REPUBLIC OF SLOVENIA

MARKO HREN

UNDERSECRETARY

MINISTRY OF INFORMATION SOCIETY

eGovernment online Services in Slovenia
ITAPA 2004 Congress, Bratislava, October 19th 2004

MINISTRY OF INFORMATION SOCIETY

9 Jully 2004

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eGovernment in Slovenia – the players

- Ministry of Information Society,

- Government Centre for Informatics,

- Commission for Informatics, Office for Local Self-Mannagement at the Ministry of Interior; now evolving into Consortia of localities for eGovernment Services.

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Recent developments

20 May 2004

  LAND REGISTER   insights available on-line.

17 March 2004

  Insight into data of **REGISTER OF COMPANIES** is available to all registered users of the eGovernment - State Portal of the Republic of Slovenia. The Register of companies provides data on companies and its legal representatives.

1 March 2004   **INCOME TAXES**

  The taxpayers can as of 1 March use the eDavki portal to completely treat the **declaration of income taxes**.

9 January 2004   **eTAXES PORTAL**

  Tax Office of the Republic of Slovenia (DURS) opens the **eDavki portal**, through which all legal and natural persons can conduct business with the Tax Office.
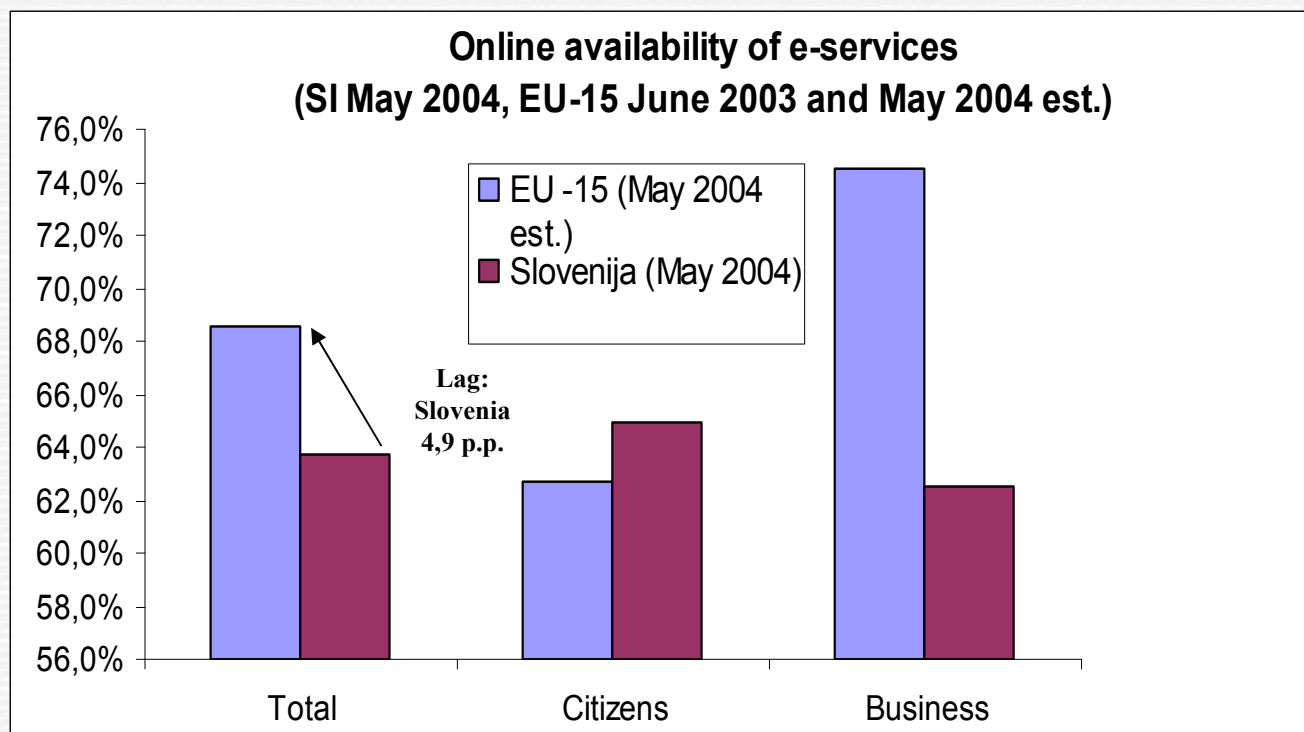

