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WHAT'S INSIDE



# eGovernment in Poland

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 38,495,659 inhabitants (2014)

**GDP at market prices:** 410,844.6 million Euros (2014)

**GDP per inhabitant in PPS (purchasing Power Standards EU 28=100):** 68 (2014)

**GDP growth rate:** 3.3% (2014)

**Inflation rate:** -0.7% (2015)

**Unemployment rate:** 10.3% (2013)

**General government gross debt (Percentage of GDP):** 50.4% (2014)

**General government deficit/surplus (Percentage of GDP):** -3.3% (2014)

**Area:** 312.679

**Capital city:** Warsaw

**Official EU language:** Polish

**Currency:** PLN

Source: [Eurostat](#) (last update: 20 January 2016)

## Political Structure

Poland is a **parliamentary republic** based on the Constitution of 1997.

The bicameral Parliament is elected every 4 years. The Lower House ([Sejm](#)) is constituted by 460 deputies elected via a proportional system (5 % threshold for parties; 8 % for coalition election committees). The Upper House or Senate ([Senat](#)) consists 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 recommendation of the Prime Minister, s/he appoints and revokes the Ministers who constitute the Government. The Government and its programme 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 policies.

Poland has a three-tier structure of Local Government, with 16 regions or 'voivodeships' (*Województwa*), 315 counties or districts (*powiaty*), and approximately 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; real power however 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.

**Head of State:** President [Andrzej Duda](#) (since August 2015).

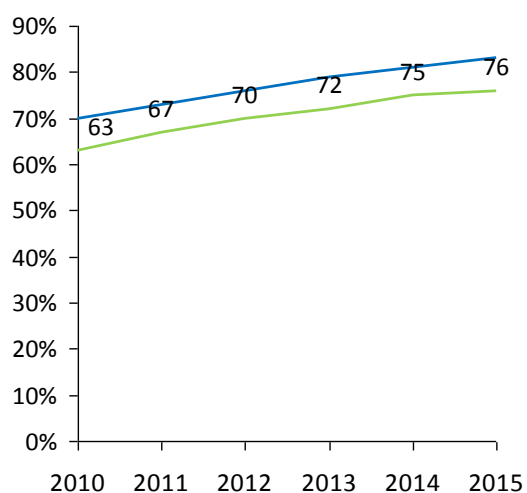
**Head of Government:** Prime Minister [Beata Szydło](#) (since November 2015).

## Information Society Indicators

### Generic Indicators

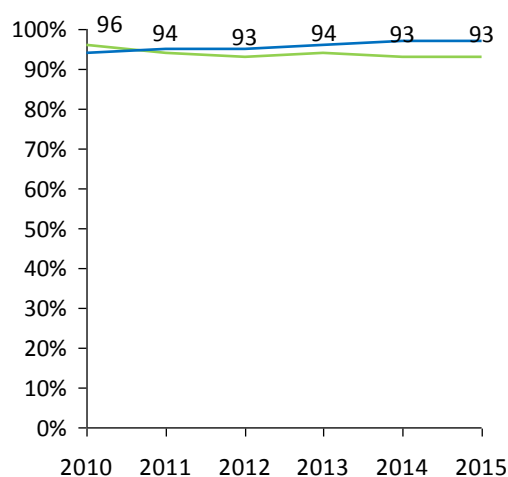
The following graphs present data for the latest Generic Information Society Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) as of January 2016.

**Percentage of households with Internet access in Poland**



Source : [Eurostat Information Society Indicators](#)

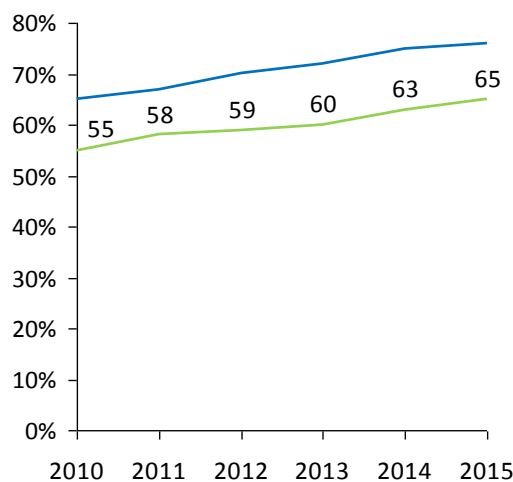
**Percentage of enterprises with Internet access in Poland**



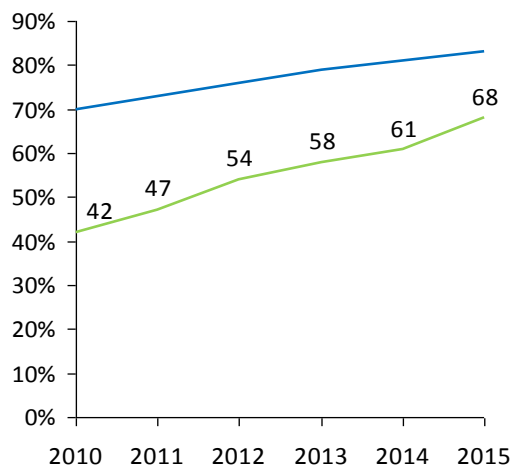
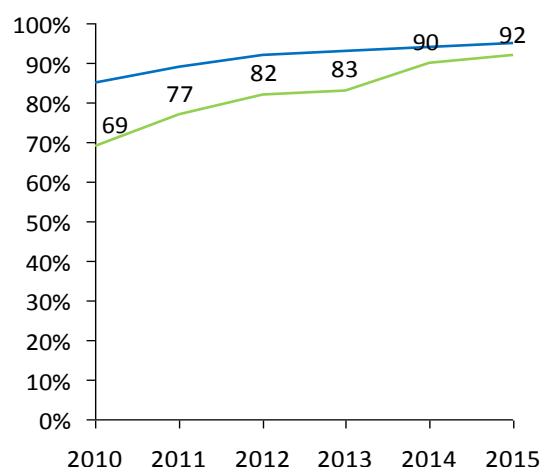
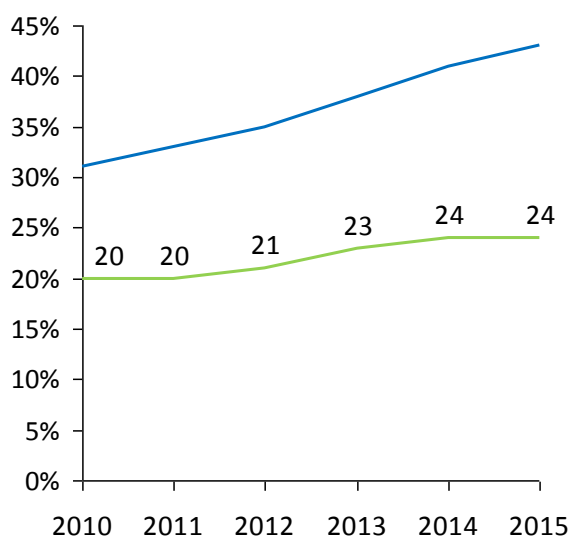
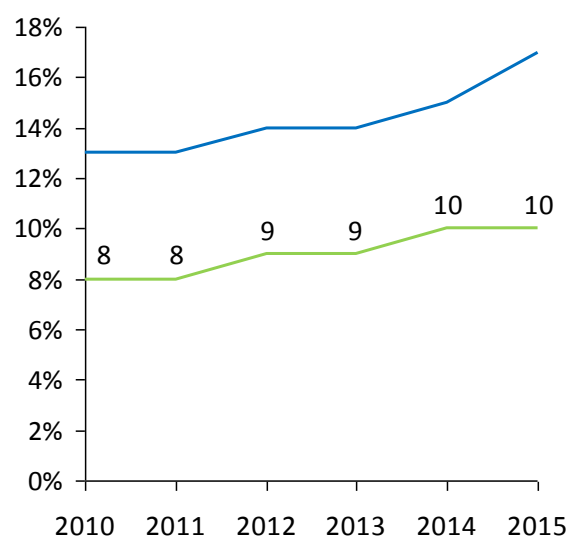
Source : [Eurostat Information Society Indicators](#)

— Poland  
— EU

**Percentage of individuals using the internet at least once a week in Poland**



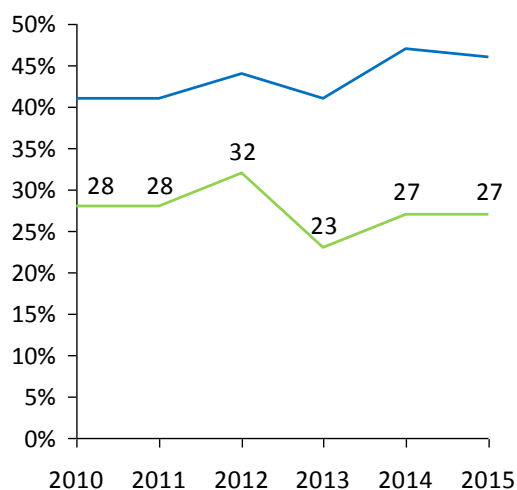
Source : [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Poland**Source : [Eurostat Information Society Indicators](#)**Percentage of enterprises with a broadband connection in Poland**Source : [Eurostat Information Society Indicators](#)**Percentage of individuals having purchased/ordered online in the last three months in Poland**Source : [Eurostat Information Society Indicators](#)**Percentage of enterprises having received orders online within the previous year in Poland**Source : [Eurostat Information Society Indicators](#)

## eGovernment Indicators

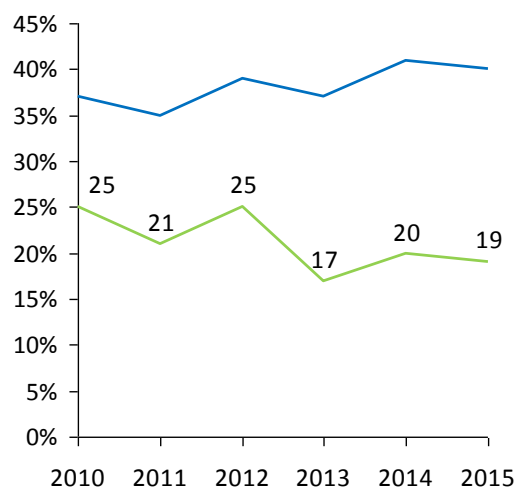
The following graphs present data for the latest eGovernment Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) as of January 2016.

