

### Central Portal of Public Administration - Electronic Services

**CPPA - www.portal.gov.sk** 

#### Radoslav Repa, Government Office of the Slovak Republic



## **Presentation Outline**

- Definition of the Central Portal of Public Administration (CPPA)
- Core Components and Modules
- Electronic Services (present and future, practical process)
- eService Communication Launch-up
- Criminal Register and the Tax Directorate eServices
- The Payment Portal for Public Administration
- The Central Electronic Registry



## What is the CPPA?

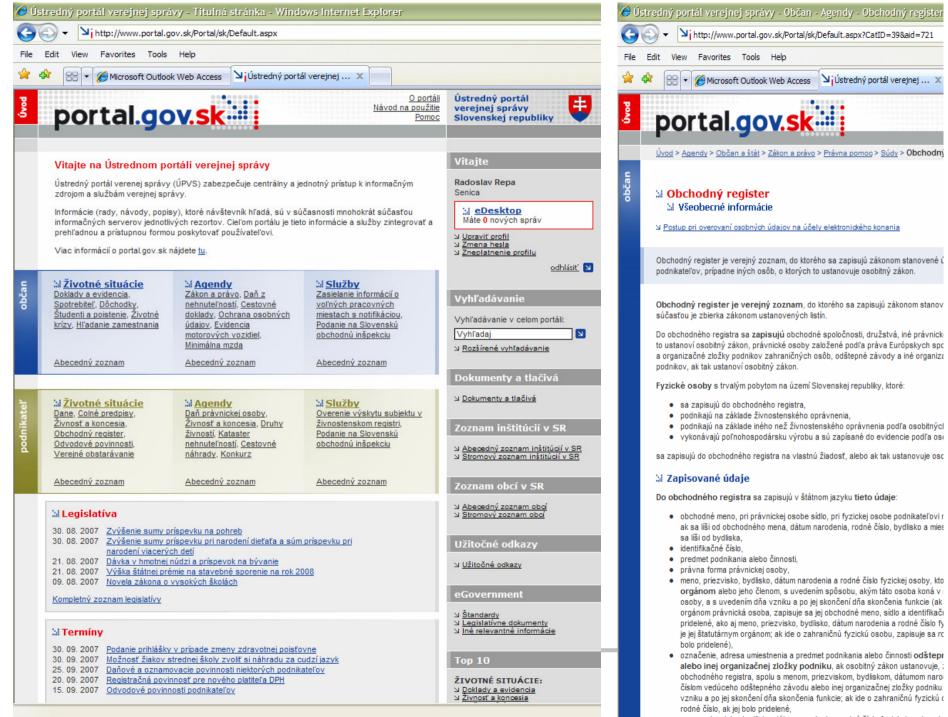
• one of the basic pillars of the **practical level of e-government** 

- a virtual environment providing a single point of access on the internet for all electronic services and up-to-date information sources on public administration for businesses and citizens
- a common infrastructure for all relevant public administration bodies enabling both inward and outward transfer of official documents and information



## What are the benefits of the CPPA?

- easier communication with offices, better and faster services, transparent processes in public administration and lower costs for citizens and businesses
- the creation and opening of the CPPA technological environment allows individual ministries to make electronic public administration services in Slovakia available from a single point and provide up-to-date information in the area of public administration.
- the CPPA a long-term and fundamentally open-ended project that will continue to develop in terms of technology and content in response to the requirements of citizens and ministries