19 December 2003

  eGovernment - State Portal of the Republic of Slovenia is launched. The new and substantially improved portal offers various services to citizens of the Republic of Slovenia, legal persons and public employees.
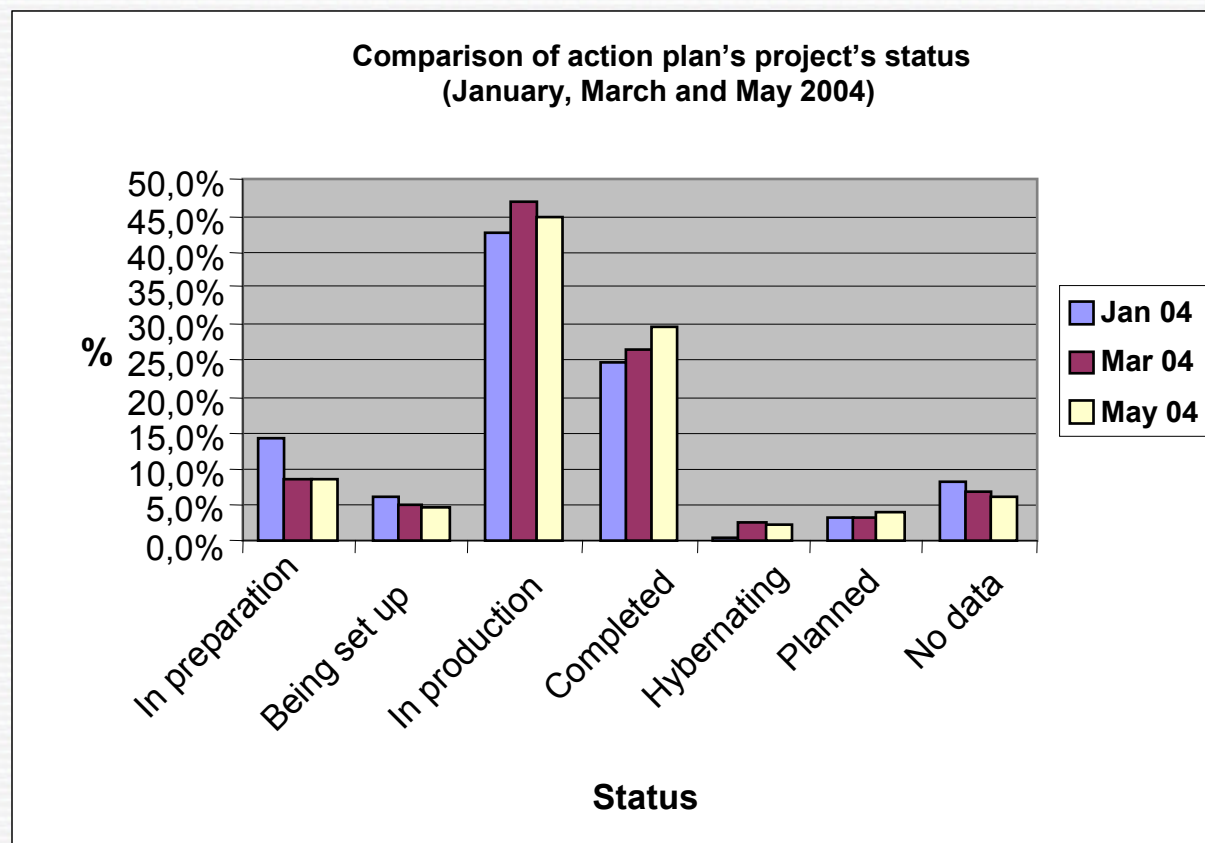

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Online availability of e-services

Online availability of e-services
(SI May 2004, EU-15 June 2003 and May 2004 est.)

Legend:
- EU -15 (May 2004 est.)
- Slovenija (May 2004)

Lag:
Slovenia
4,9 p.p.