**Percentage of individuals using the internet for interacting with public authorities in Poland**



Source: [Eurostat Information Society Indicators](#)

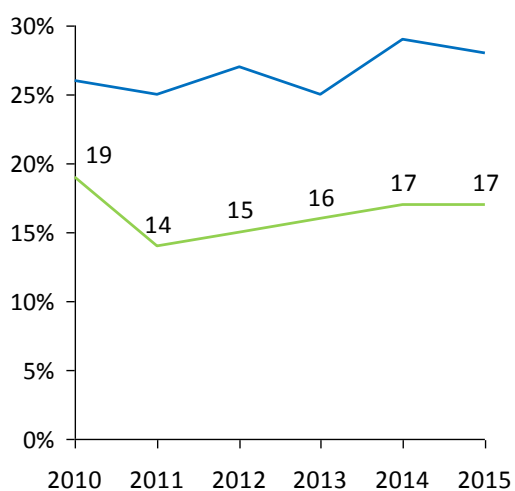
**Percentage of individuals using the internet for obtaining information from public authorities in Poland**



Source: [Eurostat Information Society Indicators](#)

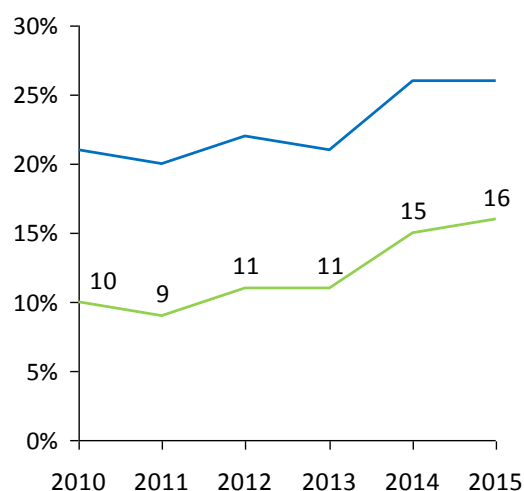
— Poland  
— EU

**Percentage of individuals using the internet for downloading official forms from public authorities in Poland**



Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for sending filled forms to public authorities in Poland**



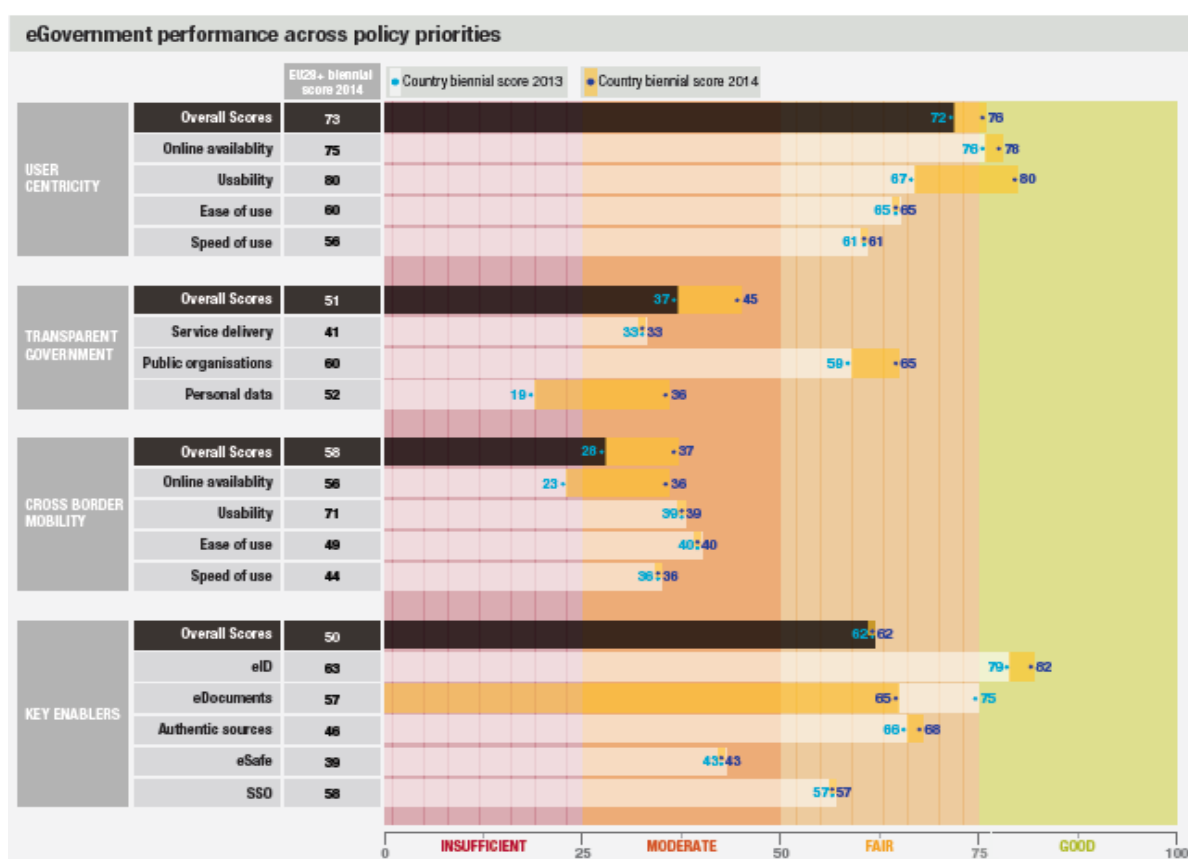
Source: [Eurostat Information Society Indicators](#)

## eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)<sup>1</sup> study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Poland compared to the EU average score.



Source: [eGovernment Benchmark Report 2015<sup>2</sup> Country Factsheet Poland](#)

<sup>1</sup> [eGovernment Benchmark Insight Report](#)

<sup>2</sup> The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

# eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

## Recent News

### March 2016

Ministry of Digital Affairs (MDA) published its *Strategic Action Priorities in computerization of public services*. The draft strategy had been open for public consultation prior its final publication in the beginning of March. The two language version document is available at:

[https://mc.gov.pl/files/mdas\\_strategic\\_action\\_priorities\\_in\\_public\\_services\\_-\\_final.pdf](https://mc.gov.pl/files/mdas_strategic_action_priorities_in_public_services_-_final.pdf)

Coming with a set of 5 principles for digital state and 18 priorities, the strategy offers the vision and a range of concrete measures aiming to delivering a wide-reaching digital transformation of the state.

### November 2015

On 16th November of 2015, the Head Office of Geodesy and Cartography (GUGiK) began implementation of 3 crucial and nationwide endeavors:

#### 1. CAPAP - Public Administration Centre of Spatial Analyses,

Which will constitute a competent analytical IT environment providing both universal and individually tailored set of geospatial services as well as advanced tools for accessing geospatial databases maintained by the geodetic and cartographic service and the stakeholders. CAPAP will include also development or collection of lacking data such as 3D models for the area of the country and high-resolution digital orthophoto map for cities above 50 thousand resident or partial updating of critical topographic information.

General aim of the CAPAP Project is increasing the availability of high quality e-services and data sets at the disposal of the public administration for the purpose of strengthening decision-making processes concerning events in the space (e.g. decisions on the building, development, situating schools, and the number of events on the determined area).

#### 2. K-GESUT - National database of the geodetic register of utilities network,

Project aims at providing a unified and updated information on utilities under and over ground installations and networks important to the development and maintenance of electrical or broadband internet networks.

Development of interoperable nationwide database derived from information from local registers of GESUT and BDOT 500 will be achieved through transformation of data regarding utilities networks to the national standards set out in regulations on utilities networks, topographic objects database and base maps;

Another key goal of the project is modernisation and further strengthening of the system for maintenance of database of evidence of utilities networks (K-GESUT) leading to visualization and publication of data through the [geoportal.gov.pl](http://geoportal.gov.pl).

#### 3. On 15<sup>th</sup> October, Interdepartmental Team for Governmental Program of ZSIN Development approved the Draft Governmental Program of ZSIN (Integrated Real Estate

Information System) Development on 2015 – 2030. This program aims to, among others, expand the number of entities entitled to use ZSIN mechanisms and include of additional public registers to ZSIN containing relevant information concerning real estates.

### September 2015

On 22<sup>nd</sup> September, the new version of Polish Point of Single Contact was launched at [businessinpoland.gov.pl](http://businessinpoland.gov.pl) website. In comparison with the 2011/12 and 2013 assessments the main breakthrough has been made with availability of online procedures. In 2013 the scores were below EU average, whereas in 2014/15 they are considerably above it. The structure and services of the new portal are based on a thorough analysis of user needs and experience.

### August 2015

On 22<sup>nd</sup> August, the Agency for Restructuring and Modernisation of Agriculture (ARMA) published a call for tender in order to develop an open source solution for animal identification and registration in order to modernise its animal identification and tracking system with the use of standardised and off-the-shelf open source solutions for IT security monitoring.

### July 2015

On 31<sup>st</sup> July the initiative "Citizen" was launched. On the [www.obywatel.gov.pl](http://www.obywatel.gov.pl) website 101 information cards were made available describing the most popular public services that government provides to citizens. Among these cards are also such describing other 19 government functioning thematic portals. Finally, information on how to do the job in the office is available in one place. No breakdown by departments and properties, just by life matters. Descriptions of procedures are as simple as possible. Everyone should understand them. Descriptions were verified by ordinary citizens – it was considered whether, after reading he/she understands how to settle the matter.