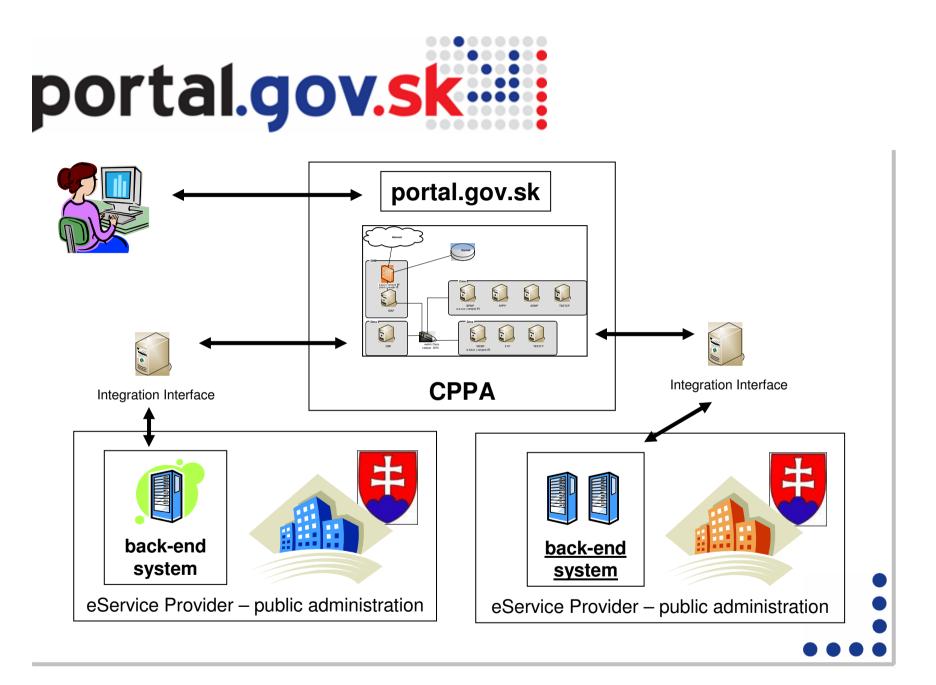


meno, priezvisko, bydlisko, dátum narodenia a rodné číslo fyzickej osoby, ak



## **Core Components and Modules**

- Management of information channels
- User registration and authentication
- Central Electronic Registry
- Helpdesk
- Fee payment system the Payment Portal for Public Administration
- Content Management System
- Integration interfaces for ministries



## **Electronic Services at present**

- Fee payment system Payment Portal for Public Administration
- Notification of job vacancies
- Submissions to the Slovak Commercial Inspectorate,
- Verification that a subject (natural person) is in the Trades Register
- Access to the Criminal Register for a defined group of users authorised persons
- Application to register a certificate (Qualified Electronic Signature) for the CPPA
- Land Registry proceedings
- Commercial Register eServices for citizens and businesses



## **Electronic Services at present**

 Exchange of information between the Point of Single Contact (PSC) of the Trades Licensing Office of the Slovak Ministry of Interior and the Tax Directorate using the infrastructure of the PCCA (Central eRegistry)

#### **Registration of a tax payer**

more than **20 000** applications

## **Commercial Register eServices**

- Request for a printed extract from the Commercial Register,
- Request for a printed copy of a document stored in the registry of documents,
- Request for the issuance of a printed confirmation that a document is not stored in the registry of documents,
- Request for an extract from the Commercial Register in electronic form,
- Request for the issuance of confirmation that a document is not stored in the registry of documents in electronic form,
- Request for a copy of a document stored in the registry of documents in electronic form,
- Requests for the registration, change or removal of information in the Commercial Register,
- Request for the entry of a document in the registry of documents

## Electronic services in progress

#### • Electronic services of the regional and local authorities

- Exchange of information between the Point of Single Contact (PSC) of the Trades Licensing Office of the Ministry of Interior and other relevant organisations e.g. extracts from the Criminal Register from the Office of the Prosecutor General (OPG)
- Services for the Trades Register of the Ministry of Interior using the Central Trades Registry system
- Verification of the validity of documents,
- Information on the status of an application for a document,
- Provision of information on a person's current place of residence,
- Submissions to the Telecommunications Office,
- + other services for central registries...



## eService Communication launch-up How to do it?

#### Step 1: Define the service!

- What input is expected from citizens?
- Should a qualified electronic signature be used?
- What answers will be provided and when?
- Is information from another body required?



## How to do it?

#### Step 2: Agreement with the bodies of the CPPA

- What components should the service use and how to provide them?
- Step 3: Implementation
- Step 4: Operation, expansion, service tuning

# Tasks for the CPPA and the provider of electronic services (eServices)



- Routing of messages
- Central Electronic Registry
- Payment portal
- Management of user identities
- Helpdesk
- Front-end, information section
- Security of data and tranfer
- Availability of Services, SLA