Y-axis values: 76,0%, 74,0%, 72,0%, 70,0%, 68,0%, 66,0%, 64,0%, 62,0%, 60,0%, 58,0%, 56,0%

Categories: Total, Citizens, Business

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Project development status (323 services)

Comparison of action plan's project's status (January, March and May 2004)

CASE:

Income tax declaration

16.836 declarations submitted online

Registered users of eDavki portal (18.806) used the following qualified digital certificates:
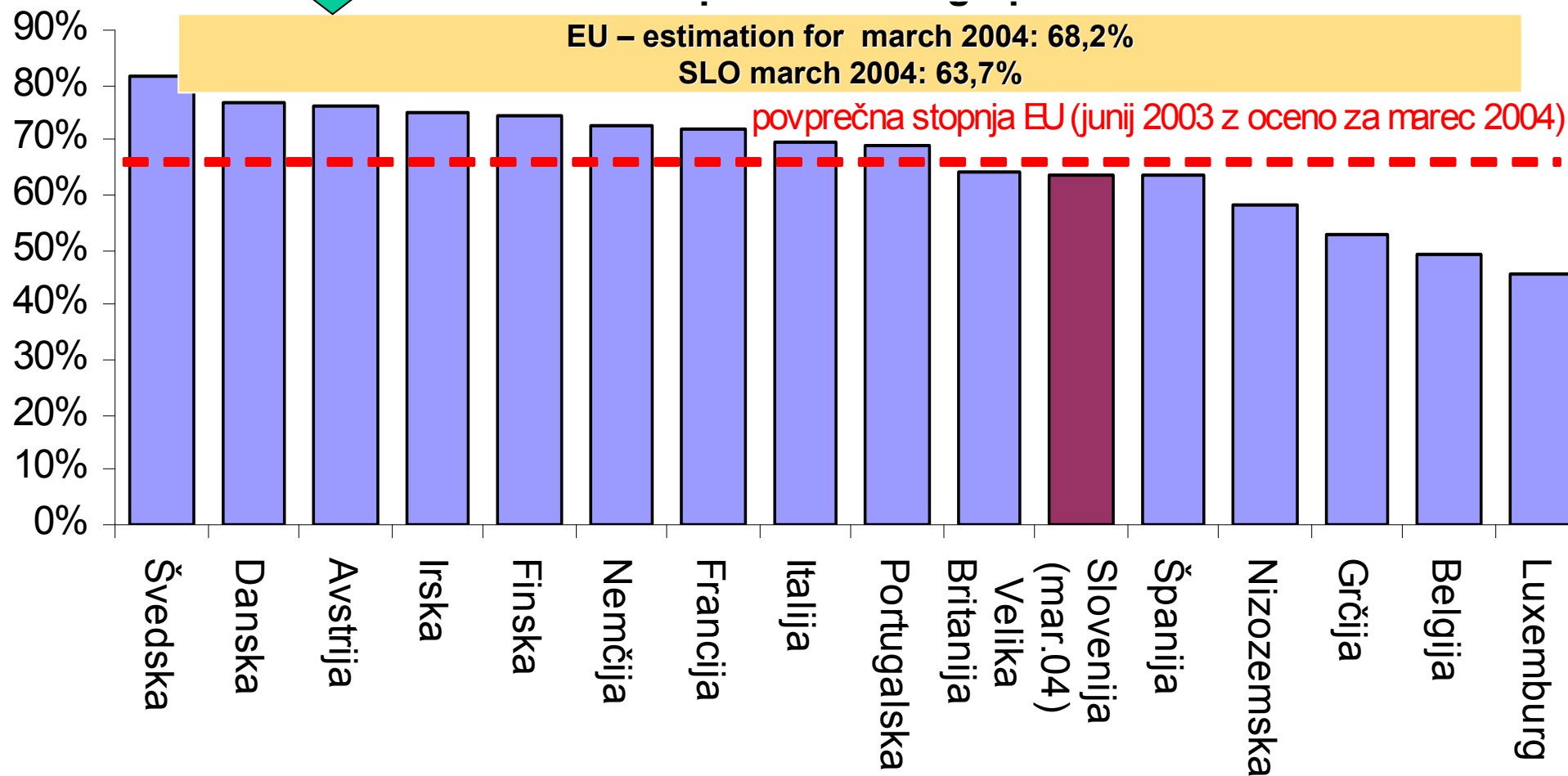
AC NLB: **53,7%**

SIGEN*CA: **41,1%**

SIGOV*CA: **3,4%**

POŠTA®CA: **1,8%.**

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G2B & G2C eServices – comparative view

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Government indicators for benchmarkong eEurope (12 G2C, 8 G2B services monitored)

EU – estimation for march 2004: 68,2%
SLO march 2004: 63,7%

povprečna stopnja EU (junij 2003 z oceno za marec 2004)

Bar chart with y-axis from 0% to 90% and countries on x-axis: Švedska, Danska, Avstrija, Irska, Finska, Nemčija, Francija, Italija, Portugalska, Velika Britanija, Slovenija (mar.04), Španija, Nizozemska, Grčija, Belgija, Luxemburg