### June 2015

On 1<sup>st</sup> June 2015, testing of new version of Electronic Platform of Public Administration Services was launched. The key purpose of this eGovernment portal is to enable communication between enterprises, citizens and various public administrations and is being co-funded by the European Regional Development Fund (ERDF) and supervised by the Ministry Of Administration and Digitisation of Poland. The new version (version 2) is already available.

On 17<sup>th</sup> June 2015 the Council of Ministers for Digitization accepted the document "Principles of Enterprise Architecture of Public Entities" and recommended its use among government entities. The document is an updated version of Principles accepted in November 2014, and describes in detail the rules that have to be followed whenever an electronic public service is designed, developed and operated.

Over the weekend of 20<sup>th</sup> to 21<sup>st</sup> June 2015, the city of Poznan was involved in organisation of series of workshops and a hackathon for open source smart-phone applications that could aid citizens to participate in the city's public decision making. Total of 25 participants came up with their ideas on Saturday, and on Saturday six teams of professional code writers/developers each picked an idea and started working on a prototype. At the end of the weekend, a winner was announced and awarded a contract to create a working open

source application. A mobile app development company Snowdog was given 60 days to deliver their working application.

## May 2015

In the end of May 2015, refreshed website of DanePubliczne.gov.pl was launched. Portal facilitates access to and (re)use of the public data, which the law defines as "public information of particular importance for the development of innovation in the country and the development of society". The portal serves as a central repository of public data and it offers various technical functionalities that allow users to browse, download and visualise data using web browser and via API. Since many public institutions already make such information available, the portal helps in navigating them, gathering information about resources in one place. New version has new design, access for people with disabilities, more options and what most important more data available.

## April 2015

In mid-April 2015, a conference 'to explore the intersection of new technology, democracy and civic involvement' was organised by a Polish NGO oriented at democracy and transparency (ePanstwo Foundation) with a focus on the promotion of digital tools used to promote openness and democracy.

## March 2015

A new web portal (the Polish Academy of Accessibility) was created by the Polish Government in order to help public administrations and developers to increase the accessibility of their websites and online services. All the resources are based on the Web Content Accessibility Guidelines 2.0 (WCAG2.0) and polish public administrations were expected to make their websites fully compliant with the WCAG2.0 before the end of May 2015. The portal includes tools that ease access to those with disabilities or seniors such as pre-configured web templates, content management systems (CMS) for disabled people, and other. An e-learning platform and workshops are provided. The tool is available for free.

## February 2015

On 26<sup>th</sup> February 2015 at a workshop in Sofia, best practices of the Visegrad countries (Czech Republic, Hungary, Poland and Slovakia) were compared with those implemented by Bulgarian eGovernment services.

## December 2014

On 19<sup>th</sup> December 2014, pilot of the Trusted Profile was launched by the Polish post offices that shall serve a purpose of electronic IDs verified in five post offices in Warsaw. The profile enables users to access online government services such as registration of a business or interaction with social services. If the pilot proves to be successful, it shall be followed by its implementation in the post offices across the country.

## November 2014

Committee of the Council of Ministers for Digitization accepted the document "Definitions of Enterprise Architecture Principles of Public Entities". The document set the rules in the domains of business, data, application and general, that public entities developing electronic public services had to comply to. The enterprise architecture principles were used as a basis for project's eligibility criteria for co-funding of the Operational Programme Digital Poland priority axis "E-government and open government".

## September 2014

It was announced on the 12<sup>th</sup> September 2015 that the workshops at the Centre for Health Information Systems in Warsaw shall be run to boost the ICT skills of senior staff at the health care organisations across the country. The workshops and lectures shall be combined with an e-Learning portal to provide further information to the medical staff and management about the Information and Communication Technologies and shall be provided up until summer 2015.

## March 2014

On 10<sup>th</sup> April 2015, an open-source e-Health system has been presented by the project leaders of the Medical University of Warsaw at the Medetel conference in Luxembourg. The integrated open-source medical system delivers safe, efficient and modern e-health services as the platform allows staff to share medical data. It is currently being used by several clinics in Poland. The project was funded by the Poland's National Centre for Research and Development with the involvement of seven developers and nine medical specialists.

## February 2014

On 10<sup>th</sup> February 2014, the Official Gazette [publishes](#) changes in the Computerisation Act, helping citizens and businesses to communicate electronically with public authorities and administrative courts, and ultimately increasing the number and quality of eServices. Most provisions will come into force by 11th May.

## January 2014

On 8<sup>th</sup> January 2014, the Council of Ministers, the collective executive decision-making body of the Polish Government, [adopted](#) the National Integrated Informatisation Programme (PZIP), describing how high quality electronic public services can be delivered to the public. PZIP is one of three strategic documents adopted on 8 January.

The other two include the Operational Programme for Digital Poland (POPC) and the National Broadband Plan (NPS). Together these documents define the activities and available funding for the development of digitisation in Poland up until 2020.

PZIP aims to create a coherent, logical and efficient information system state, providing eServices in an efficient manner in terms of quality and cost. It will enable co-operation between existing and new ICT systems of public administration, while eliminating any duplicative functionality. The fulfilment of these objectives will be measured in terms of the proportion of citizens and businesses that use eGovernment services and the level of their user satisfaction.

## January 2013

As announced in mid-January 2013, the Podkarpacie Province Administration in Rzeszow (southwestern Poland) has saved nearly PLN 40 000 (approx. €9 600) thanks to the replacement of traditional paperwork with electronic services, including the ePUAP web portal (the electronic Platform of Public Administration Services), which deals with official matters.

## 2012

Starting in June 2012, people with a [Trusted Profile](#) are able to access a number of social security services through [PUE](#), the eServices platform of the Social Insurance Institution (Zakład Ubezpieczeń Społecznych - ZUS, in Polish). These services include submitting applications and documents online and gaining access to data recorded in one's individual social security account.

A Trusted Profile will soon be able to use to sign an online application for the establishment of a limited liability company in Poland. To this end, one must submit their application through the E-MS service of the Ministry of Justice and sign it with a secure eSignature supported by qualified certificates. From 1 June 2012, one will have the possibility to sign their application by means of a Trusted Profile, which is a free alternative to commercial eSignatures.

## 2011

At the high-level conference 'Borderless eGovernment Services for Europeans', the delegates discussed the development of eGovernment services in Europe and the challenges it is likely to face in the years ahead. The conference took place in Poznań, Poland on 17 and 18 November 2011. During the event, experts representing the scientific, business and political communities debated the greatest challenges confronting eGovernment in the European Union. They emphasised that European citizens and businesses required further development of cross-border eGovernment services.

The new [Computerisation Plan](#) for the years 2011-2015 is underway including the State Informatisation Plan for the years 2011-2015. Its three main pillars are: eGovernment, eSociety and the computerisation of the administration. The objectives to be achieved are to enable the provision of electronic services to meet the needs of citizens and business, increase the efficiency and effectiveness of public administration through the use of modern ICT tools and create conditions for the development of the information society.

On 4 October 2011, the project SWOI starts classes on and employs [Free and Open Source Software](#) (FLOSS) in middle and upper secondary schools in Poland. [SWOI](#) is the implementation strategy for the use of open and free software as an innovative model for supporting the development of pupils and students' key competences in the field of ICT. The first group of students' work began in the 'Circles of Interest' activity. Under supervision, the participants explore the secrets of open source software.

On 27 September 2011, Waldemar Pawlak, Poland's Deputy Prime Minister and Minister of Economy, salutes Free and Open Source Software (FLOSS) as the "greatest success of the 20th century" in a conference talk. According to Mr Pawlak, **FLOSS** is an example of how the free and open exchange of ideas has created a number of products that have amazed and changed the world. In FLOSS he sees the desire for cooperation between people, which in many cases constitutes a synthesis of diverging inspirations and ideas, leading consequently to the creation of ground-breaking solutions and projects. It should be stressed that the [website](#) of the Ministry of Economy runs on the free and open-source content management system (CMS) Drupal.

On 20 September 2011, it is announced that a new version of the service to make changes to the register of voters has been made available through the [ePUAP](#), the one-stop shop that facilitates eGovernment services in Poland. The [Ministry of the Interior](#) in collaboration with the National Electoral Office has created the service 'Append to the register of voters', which provides a free, simple and convenient method of communication for citizens with the relevant municipal office, and between different municipal offices. It enables citizens to electronically list themselves as voters in an electoral district different from their place of permanent residence.

On 15 September 2011, it is announced that the Certification Centre of the Polish [Ministry of the Interior](#) is to be modernised. The IT Projects Centre (*Centrum Projektów Informatycznych* - CPI, in Polish) has signed a contract with a contractor to improve the IT infrastructure and install software. The modernisation of the Centre will facilitate two major projects: [pl.ID](#), the Polish ID Card; and the [Information System of Emergency Notification](#), the tele-information system which facilitates the common European emergency call service [112](#).

The Centre's tasks include the generation of certificates for public administration employees to help them update the system of state registers using the application [Integrated Module of Service for End Users](#) and certificates for the operators of the regional centres to enable them to operate SIPR.

On 19<sup>th</sup> August 2011, it is announced that Aleksandrów Kujawski, a municipality in the Kuyavian-Pomeranian province of central Poland, is the leader in terms of providing services to citizens over the Internet through the electronic Platform of Public Administration Services ([ePUAP](#)). The municipality employs ePUAP - the one-stop shop that facilitates eGovernment services - to provide 157 services. The services provided by Aleksandrów Kujawski include additions to the electoral register, renting premises, and records for nursery school, kindergarten and schools.