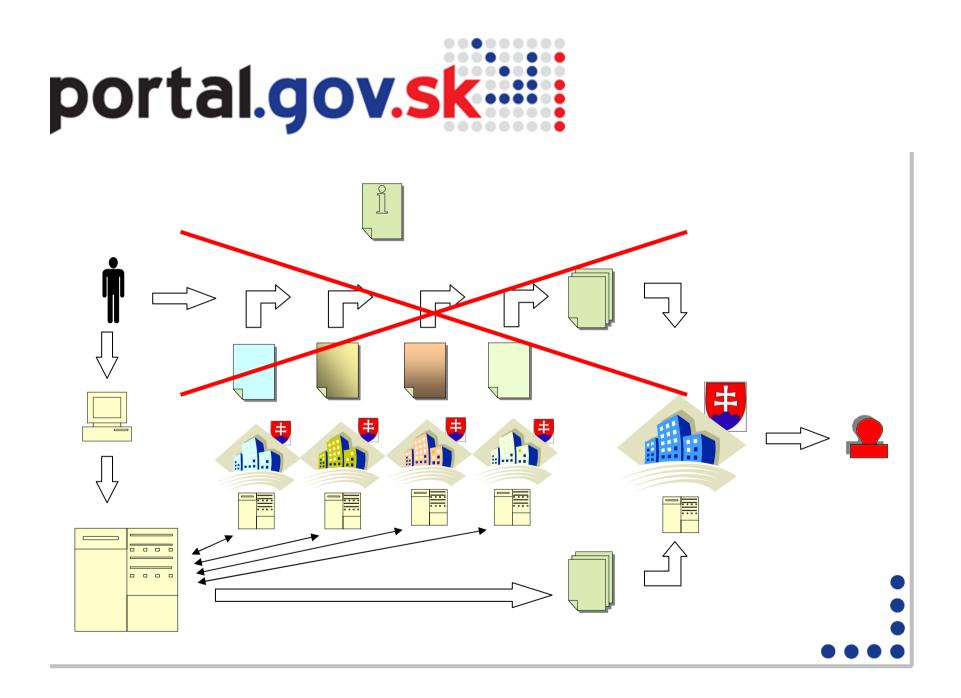
Provider

- Material management of the service
- Technical implementation of the service (back-end)
- Information sources (registers)
- Support for users of the service
- Integration with the CPPA
- Keeping of the relevant obligations



## Tasks for the citizens

- Register on the CPPA
- Submit his or her request using forms
- Benefit from the speed of transaction, time and money savings





 At present an eService for extracts from the Criminal Register (CR) is running on the CPPA as a pilot programme linked to the CR system

This **eService for extracts from the CR** will be essential for users of the eService of the Central Trades Registry (CTR) of the Ministry of Interior, which will no longer be able to accept paper records on registration in the Trades Register (TR)

- Optimal target solution the eService for extracts from the CR will be operational and integrated into the CTR through the CPPA. When the CTR processes an application it will automatically call the given service and prepare the extract from the CR necessary for further processing. The extract from the CR will be in XML format.
- Immediate BENEFIT citizens will not need to bring a an extract from the CR when registering in the TR.
- Long-term BENEFIT other ministries will be able to use the CR eService by agreement with the OPG and the harmonisation of legislation



## eServices relating to the Tax Directorate

The Central Portal of Public Administration prepares:

- - eService to allow natural persons to register for income tax
- eService to allow natural persons to change their income tax registration details
  - Tasks remaining before launch: prepare specifications (interface, schemes) and complete implementation of the eService for the purposes of fine tuning on the side of the Tax Directorate and the client
- BENEFIT citizens will no longer be required to register separately, the fist step to opening eServices of the Tax Directorate for citizens and legal entities via the CPPA



## Payment Portal for Public Administration (PPPA)

- The payment portal is fully integrated into eService processes
- The user interacts with the payment portal as an integral part of the CPPA
- The infrastructure of the payment portal do not handle any real money operations.
- The PPPA provides **fast information** on the very moment of payment done to the target authority, so it can **initiate services**
- Two days saving on money transfer bank clearing
- responsibility for payment data the public administration authority ("service owner")

## **Central Electronic Registry**

#### Objective

- to provide a central location from which users of the CPPA (citizens) can make submissions
- single contact for public administration

#### Basic functions:

- automatic operation
- processing of submissions received, issuing of receipts
- authorisation of outputs

#### Current situation:

- integrated into the CPPA processes
- available to connected subjects

### Central eRegistry vs. Local eRegistry

#### Central Electronic Registry

- oriented towards "unstructured" submissions or submissions of a general character
- relieves ministries and administrations of the need to develop registries if the central registry is adequate for their needs
- Significant state budget savings

#### Local electronic registry

- may receive specialised submissions (tax returns, customs declarations, intrastate supplementary declarations) necessary for automatable internal processes
- certification of electronic outputs (based on registers)
- certification of queries/submissions to other ministries





## Thank you for attention

radoslav.repa@vlada.gov.sk tel.: +421 2 57295250

Department of Information Systems Government Office of the Slovak Republic