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			G2C			
1.	Income taxes (declaration, notification of assessment)	1	4/4	4	4	100.00%
2.	Job Search services by labour offices	2	4/4	4	4	100.00%
3.	Social security benefits	3				37.50%
	3.1. Unemployment Benefits		1/4	1	4	25.00%
	3.2. Family Allowances		2/4	2	4	50.00%
	3.3. Medical Costs (reimbursement or direct settlement)		1/4	1	4	25.00%
	3.4. Student Grants		2/4	2	4	50.00%
4.	Personal Documents (passport and driving licence)	4				50.00%
	4.1. Passport		1/3	1	3	33.33%
	4.2. Driving Licence		2/3	2	3	66.67%
5.	Car registration (new, used and imported cars)	5	2/4	2	4	50.00%
6.	Application for building/planning permission	6	2/4	2	4	50.00%
7.	Declaration to the police (e.g. in case of theft)	7	1/3	1	3	33.33%
8.	Public libraries (availability of catalogues and search tools)	8	4/4	4	4	100.00%
9.	Certificates (birth, marriage): request and delivery	9	3/3	3	3	100.00%
10.	Enrolment in higher education/university	10	4/4	4	4	100.00%
11.	Announcement of moving (change of address)	11	1/3	1	3	33.33%
12.	Health-related services (interactive advice on the availability	12	1/4	1	4	25.00%
			G2B			
1.	Social contributions for employees	1	1/4	1	4	25.00%
2.	Corporation tax: declaration, notification	2	4/4	4	4	100.00%
3.	VAT: declaration, notification	3	4/4	4	4	100.00%
4.	Registration of a new company	4	1/4	1	4	25.00%
5.	Submission of data to statistical offices	5	3/3	3	3	100.00%
6.	Customs declarations	6	2/4	2	4	50.00%
7.	Environment-related permits (incl. reporting)	7	2/4	2	4	50.00%
8.	Public procurement	8	2/4	2	4	50.00%
					SKUPAJ	63.96%

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Stimulating usage

Percentage of individuals using Internet to interact with public authorities to obtain and return official forms

3.B.2 (b)

Source: eEurope+ Household Survey, June 2003

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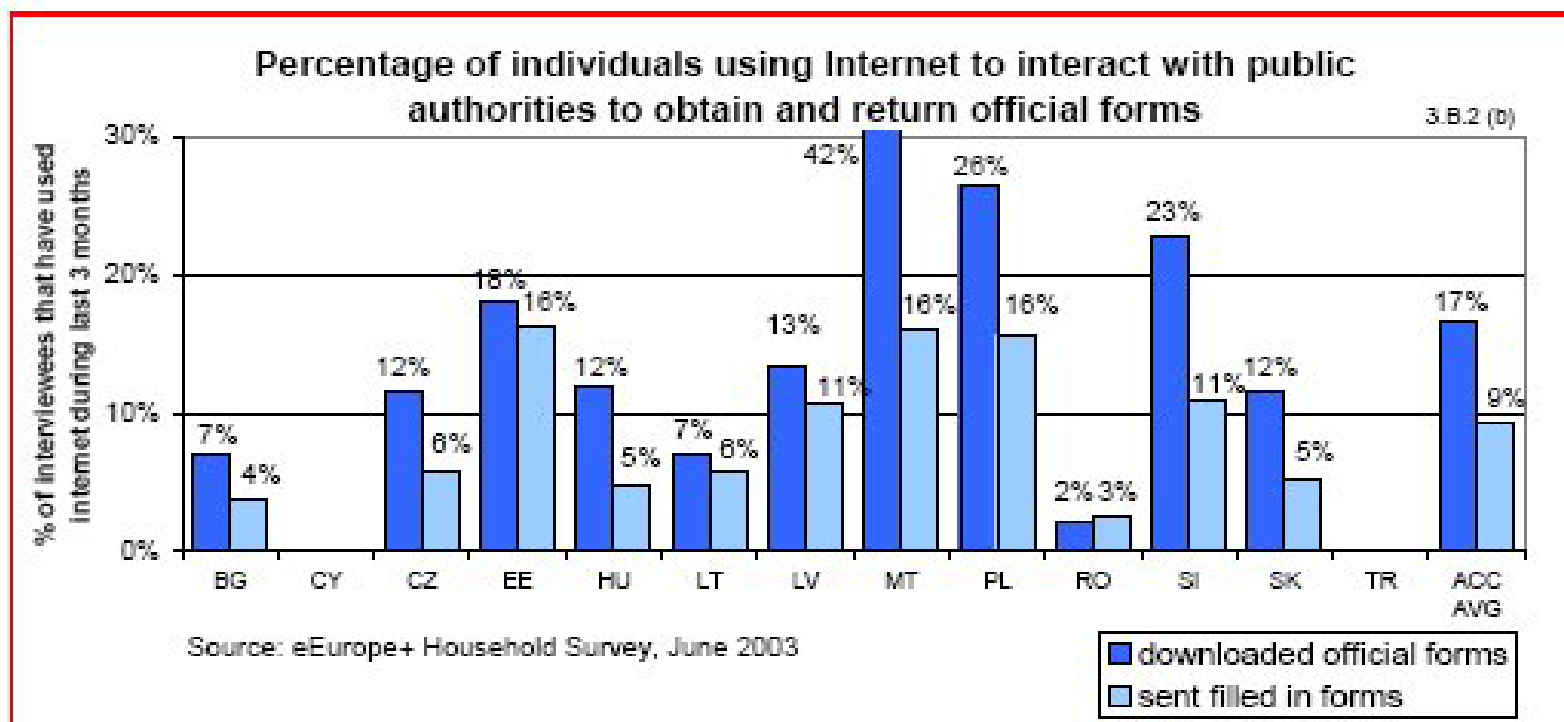
Economist Intelligence Unit Central Europe e-government rankings, 2004