Since 1<sup>st</sup> July 2011, it has been possible to register **business activities** in Poland through the Internet, provided that the entrepreneur has a trusted profile or electronic signature. The [Central Register and Information on Business Activity](#) (*Centralna Ewidencja i Informacja o Działalności Gospodarczej* - CEIDG, in Polish), which is run by the [Ministry of Economy](#), has introduced the CEIDG-1 form to replace the EDG-1 form. The new form is available through [ceidg.gov.pl](#) and [firma.gov.pl](#) websites.

Since 9<sup>th</sup> June 2011, users of the electronic Platform of Public Administration Services ([ePUAP](#)) make use of a new **electronic identity function**, the Trusted Profile (*Profil Zaufany* - PZ, in Polish). Regulations specifying the scope and terms of use of the Trusted Profile were published on 9 May 2011, and cover its validation, renewal and cancellation. These regulations thus constitute amendments to the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, which introduced the operational framework for the ePUAP Trusted Profile.

As of 20<sup>th</sup> April 2011, applicants hoping to study at the [Jagiellonian University](#) in Poland are able to conduct their admission application electronically. The application process is facilitated by the electronic Platform of Public Administration Services ([ePUAP](#)). The Jagiellonian University is the country's oldest university. Using the electronic system, the applicant is able to receive any letters, including decisions and rulings, in electronic form. The University's [Online Application System](#) (OAS) has published a short [guide](#) on how to apply using ePUAP.

In April 2011, it is announced that certain Polish legal acts would be transmitted to the [Government Centre for Legislation](#) in electronic form only, using the eGovernment portal electronic Platform of Public Administration Services. As a result, the electronic version of the legislation, which previously was merely complementary to the original paper version, will be validated as it bears a digital signature, the only form of authentication and confirmation of the date of the act.

A Polish producer and integrator of IT solutions wins in February 2011 a tender on electronic signature published by the Norwegian Agency for Public Management and eGovernment (*Direktoratet for forvaltning og IKT* - [Difi](#), in Norwegian); the agreement was signed electronically. The aim of the agreement is for the Norwegian public entities to be able to check and validate eSignatures - in terms of correctness and quality - based on electronic identities (eIDs) from more than 300 providers in Europe. The service will firstly be piloted in the Pan-European Public Procurement Online ([PEPPOL](#)) project for electronic tendering across borders in Europe.

A new version of the Polish one-stop shop eGovernment portal [ePUAP](#) ('Electronic Platform of Public Administration Services') is launched in early January 2011 with a **two-fold purpose**: to enhance the portal's convenience for citizens, and to facilitate the provision of eGovernment services for public entities.

## 2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

# eGovernment Strategy

## Main strategic objectives and principles



### Strategic Action Priorities of the Minister of Digital Affairs in computerization of public services

The MDA put together some crucial guiding principles as reference point to any e-government actions to be taken:

- ▶ The state should serve the citizen. Thanks to digital technology the state should connect dispersed institutions and change complex procedures into consistent and simple services;
- ▶ Access to the public network and services must be safe for our data and all types of transactions conducted in the network;
- ▶ In order to pursue e-administration targets, but above all, to achieve social and economic goals, it is necessary to accelerate the development of modern telecommunications infrastructure;
- ▶ Development of the desired innovative economy needs permanent and easy access to data gathered by public services;
- ▶ We need to constantly – regardless of age – improve our digital competences to effectively benefit from digitization and compete on the global market.

The Ministry points out as many as 18 areas of particular interest to carefully look into and further develop:

- ▶ Public administration heading toward digital services
- ▶ One portal of information and services of government administration
- ▶ Gate to services
- ▶ Integration and development of public registers
- ▶ Adopting a unified standard of digital identification of citizens
- ▶ Providing safe access to the network and services of e-administration
- ▶ Stock-taking and monitoring e-administration systems
- ▶ Implementing the organizational and decision making order
- ▶ Institutional solutions – setting up the coordination structure
- ▶ Developing the cooperation between Government and local governments
- ▶ Developing e-administration data processing centres
- ▶ Improving competences on the part of administration
- ▶ BIP – Public Information Bulletins
- ▶ Adopting the standard of electronic circulation of documents in administration
- ▶ Improving the effectiveness of disbursement of funds from POPC 2014-2020
- ▶ Public consultations and citizen participation in the legislative process
- ▶ Digital education of society
- ▶ Being more effective in the EU and other international institutions

## National Development Strategy 2020

The National Development Strategy 2020 for Poland [includes](#) among other activities the introduction of uniform rules for eGovernment in administration. A set of planned actions are envisaged:

- ▶ **Creation of a single IT centre for the whole government** in order to implement uniform rules for eGovernment, such as ordering the equipment centrally, and concerning the type of software used as well as the exchange of information and communication.
- ▶ **Digitisation of public administration** to simplify administrative processes and create structured digital knowledge resources; it will also make auditing the quality of public information possible, with a view to create a platform for information flow.
- ▶ **Electronic access to the widest possible range of public services**, allowing full interaction with the office, and making it possible to handle matters at a distance.

These actions will help to simplify the procedures for handling matters and will facilitate access to the information required at any stage of the administrative procedure. Interactive administration portals, enabling instant access to the service or information required, tracking the status of official matters and personalisation services (matching the offer to user's profile and requirements) shall be used for this purpose. The Electronic Platform of Public Administration Services (ePUAP) should - among others - be developed in this direction. An essential element of introducing the eGovernment services will be training the administrative staff, responding to immediate needs arising from the use of modern tools.

## Digital Poland 2014-2020

The aim of the programme is to strengthen the foundations for the development of digital country, including broad access to high-speed Internet, efficient and user-friendly public eServices and the ever-increasing level of digital literacy in society. This programme resulted from a consultation of the Council that Poland remains significantly behind other Member States in the use of the developmental potential of ICT.

In particular, the Council pointed out:

- ▶ low fixed broadband coverage,
- ▶ relatively low efficiency of public administration,
- ▶ relatively low level of use of eGovernment,
- ▶ very low percentage of adults who engage in learning throughout life.

The main directions of support will be the development of broadband networks and to improve the quality and efficiency of public services through their digitisation. The method of implementing eServices will include mechanisms to prevent the phenomenon of 'digitisation bureaucracy', forcing the positive impact of projects on administrative processes, and to train as many people as possible in the use of ICT to improve the quality of their life, social life and increase the competitiveness of the labour market.

For further details please access the following [document](#).

## National Integrated Informatisation Programme 2020

A new [approach](#) to the computerisation of the state will enable the integrated computerisation of the state by building a state model of with the optimum 2.0 and the development of public services at a national and local level of the government that are

monitored and improved through the dynamic development of digital technologies and the development of digital resources and content.

The aim of the programme is to provide computerisation to citizens and businesses, but also to the administration by providing access to useful tools that are safe, simple to use, universally accessible and technologically neutral. From the point of view of the citizen, this programme will support the conducting of official business in a convenient electronic way, thus saving time, without having to visit the authorities physically.

This programme will be based on four pillars:

- ▶ Logical and efficient flow of information to help a citizen to perform their duties to the state and support them in the realisation of their aspirations.
- ▶ Focus on processes in public administration and services that it provides.
- ▶ Transparency and efficiency in public spending. All selected and implemented solutions must ensure the lowest possible costs.
- ▶ Technological neutrality, ensuring that access to services and supplies for the administration are not limited to and arise only from functional needs. The selection of solutions provides the ability to change the solutions provider, if the cooperation with the current one does not guarantee the fulfilment of the expectations of the public site.

## Principles of Enterprise Architecture of Public Entities

Since 2014 Ministry of Administration and Digitization runs a project Government Enterprise Architecture. In June 2015 the Committee of the Council of Ministers for Digitization accepted the document "Principles of Enterprise Architecture of Public Entities" and recommended the use of principles in government entities. The enterprise architecture principles – describing the way electronic government services should be designed, built and provided – refer to four domains: business, data, application and general. They were already implemented in a broader set of criteria for the projects that aim to be co-financed in one of the actions of the Operational Program Digital Poland. Shortened version of Principles in English is available at the project's website.

## Previous eGovernment Strategies

### Strategy for the Development of the Information Society in Poland until 2013

The '[Strategy for the Development of the Information Society in Poland until 2013](#)' was passed by the Council of Ministers on 23 December 2008 and was signed by the Prime Minister on 31 December 2008. A series of extensive consultations with competent experts contributed to the creation of this strategy.

This strategy is the response to the need of reducing digital exclusion by identifying and removing existing educational, economic and geographical barriers. It is sectoral and takes into account the priorities of the European information society policy that result from the assumptions of the Lisbon Strategy and the initiatives: 'eEurope – Information Society for all' and its continuation 'i2010 – A European information society for growth and employment'.

The **mission** of this strategy is to contribute to creating a better society, in which citizens and businesses would be able to use the potential of information technology in the economic, social and cultural aspects of their lives with the effective support of a modern and friendly public administration.

The **aim** of the strategy is therefore to ensure the universal and effective use of information and knowledge for a harmonious social, economic and personal development.

This strategy addresses three **areas**: citizens, business entities and public administration. Within each of these three areas, it maps out strategic directions and determines the objectives that should be accomplished to achieve the desired development status for the information society in Poland in 2013. More precisely, the **development** of information society in Poland is based upon the following points of primary importance:

- ▶ Availability, Security and Trust - the ability to access reliable information
- ▶ Openness and Diversity - non-discrimination in accessing public information
- ▶ Universality and Acceptability - widely shared information society products and services
- ▶ Interoperability - ensured accessibility to the desired information in a safe, quick and simple manner.

