN, No. 52/03). The Register of Business Entities comprises legal entities, state government bodies, bodies of local and regional self-government and parts thereof. On registration into the Register of Business Entities, the Central Bureau of Statistics issues to business entities and parts thereof the Notification on the Classification of Business Entities according to the NKD 2002. Online information and downloadable forms for manual submission are available.

6. Customs declarations

Responsibility:	Central Government, Customs Administration, Ministry of Finance
Website:	http://www.carina.hr
Sophistication stage:	4/4
Description:	Croatia regularly updates its customs legislation to take into account the amendments to the EC customs code and implementing provisions. The Customs administration offered its first Internet services to international dispatchers in 2001. However, amendments made to the EC customs code in 2000 have not yet been transposed; these cover inter alia provisions on customs procedures with economic impact, free zones and free warehouses, the use of electronic declaration, and incurrence of a customs debt. As from 2002, the Croatian Customs Tariff is based on the Combined Nomenclature, as required by the provisions of the Interim

Agreement. An electronic version of the Tariff is also available to the public via Internet. Online declarations and transactions are available.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Environmental Protection, Physical Planning and Construction.
Websites:	http://www.mzopu.hr
Sophistication stage:	2/4
Description:	Online information is available along with documents, which can be downloaded, to start the procedure of obtaining a permit. The service can vary locally. In Primorsko Goranska for example, there is no electronic submission.

8. Public procurement

Responsibility:	Central Government, Office for Public Procurement
Website:	http://www.nn.hr
Sophistication stage:	1/4
Description:	There is online information of procurement summaries available through the pages of the Narodne Novine (Official Gazette), but no other online service.

Source: The services ratings are in line with those on the "[Study of Online Availability of Public Services for e-Hrvatska](#)", carried out for the [e-Croatia](#) Programme in 2006.

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

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