Category scores (out of 10)

	Overall score	Connectivity and tech infrastructure	Business and legal environment	Education and skills	Government policy and vision	e-democracy	Online public services for citizens	Online public services for business
Category weight		0.20	0.10	0.10	0.15	0.15	0.15	0.15
Estonia	5.87	3.37	6.80	7.67	6.50	4.60	6.38	7.52
Czech Rep	5.67	3.98	6.95	7.33	6.10	3.60	5.68	7.57
Slovenia	5.33	3.68	6.60	7.33	5.00	2.90	6.73	6.68
Poland	4.74	2.43	6.60	6.67	5.30	2.90	5.98	5.33
Hungary	4.69	3.15	6.66	7.00	5.50	3.30	5.00	4.19
Turkey	4.64	2.67	4.23	5.67	4.90	4.20	5.70	6.00
Lithuania	4.62	2.21	6.36	6.33	4.70	2.60	5.00	7.08
Latvia	4.58	2.34	6.32	6.67	5.00	2.60	4.79	6.35
Slovakia	4.44	2.80	6.28	6.67	3.80	2.90	4.46	6.08
Romania	3.99	1.43	5.42	5.33	4.70	2.60	4.08	6.16
Bulgaria	3.71	1.92	5.50	5.67	3.10	2.60	3.95	5.08

Source: Economist Intelligence Unit

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Selected G2B Projects

- A project of the **Small Business Development Centre (SBDC)**, co-financed by Ministry of Information Society, deals with empowering local e-business reference centres to help SMEs incorporate e-business into their strategies, as well as to build on new business models.

- The development of (anti-bureaucratic) one-stop shop - the **VEM project** is to have substantial impact on lowering the administrative burdens for SMEs. The project is threefold and foresees simplification and acceleration of business set-up process, its formal registering and statutory changes, all at one stop-shop. Future functionalities of the one-stop-shop additionally foresee acquiring of permits and licences, as well as e-reporting of companies to state bodies. VEM project, estimated at 2,67 M€, will be co-financed through Phare programme (2 M€).

- Several projects that are running in Slovenia tackle the **interoperability issues**. Two of most promising are the **e-SLOG** and **E-CoRE** projects. The first one is run by Chamber of Commerce and deals with setting up a number of common business documents, such as invoice or payment order, in electronic form using XML.

IV.