For the successful implementation of this strategy, the following **conditions** are vital:

- ▶ create the conditions for the proper development and functioning of information society;
- ▶ ensure universal access to IT services;
- ▶ offer a greater use of new technologies to improve efficiency, innovation and competitiveness of the economy;
- ▶ create the necessary legal and economic conditions for the widespread use of secure networks.

The main **source of funding** for the Strategy is the budget of Poland's central government and the EU's structural funds available in Poland under Operational Programmes for 2007-2013. The **responsibility** for co-ordinating and supervising the implementation of objectives adopted in this strategy has been vested in the Information Society Department of the Ministry of the Interior and Administration. It will be supported by the Computerisation & Communication Committee of the Council of Ministers, together with its working groups and the departments and units in charge of implementing particular components of this strategy.

### National Computerisation Plan (2007-2010)

The '[National Computerisation Plan for the period 2007-2010](#)', which was publicly unveiled in January 2007 and came into force on 22 April 2007, is a regulation prepared by the [Ministry of the Interior](#) in cooperation with other key ministries, Local Governments entities, NGOs and the Council of Ministers' Committee for Computerisation and Communications.

It is the first planning document, which describes in a systematic manner concrete tasks to be carried out by public bodies in the field of information society development and for the **provision** of **eServices**. The aim of this plan is to introduce a new range of eServices between 2007 and 2013. 24 new eServices are meant to be set up, covering, among other services: the processing of IDs and passports; the change of residence details; the booking of doctors' appointments; eTax declarations sending; and the reception of information from registry offices.

Furthermore, the 'National Computerisation Plan' recommends the use of open, publicly available IT standards while calling for technological neutrality in all Government-led IT projects. This plan aims to reduce digital exclusion, for instance, through a strategy for broadband access to the information society services for the years 2007-2013. In this respect, it is worth noting that in Poland inclusive eGovernment actions are focused on facilitating Internet access and ICT training in schools, Local Government institutions and public Internet access points (PIAPs).

The Council of Ministers' Committee for Computerisation and Communications was established in March 2007 to coordinate and monitor the implementation by Public Administrations of the National Computerisation Plan for the period 2007-2010.

### eGovernment Action Plan (2005-2006)

The 'eGovernment Action Plan for 2005-2006' derived from 'ePoland - The Strategy on the Development of Information Society Development for the years 2004-2006', known as ePolska, adopted by the Council of Ministers on 13 January 2004. According to this plan, the computerisation process would be conducted in the three following areas:

- ▶ widespread availability of online services and content;
- ▶ development of valuable content and services available via the Internet;
- ▶ common availability to use computer and communication systems.

### ePoland - The Strategy on the Development of the Information Society in Poland (2004-2006)

The main **objectives** of this strategy were to contribute to a knowledge-based economy development and to improve citizens' quality of life. More precisely, it aims at:

- ▶ providing affordable, fast and secure Internet access to all citizens and businesses;
- ▶ developing a broad and valuable range of online content and services;
- ▶ achieving widespread ICT literacy.

To reach these objectives, four **priorities** were set: provision of broadband Internet for all schools; development of the 'Gateway to Poland' - an integrated platform for eGovernment services; development of Polish content on the Internet; and universal access to ICT training.

### Gateway to Poland (2002-2006)

The eGovernment strategic document 'Gateway to Poland' (*Wrota Polski*), published in December 2002, announced 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.

### Aims and Directions of Information Society Development in Poland (2000-2005)

Aims and directions of Information Society Development in Poland set the objectives of the Polish information society policy. One of the strategic objectives consists of using ICT to help establishing open, transparent, citizen-friendly structures of public administration, thus ensuring greater efficiency of the public sector.

### Regional Infrastructure Projects and Strategies

When the Ministry of Science and Information Society Technologies was responsible for eGovernment affairs, it signed Framework Agreements with the regional authorities of Podlasie, Malopolska, Opole and Pomerania for the development of regional gateways.

These Framework Agreements brought about tangible results. This was the case for the Malopolska region. At the beginning of 2005, this region had already implemented electronic signature, and at the end of that year, its regional gateway counted over 100 services online.

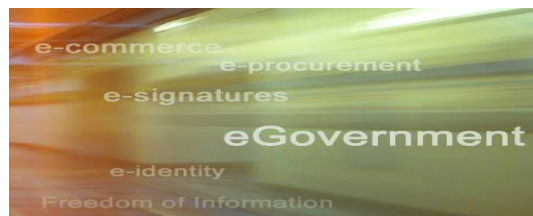
It is to be noted that several Polish regions have their own computerisation strategies. For instance, on 4 September 2006, the Mazovia region became the first in Poland to have a regional strategy for the development of the information society – the Strategy for Regional eDevelopment of the Mazovia Region 2007 - 2013. This was also the first strategy in Poland to comply with the European Regional Information Society Association (ERIS@) guidelines.

Thanks to the official electronic journal for public information - [Public Information Bulletin](#) (*Biuletyn Informacji Publicznej* – BIP) - launched in July 2003, the public information of communities, provinces, city offices and Central Administrations has been made available on the Internet in line with the Act on Access to Public Information.

In addition to the already functioning regional projects of 'Gateways', citizens have been offered the possibility to 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 the Computerisation of the Operations of the Entities Performing Public Tasks \(2005\)](#)

The Act was adopted by the *Sejm* on 17 February 2005 and came into force on 21 July 2005 (This legal act was amended twice, in 2010 and 2014). It grants both citizens and businesses the **right** to **contact** public authorities **electronically**. This Act furthermore 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: the standardisation and interoperability of Public Administration systems; the front and back office integration of Public Administration systems; the supervision and support of IT projects in Public Administration, at both central and local levels; the multi-annual Strategic Plan of IT implementation (horizontal & sectoral projects) in Poland in the context of the 2007-2013 National Development Plan.

### Freedom of Information Legislation

#### [Act on Access to Public Information](#) (2001 as amended 2004)

The Act came into force in January 2002, allowing anyone to demand **access** to public information held by public and private bodies exercising public tasks, as well as trade unions and political parties. The bodies must officially respond within 14 days. Public bodies are **required** to **publish information** on their policies, legal organisation and principles of operation, contents of administrative acts and decisions, as well as public assets. The law requires that each of these bodies create a Public Information Bulletin to allow access to information via computer networks. Thus, the official electronic journal for public information - [Public Information Bulletin](#) - was launched in July 2003.

#### [Regulation on the Manner, Scope and Mode of Access to Data Stored in a Public Register](#) (2005)

This short regulation sets out the scope and mode of access to data stored in a public register, a public body or entity, performing public duties under other regulations or by delegation. Furthermore, it clarifies the terms under which someone can resort to a second request for access to data stored in a register.

### Data Protection/Privacy Legislation

#### [Act on the Protection of Personal Data](#) (1997)

The Act on the Protection of Personal Data was adopted on 29 August 1997 and was amended three times in the course of 2004. This Act follows the rules established by European Union's [Directive 95/46/EC](#) on the protection of individuals with regard to the processing of personal data. The [Inspector General for the Protection of Personal Data](#) supervises the observance of the Act. In case of breach of the provisions on personal data

protection, the Inspector General, ex officio or upon a motion of a person concerned, by means of an administrative decision, shall order to restore the proper legal state.

#### [Regulation on the Compilation of Writings in the form of Electronic Documents](#) (2011)

The Regulation focuses on how to share copies of electronic documents and forms under conditions of safety. Accordingly, it clarifies the form of official certification of receipt of electronic documents by the recipient, the ways to safely share electronic copies of documents and safety conditions for forms and templates of shared documents.

## eSignatures Legislation

#### [Act on Electronic Signatures](#) (2001)

Adopted on 18 September 2001, the Act on Electronic Signatures was amended in 2004 and 2005 respectively. This Act, which is compliant with the [EU Directive 1999/93/EC](#) on a Community framework for electronic signatures, set the deadline of 1 May 2008 for the legal validity of electronic signatures, i.e. the provision of public eServices with electronic signatures. From that date onwards, the Polish public authorities have been obliged to accept documents and/or requests in electronic format accompanied by an eSignature.

#### [Draft Regulation on the Technical Requirements for Electronic Identity Card Layer and Communication Protocol for Electronic Identity Cards](#) (2011)

The Regulation sets out the technical requirements for the electronic layer of the identity card and the electronic communication protocol with identity cards. The electronic ID card layer meets the technical requirements specified in this Regulation by the following standards: safety requirements for electronic layer; requirements for confidentiality of communications with a layer of electronic ID card; and authentication ID storing data and software in a layer of electronic ID card.

## eCommerce Legislation

#### [Act on Providing Services by Electronic Means](#) (2003)

Adopted on 18 July 2002, the Act on Providing Services by Electronic Means entered into force on 10 March 2003. It implements into Polish Law the provisions of the [Directive 2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('eCommerce Directive'). Among other aspects, the Act **regulates** the **obligations** and responsibilities of the providers of electronic services, as well as the protection of personal data of natural persons using eServices. It also addresses the issue of spamming by adopting the opt-in principle.

#### [Act on the Protection of Certain Services provided by Electronic Means based on, or relying on conditional access](#) (2002)

Adopted on 5 July 2002, this Act implements the [Directive 98/84/EC](#) on the legal protection of services based on, or consisting of conditional access.

#### [Act on Electronic Payment Instruments](#) (2002)

Adopted on 12 September 2002, this Act implements the EU [Directive 2000/46/EC](#) on the taking up, pursuit of and prudential supervision of the business of electronic money institutions. The Act defines an 'electronic payment instrument' as every payment

instrument (including that with a remote access to fund resources) enables its holder to perform operations by means of an electronic device or renders possible the electronic identification of the holder, necessary in order to perform an operation.

## eCommunications Legislation

### [Telecommunications Law](#) (2004)

The Telecommunications Law, transposing the [EU regulatory framework for electronic communications](#), was adopted in July 2004 and came into force on 3 September 2004. It was widely amended in 2005. The objectives of the Telecommunications' Law include the following:

- ▶ support equal and effective competition within the scope of providing telecommunications services;
- ▶ develop and use of modern telecommunications infrastructure;
- ▶ ensure order in the management of numbering, frequencies and orbital resources;
- ▶ ensure that users derive maximum benefit in terms of choice, price and quality from telecommunications services;
- ▶ ensure technological neutrality;
- ▶ ensure that end users who are disabled persons have access to telecommunications services equivalent to the level of access offered to other end users.

It was amended [The Act of 16 November 2012](#) amending the Telecommunications Law and some other acts.

### [Act on the Development of Telecommunications Services and Networks](#) (2010)

The Act on the Development of Telecommunications Services and Networks, which entered into force on 17 July 2010, sets out the principles for telecom activity by local authorities. In more detail, it specifies forms and rules concerning the support of telecommunications investments; rules governing the activity within the framework of telecommunications of local self-government units; rules concerning the access to telecommunications infrastructure and other technical infrastructure; rights and obligations of investors and rules for locating regional broadband networks.

## eProcurement Legislation

### [Public Procurement Law](#) (2016)

Presently, the works on the amendment to the Public Procurement Law which implements the provisions of 2014 EU PP directives are in a very advanced stage. The draft of the amendment to the PP Law was adopted on May 13<sup>th</sup> by the Sejm and was submitted to the Senat. The drafted national provisions – pursuant to the regulations of the new directives - will introduce an obligation, as of 2018, to use means of electronic communication in contract award procedure.

## Re-use of Public Sector Information (PSI)

### [Law amending the Law on Access to Public Information and related laws \(2011\)](#)

This Law is a synthetic presentation of the current state of social relations in the field of re-use of Public Information. The Law introduces the following main amendments:

- ▶ Introduces the obligation to provide public information on the objectives of re-use, while the Directive leaves discretion in this area to the Member States.
- ▶ Significantly improves the process of obtaining re-used public information, by abolishing the need to submit applications when public information is already published on the [Public Information Bulletin](#).
- ▶ Grants the applicant the right to sue not only refusal to provide public information to re-use, but also conditions of use, which might violate the law.

Poland has notified full transposition into national law of the [Directive 2003/98/EC](#) of 17 November 2003 on the re-use of Public Sector Information (PSI). The relevant national legislation in this regard consists of the Code of Administrative Procedure (1960), the Constitution of the Republic of Poland (1997), the [Act on Access to Public Information](#) and the Act on Freedom of Economic Activity.

In 2014 new portal [www.DanePubliczne.gov.pl](http://www.DanePubliczne.gov.pl) website has been launched. Portal aims are to bring together in one place the set of data of particular importance for the development of innovation in the country and the Information Society Development.

## Spatial Data Infrastructure

### [Law on spatial information infrastructure \(2010\)](#)

The fast growing needs concerning spatial information, coupled with the dynamic development of information and communication technologies (ICT) have been the reason for taking various initiatives in Poland, as well as government and self-government projects, which aimed at modernisation of systems and developing spatial information infrastructures. National tendencies and activities have been supported by the initiative of the European Union, concerning the establishment of the European infrastructure for spatial information, commonly known under the acronym of INSPIRE and developed presently in line with the EU directive ([2007/2/EC](#)) having the same acronym and was transposed into the Polish legal system in form of Law on spatial information infrastructure (2010) which has been in force since June 7, 2010.

The spatial information infrastructure defined by that Act is composed of the spatial data sets described by means of metadata, as well as pertaining to its services, technical means, processes and procedures, which are applied and made available by the agencies of administration and third parties, co-creating the spatial information infrastructure. [Polish SDI](#) is in greater detail described in the report to the United Nations Committee of Experts on Global Geospatial Information Management.

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### Ministry of Digital Affairs

The ministry was established on 16 November 2015 and has replaced the [Ministry of Administration and Digitization](#) founded in November 2011. With the new Government of Prime Minister Mrs Beata Szydło from November 2015, Ministry is focused on informatization and telecommunications changing the scope and name to Ministry of Digital Affairs

The mission of the new ministry is to create a digital boost for the development of Poland. The main tasks of the new ministry are to develop broadband infrastructure, support the creation of web content and e-services and promote digital competences among citizens. Digitization is also key to modern administration. Effective digitization is based on three pillars: providing internet access, developing web content and services and promoting digital competences.

##### Department of eState (formerly Department of Informatization)

The Department is responsible for laws and programmes which enable the creation of citizen-friendly eServices by all levels of administration. It develops standards, guidelines and recommendations on eServices and their interoperability – ensuring cooperation between different IT systems. The Department provides opinions to documents and decisions on national and European level concerning eAdministration.

##### Department of Information Society

This Department is responsible for designing, developing and evaluating strategic directions and programmes related to the information society. In addition, it prepares proposals for changes to the Information Society Development Strategy and creates policies to manage access to public information and its re-use, and to lay the foundations for the construction of open government.

##### Department of Telecommunication

The Department is responsible for matters related to legal regulations in the field of telecommunications, development of telecommunications networks and services, including broadband networks, execution and implementation of the National Broadband Plan. In the field of telecommunications, it develops opinions on draft legal acts and strategic plans and programmes, as well as cooperates with the EU bodies and international organizations.

#### Coordination

##### Committee of the Council of Ministers for Digitization

One of the primary roles for the Committee is to coordinate the departments that work on the digitization of the country across whole Government. This is the reason why it is formed by participants from all Polish Ministries. The purpose of the Committee's work is to achieve synergy through digitization, coordination, cooperation and creativity. Finally, the Committee will also oversee the preparations for the implementation of the European Digital Single Market Strategy and the implementation of the Integrated National Informatization Program.

## Implementation

### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitization)**

The Ministry, besides its other functions, is responsible for implementing the Polish Republic's international objectives in the field of computerisation and telecommunications.

## Support

### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitization)**

The Ministry helps the promotion of digitisation in the country by encouraging investment in IT, facilitating applications of information technology and developing information society in general.

### **Advisory body for Minister of Digitalization (previously the Council for Digitization, and Council for Computerization)**

The Council for Computerisation was an advisory body of the Ministry of the Interior and Administration. It consists of twenty highly acclaimed experts in the field. In 2014, the council was replaced by the Council for Digitization due to the provisions of the amended Act on Informatisation, which came into force on 11 May 2014. Currently, this advisory body has been replaced by Advisory body for Minister of Digitalization. The body serves as a multilateral forum of cooperation between digitalization stakeholders in Poland, so when choosing the members of the Council it was imperative that they represent different communities interested in the process of digitalization of the state, such as governmental administration, local authorities, entrepreneurs, the academic community, technical experts and non-governmental organizations.

### **Committee of the Council of Ministers for Digitisation**

Established in March 2007 on the basis of the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, the Committee is notably in charge of initiating and issuing opinions on draft documents pertaining to the computerisation of Public Administration in Poland. This competence also covers the issues of the development of the information society, the use of ICT in building a knowledge-based economy, as well as connectivity and public records.

## Audit/Assurance

### **Supreme Audit Office (NIK)**

The Supreme Audit Office (NIK) is the auditing body in Poland whose purpose is to promote economic efficiency and effectiveness in the public service to the benefit of the Republic of Poland. It monitors the execution of the State budget and the monetary policy guidelines, and conducts audits upon demand of the Parliament or its bodies.

## Data Protection

### **Inspector General for the Protection of Personal Data**

The duties entrusted to the Inspector General comprise, among other duties: supervising the compliance of data processing with the legal 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; initiating and undertaking activities to improve the protection of personal data.

## Regional & Local eGovernment

### Policy/Strategy

#### **Regional and Local Authorities**

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

### Coordination

#### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitization)**

The Ministry is responsible to reform and organise all public administrative structures, including government complexes in the province. By coordinating actions in the areas affected by digitization, the ministry aims to make our society and economy grow. Digitization enables synergies between various domains – access to internet and digital economy. Not only does digitization help economy grow, but it also promotes equal opportunities for all citizens. Internet will make it easier to have access to cultural goods and jobs regardless of whether the person live in a big city or a remote village.

### Implementation

#### **Regional and Local Administrations**

Regional and local authorities implement eGovernment services and projects falling within their respective jurisdiction.

### Support

#### **Department of eState (formerly Department of Informatization)**

The Department finances investments in the field of computerisation of public administration, including local and regional authorities.

### Audit/Assurance

#### **Supreme Audit Office (NIK)**

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

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Ministers responsible for eGovernment



**Anna Streżyńska**  
**Minister of Digital Affairs**

**Contact details:**

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E-mail: [mc@mc.gov.pl](mailto:mc@mc.gov.pl)  
Source: <https://mc.gov.pl/>

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [ePUAP portal](#)

The Electronic Platform of Public Administration Services ([www.epuap.gov.pl](http://www.epuap.gov.pl)) is a system allowing public institutions to provide administrative services to the public via electronic communications channels.

It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures. It also enables public administration offices to provide their services without paying any costs associated with the services.

Through the platform, all official matters can be arranged over the Internet without having to fill in the same information repeatedly, hence ensuring a convenient form of contact with public administration and vice versa.

The ePUAP system has been developed in stages. The 'Development of the ePUAP Electronic Platform of Public Administration Services' was carried out between January 2006 and October 2008 under the 2004-2006 Sector Operational Programme - Improvement of the Competitiveness of Enterprises, Priority 1: 'Enhancement of a knowledge-based economy business environment', Measure 1.5: 'Development of a system for entrepreneurs' access to information and public services on-line'.