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Regulatory Framework
of "e-Slovenia"

- **Strategy of e-Commerce in the Public Administration (2001)**
- **Strategy of Republic of Slovenia in Information Society (2003)**
- **Strategy of e-Commerce on the level of local governments**
- **Broad Band Strategy and the Broad Band mapping are currently under preparation!**
- **Acts:**
    - **on Electronic commerce and electronic signature (ZEPEP-1)**
    - **on author rights (ZASP)**
    - **on protection of personal data (ZVOP)**
    - **on consumer rights (ZVpot)**
    - **on Access to public sector information (ZDIJZ)**
    - **on Integration of public legal registries (ZPJE)**

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Implementing the freedom of information – the case of Slovenia

∷ Constitutional background

∷ The right of each person to acquire an information held by a public body is laid down by article 39 of the Constitution of the Republic of Slovenia. The main content of the constitutional provision could be described as the right of individuals to get inspect in the work of public sector bodies and by this means exercising control over the transperency of their work, thus assuring public control on their decision making processes, which is one of the essential elements of democracy.

III.

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Public access to information act–WHY?

- there is no such thing as a register of information sources (catalogue of public sector information);

- no mechanism guaranteeing the authenticity of information sources is established, meaning that there is no general control on information being adjourned and trustworthy;

- there is a lack of certain standards (different data models, redundancies, etc.);

- from an European point of view there is also the problem of linguistic diversity;

- in this respect the establishing of »national gateway's« is more and more showing to become a nuance, especially in view of the provision of services.

III.

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The public access to information act

- defines **public bodies responsible for providing the information**; according to this provision public bodies are all legislative, executive and judicial authorities on national, regional or local level, public agencies, public founds, bodies governed by public law an other bodies exercising a public authority;

- provides also a **more comprehensive, but what is more important an unified understanding of what are public sector information**, basically by excluding certain types of information (this »negative interpretation« approach could certainly be criticised, yet it is perhaps the only compromise which guarantees the respect of other fundamental freedoms – such as for instance personal data);

III.

The public access to information act

- imposes the **obligation on public bodies** to provide all public sector information, held by a particular public body, on the internet;

- to implement the obligation from the previous paragraph each public body is obliged **to establish a catalogue of public sector information** administred by the public body which is the main framework for the provision of public sector information;

- defines **the procedure of access** of individuals to public sector information;

- guarantees a **free of charge insight** and a charge restriction for transcript limited only to material costs;

III.

The public access to information act

- establishes an **independent body – the deputy for access to public sector information** – which is appointed by the parliament on a proposal by the president for a mandate period of 5 years, with his main function being the appellant institution against decisions of public bodies, still on an administrative level; <u>his decisions are final</u>, judicial review is allowed; the main reason for such a structure is the fact that due to the wide extent of different public bodies, stretching through the whole public sector but also involving certain persons of private law with public authorities an unified appelant body is a nuance for a coherent approach on the provision of public sector infromation;

III.

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Registry of Digital Certificate Authorities of the Republic of Slovenia

:: **The Ministry of Information Society is as of 1st January 2004 responsible for the management of the Registry of Digital Certificate Authorities of the Republic of Slovenia, which is located at Ministry's web pages (in Slovene language only).**

:: **Registered CAs (4):**

  1.Government Centre for Informatics, **6 services**

  2. Halcom informatika d.o.o. (HALCOM-CA), **3 services**

  3. Nova Ljubljanska banka d.d. (AC NLB), **4 services**

  4. Pošta Slovenije d.o.o. (POŠTA®CA), **10 services**

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Certification Authority: Government center of informatics

SIGOV-CA

17. januar 2001

Slovenian

Governmental

Certification Authority

SIGEN-CA

9. julij 2001

Slovenian

General

Certification Authority

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Specific eGovernment related research recently Commissioned by the Ministry of Information Society.

- 2002: PHARE TWINNING project eGovernment in the Service of Slovene/European Citizens and Businesses in cooperation with Swedish Association of Local Authorities.

- Targeted Research 2001-2006: Benchmarking Information Society in Slovenia; Faculty of Social Sciences, Ljubljana, ongoing research Commissioned by the Ministry of Information Society.

- Targeted Research 2001-2004: Life Situations Portal;

  By the Faculty of Administration, Ljubljana.

- + MA thesis 2004: just released by Maruša Damjan, msc. Secretary at the Ministry of information society: Catalogue and typology of documents in e-business in public administration.

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Thank you for your attention!
Useful Links

Ministry of Information Society	**http://mid.gov.si/** **Presenter:** **marko.hren@gov.si**
Research on Internet in Slovenia (RIS)	**http://www.sisplet.org/ris/ris/index.php**
SIBIS	**http://www.empirica.biz/sibis/**
eGovernment Central Portal	**http://e-gov.gov.si/e-uprava/english/index.jsp**
Government centre for Informatics	**http://www.gov.si/cvi**

http://mid.gov.si