The Centre of Digital Administration (CCA) currently working on the ePUAP2 project which will expand the functionality of the ePUAP platform and increase the number of public services available online. The project is co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

#### [Geoportal](#)

Geoportal is a single access point that allows to find and access spatial data for the territory of Poland. It fulfils the responsibilities of the Surveyor General of Poland resulting from the implementation of INSPIRE Directive 2007/2/EC into the Polish law. In particular it allows to access referential spatial data maintained in the national geodetic and cartographic resource, including f.e.: Database of Topographic Objects, Orthophotomaps, Numeric Terrain Model and Cadastral data.

Geoportal is also a universal tool for accessing data for 34 themes defined by INSPIRE directive. Altogether, Geoportal provides around 30 TB of spatial data and that amount of data is constantly increasing. Access to spatial data is possible due to utilization of standardized web services:

- discovery services making it possible to search for spatial data sets and services on the basis of the content of the corresponding metadata and to display the content of the metadata;
- view services making it possible, as a minimum, to display, navigate, zoom in/out, pan, or overlay viewable spatial data sets and to display legend information and any relevant content of metadata;
- download services, enabling copies of spatial data sets, or parts of such sets, to be downloaded and, where practicable, accessed directly;
- transformation services, enabling spatial data sets to be transformed with a view to achieving interoperability;

- services allowing spatial data services to be invoked

Due to the standardization, services can be efficiently utilized by people, business and public administration, thus improving economic, political and social activities, management and allocation of manpower and other resources. Geoportal provides its services through different channels including: web browser, applications for mobile devices, application programming interfaces (APIs).

The idea of creating Geoportal was undertaken over 10 years ago in the Head Office of Geodesy and Cartography. The first work was carried out already in 2005 however, the main work was made in the Geoportal 2 project - co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

#### CENTRAL REGISTRATION AND INFORMATION ON BUSINESS –

Platform launched in 2011. All individuals with a trusted profile or electronic signature can within 15 minutes clear all the formalities required to immediately start up, suspend or renew a business. <https://prod.ceidg.gov.pl/ceidg.cms.engine/Obywatel.gov.pl>

In 2015, the portal [obywatel.gov.pl](http://obywatel.gov.pl) was created. On one side are described in a simple and accessible way, what is needed to do, what to prepare, where to go, and what can be done without leaving home. Everything is done to a citizen wasted no time. Nowadays there is dozens of the most popular services provided by the public administration

#### e-Court

Electronic writ-of-payment proceedings came into force on January 1st, 2010. As a result a new kind of civil proceeding was incorporated into the Polish Code of Civil Procedure. Allow to "unlocate" handling of cases by creating a new way of access to the court which is examining the case. The aim is to increase the efficiency of the procedure and to improve the quality of service to the parties in court proceedings. The claimant states the evidence to support their claims in the content of the statement of claim, without attaching them to the statement of claim

#### Mortgage register

Digitization of mortgage register (Electronic registration, Provide free access to mortgage register, secure real estate trading)

## Networks

### STAP

STAP, a **Secure Network for Public Administration** is a nationwide network linking Central Government departments, offices, agencies and Local Government. Its **primary goals** are: to integrate existing public networks in order to minimise maintenance and service costs (phone, Internet access and data transmission); to increase security; to enable the interoperability of applications; and to provide a communication infrastructure for the Electronic Platform of Public Administration Services (ePUAP). This is an acronym for a number of different sectoral networks.

### SIPR

**The Emergency Calls IT System project** (SIPR) which ended on 31 December 2015 had developed a nationwide telecommunications system and solutions to handle emergency calls to 112 number. SIPR expanded a system of communication within the centralized

network of 17 emergency call centers (Public Safety Answering Points - PSAP) in Poland and emergency services as Police, Fire and Rescue services and medical services which has a direct impact on the system efficiency and on the functioning of the 112 emergency number and as a result to improve the safety of citizens. Moreover all 17 PSAPs were equipped with software and hardware.

The establishment of a centralized system enabled the PSAPs to effectively eliminate false and malicious reports, allowing only reasoned requests to be conveyed to the dispatching services.

In 2015, SIPR allowed the introduction of means of electronic communications to be used by PSAP callers and dispatchers of the Police and Fire and Rescue services which greatly improved the existing contacts and shortened the application process, because of the use electronic forms to be filled in and transmitted over to appropriate services.

## CLOUD

'**Computerisation of Local Government Bodies using cloud computing**' is a project that will enable public administration offices to provide new and integrated eAdministration services to citizens and enterprises taking advantage of functionalities available from the Electronic Platform for Public Administration Services (ePUAP). The project will produce new ICT systems for local government bodies and integrate systems which local government bodies are using at present.

## eIdentification/eAuthentication

### Commercial CAs Certificates

Qualified and unqualified certification authorities (CAs) issue electronic identifiers to individual persons. These identifiers are usually Integrated Circuit Cards (ICC) with crypto-controller, private cryptographic keys and public key certificates installed inside or software-based tokens. In case of eGovernment systems and applications, most frequently used **identifiers** are the ones with **qualified public key certificates**. Electronic signatures with unqualified certificates are used rarely, and their usage is mainly limited to message authentication, authentication of servers, workstations and other IT equipment.

### National register numbers

Each Polish citizen is obligatorily provided with **two distinctive identifiers**: PESEL number (General Electronic System for Citizens Evidence) and NIP (Tax Identification Number) when starting a business activity. With regard to the use of electronic signatures in eGovernment applications, in particular the PESEL number appears particularly relevant as they have been envisaged to be used as the **unique identifier** in the certificate of the **future eID card** (but not in commercial CA certificates). Furthermore, the national registry number PESEL and NIP can be envisaged to become the identifiers to be used in the future for all back-office information exchanges in eGovernment applications for those who hold such numbers. Providers of applications based on national registry number are only allowed to use the national register number in specific cases which are strictly regulated.

### 'PESEL2' project

The PESEL Register (General Census Electronic System) is the main **reference database** for individuals, which is obligatorily provided to all Polish citizens. The PESEL2 system consists in the **integration** and **reorganisation** of the existing State registers. The information resources of the PESEL2 will only contain the data included in the current

PESEL system. The operational **objective** of the programme is to allow for the online use of the system to access the data contained in the 'PESEL' system registers.

### eSignatures

The National Certification Centre (<https://www.nccert.pl/>) performs the role of the root certification authority for the infrastructure of secure electronic signature in Poland, entrusted to the National Bank of Poland by the Minister of Economy pursuant to the Act of 18 September 2001 on the electronic signature. Currently in Poland there are 5 qualified certification service providers. In addition Government (Ministry of Digital Affairs) provides free of charge but limited to relations with administration Trusted Profile solution. Trusted Profile is a two steps verification method based on login/password and one time password via SMS (using server certificate). Now Poland is in the process of eIDAS adoption.

## eProcurement

### Procurement platforms: Public Procurement Office portal

The Public Procurement Office of Poland plays a central role in policy making and coordination of the entire domestic public procurement system. The launch of the Public Procurement Office portal ('PPO portal') managed by the Public Procurement Office has been essential for the functioning of public procurement in Poland. The PPO portal contains **information** and **tools** aimed at developing the eProcurement system.

### Information on Polish public procurement system

Current public procurement system of Poland is based on the Act of Public Procurement Law (PPL) adopted on 29th January 2004, with further amendments. English translation of the Act is available at <http://www.uzp.gov.pl/cmsws/page/?F;356>. Polish central government body competent for matters concerning public contracts is the President of the Public Procurement Office, which is assisted in his work by the Public Procurement Office (<http://www.uzp.gov.pl>, English version at: <http://www.uzp.gov.pl/cmsws/page/?F;356>). Entities obliged to follow PPL are different types of the public finance sector units. Such awarding entities are obliged to award contracts according to the rules of fair competition and equal treatment of economic operators, impartiality and objectivity of persons preparing and conduction procedures specified in the act of the Public Procurement Law.

## Knowledge Management

### Public Information Bulletin

The [Public Information Bulletin](#) (*Biuletyn Informacji Publicznej* – BIP) is the official electronic journal providing access to public information. Information is distributed through a system of web information pages of central and local administration authorities, designed in a uniform layout and with common content guidelines.

### European Document Exchange System - Poland (EWD-P)

The European Document Exchange System - Poland (EWD-P) is an electronic system that **supports** the elaboration of **official Polish positions** towards draft EU legislation, strategic papers and programmes, including positions for working groups and Council meetings. The EWD-P system has been developed and implemented to provide a **central repository** comprising electronic records pertaining to the Polish Government positions with respect to all official Council documentation dispatched to Poland. A **workflow process management platform** has been set up to provide automatic support for all

internal Polish Government procedures producing the required position documents. Access to the U32 document repository is transparently supported by the EWD-P system, which provides a **search engine** for documents stored in the system's repository.

## Other Infrastructure

### eLegislation

#### Government Centre for Legislation

Since April 2011, various Polish legal acts have been transmitted to the [Government Centre for Legislation](http://www.dziennikiurzedowe.gov.pl/) in electronic form only, using the eGovernment portal electronic Platform of Public Administration Services. As a result, from that day onwards the electronic version of the legislation, which previously was merely complementary to the original paper version, will be validated as if it bears a digital signature, the only form of authentication and confirmation of the date of the act and will be made available to the public.

<http://www.dziennikiurzedowe.gov.pl/>

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services<sup>3</sup> for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Central Government, Ministry of the Interior and Administration, Control of Special and Intelligence Services

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

Description: Personalised information about the status of document is available on-line.

Money and charges

#### VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

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<sup>3</sup> More e-services to be found at <https://mac.gov.pl/e-uslugi>.

## 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

### Job search services by labour offices

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://psz.praca.gov.pl/>

Description: The portal provides detailed information for job seekers and employers, as well as refers to a website, allowing for job searches in Poland, EU and EEA countries as well as internships.  
Pue.zus.pl – portal enable to check current retirement account

Professional qualifications

### Legal information system (incl. information on the regulated professions)

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: the Journal of Laws and the Polish Monitor, issued by the Prime Minister.

Taxes, unemployment and benefits

### Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The new eDeclarations system, introduced on 1 January 2008, allows anyone, to submit his/her tax declaration electronically. There is no need to possess any signature to use this service.

### Platform for Public Administration Services

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl>

Description: The Electronic Platform of Public Administration Services ([www.epuap.gov.pl](http://www.epuap.gov.pl)) is a system allowing public institutions to provide administrative services to the public via electronic communications channels. It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures.

### Unemployment benefits

Responsibility: Central Government, Ministry of Economy, Ministry of Family, Labour and Social Policy, Social Insurance Institution (ZUS)

Website: [www.praca.gov.pl](http://www.praca.gov.pl)

Description: Registration as an unemployed person is possible on-line. Also many other services are in place like: request a referral to training, request for organize the internship, an application for a certificate. The competent ministry manages the Labour Fund handling benefit claims in case of employer's insolvency or bankruptcy. Registration are administered by county labour offices and benefits are also paid by them.

### 3. Vehicles

#### Driving licence

##### Driver's licence

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

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: Information and application form for downloading is available on the portal [obywatel.gov.pl](http://obywatel.gov.pl). Personalised information with possibility to check status of document is also available on-line.

#### Registration

##### Car registration (new, used, imported cars)

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

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: The whole procedure is described on national portal [Obywatel.gov.pl](http://Obywatel.gov.pl). There is also an application form available for downloading.

### 4. Residence (and other) formalities

#### Documents and formalities

##### Announcement of moving (change of address)

Responsibility: Central Government/Regional and Local authorities

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl) <http://www.msw.gov.pl/>

Description: Every Polish citizen who lives in Poland, has to register in person or by a proxy. Information and forms for downloading are available on above mentioned portal.

##### Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Local authorities

Website: <http://www.mswia.gov.pl/>, [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: Information available on above portal, as well as [obywatel.gov.pl](http://obywatel.gov.pl) and on website <http://epuap.gov.pl/wps/portal/strefa-klienta/katalog-spraw/sprawy-obywatelskie/najczesciej-zalatwiane-sprawy/wnioskowanie-o-wydanie-odpisu-aktu-stanu-cywilnego-2>, where one can fill in a request form and sent it to his municipality. Many municipalities offer forms to download too.

##### Criminal Record Certificate

Responsibility: Ministry of Justice

Website: <http://ms.gov.pl/en/national-registers/national-criminal-register/>

Description: The website provides information from where and how information from the National Criminal Register could be obtained, as well as the forms which need to be forms that need to be completed.

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

Responsibility: Central Government, Ministry of the Interior and Control of Special and Intelligence Services, Police Headquarters

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

Description: Information only. Police forces are supervised by the Ministry of the Interior and Control of Special and Intelligence Services. The scope of information and content varies among regional police forces.

**Housing (building and housing)**

Responsibility: Ministry of Infrastructure and Construction

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)<http://epuap.gov.pl/>,  
[www.mib.gov.pl/2-budownictwo i mieszkalnictwo.htm](http://www.mib.gov.pl/2-budownictwo_i_mieszkalnictwo.htm)

Description: The website provides compiled information on different issues regarding records of land and buildings.

**Passport**

Responsibility: Central Government, Ministry of the Interior and Administration

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

Description: Personalised information about the status of document is available on-line.

**Waste (environment)**

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: The website provides compiled information on different issues regarding the activities involving the storage and management of waste.

**Elections abroad****Participation in Polish elections**

Responsibility: National Electoral Commission

Website: <http://pkw.gov.pl/>

Description: The website gives access to news regarding upcoming elections and links to the dedicated election websites. The voting abroad is normally explained in the page, dedicated to the specific elections.

## 5. Education and youth

### School, university

#### Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science and Higher Education, higher education institutions

Website: [www.mnisw.gov.pl](http://www.mnisw.gov.pl)

Description: Some of the largest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education is working on a national system for registering high school final marks and making them available for the enrolment systems of universities.

#### Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

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

Description: There is no centralised booking system for Polish public libraries, yet most of the municipal libraries are equipped with online reservation catalogue. For instance, the National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. Polish Internet Library was launched in December 2002. Its 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.

#### Student grants

Responsibility: Central Government, Ministry of Science and Higher Education, Bureau For Academic Recognition And International Exchange, higher education institutions

Website: <http://buwilm.edu.pl/>

Description: Office coordinates and organizes recruitment of Polish scientists and students on scholarships abroad and foreigners to study and internships in Poland. Besides student grants (social, scientific, etc.) are managed by higher education institutions.

### Traineeship, volunteering

#### Internships

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://oferty.praca.gov.pl/>

Description: The central database for work offers allows for the search of internships in Poland and abroad.

## Researchers

### Funding support

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: Information on available funding opportunities from the European Union.

### Information and assistance to researchers

Responsibility: EURAXESS Poland

Website: <http://www.euraxess.pl/>

Description: EURAXESS Poland provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

### Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

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

Description: There is no centralised booking system for Polish public libraries, yet most of the municipal libraries are equipped with online reservation catalogue. For instance, the National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. Polish Internet Library was launched in December 2002. Its 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.

## 6. Health

### Planned and unplanned healthcare

#### e-Health

Responsibility: Centre for Health Information Systems

Website: <http://ezdrowie.gov.pl/>

Description: The website provides information on how to open an Internet Patient Account and the associated benefits it would give to its users.

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

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: [www.zip.nfz.gov.pl](http://www.zip.nfz.gov.pl) (Integrated Informant of Patient)

Description: Information about services, hospitals and health canter is available online.

**Medical costs (reimbursement or direct settlement)**

Responsibility: Central Government, Ministry of Health, National Health Fund

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

Description: The National Health Fund 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.

**When living abroad****Healthcare abroad**

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: <http://www.nfz.gov.pl/dla-pacjenta/zalatw-sprawe-krok-po-kroku/jak-wyrobic-karte-ekuz/>

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Poland (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. The website gives information on how to request the EHIC, as well as which forms to complete for obtaining the card.

**7. Family****Children, couples****Certificates (birth, marriage): request and delivery**

Responsibility: Central Government, Local authorities

Website: <http://www.mswia.gov.pl/>; [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: Information available on above portal, as well as [obywatel.gov.pl](http://www.obywatel.gov.pl) and on website <http://epuap.gov.pl/wps/portal/strefa-klienta/katalog-spraw/sprawy-obywatelskie/najczesciej-zalatwiane-sprawy/wnioskowanie-o-wydanie-odpisu-aktu-stanu-cywilnego-2>, where one can fill in a request form and sent it to his municipality. Many municipalities offer forms to download too.

**Child allowances**

Responsibility: Central/Local Government, Social Insurance Institution (ZUS)

Website: <http://www.zus.pl/>

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 the care of a child or a family member with disabilities). The payments are carried out by employers or social insurance agencies.

## 8. Consumers

Shopping (your rights), unfair treatment

### Consumer protection

Responsibility: Office of Competition and Consumer Protection

Website: [https://uokik.gov.pl/consumer\\_protection4.php](https://uokik.gov.pl/consumer_protection4.php)

Description: The portal gives comprehensive information on consumer protection rules in Poland, provides helps and advice for consumers, information on Abusive Contract Terms as well as useful links consumers could consult.

### Consumer protection (cross-border)

Responsibility: ECC-Net Poland

Website: <http://www.konsument.gov.pl/en/home.html>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government, Ministry of Economy

Website: [www.ceidg.gov.pl](http://www.ceidg.gov.pl)

Description: Fully operational portal where it is possible to run, sustain or stop a business online.

Intellectual property rights

#### Patents

Responsibility: Polish patent office

Website: <http://portal.uprp.pl/>

Description: The website offers multiple online services such as database with information about objects of protection, according to predetermined criteria, publications, list of patent attorneys, as well as ways of communication with the patent office electronically.

Annual accounts

#### Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Office (GUS)

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

Description: The submission of data to regional statistical offices can be done using downloaded client programme and online forms of national and INTRASTAT system.

## 2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

### **VAT: declaration, notification**

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

### Excise duties

### **Corporate tax: declaration, notification**

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced in 2008, can be used to submit tax declarations electronically.

## Reporting imports/exports

**Customs declarations (e-Customs)**

Responsibility: Central Government, Customs Service

Website: <http://www.mf.gov.pl/?const=2>

Description: Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using [CELINA WebCel](#) (for standard procedures) and [CELINA OPUS](#) (for simplified procedures) subsystems, both constituting the customs gateway. In September 2007, the Polish Customs launched a new Export Control System (ECS) which has allowed the electronic handling of export customs declarations. Now, 100% of tax declaration are proceeded online. Moreover the Polish Customs Service implemented e-Customs Programme which is the most significant challenge to be faced and which meets the requirements of a modern, information-based society as well as allows customers to perform formalities by electronic means.

The Polish Customs Service provides the following electronic services:

- registration of economic operators trading in goods within the EU,
- assignment to economic operators and keeping of the unique EORI number,
- access to data on any economic operator for the purposes of customs operational systems,
- processing import declarations in simplified procedure,
- processing export declarations in simplified procedure,
- processing regular export declaration,
- providing the economic operators with actual customs tariff in XML format,
- information on the actual customs tariff,
- processing AAD (Excise Administrative Accompanying Document) – document for excise goods' movement in duty suspension procedure,
- processing of EU statistics operations,
- processing of transit,
- processing of excise documents,
- processing of warranties,
- registration of economic operators,
- customs information portal and processing of customs declarations in form of single access point – (IT Portal and electronic communication with entrepreneurs),
- target integrated environment for the customs tariff.

It was achieved, inter alia, by development of an electronic environment for the Polish Customs Service in order to provide the public with e-services related to collecting duties, trade in goods and ensuring the security of international trade aiming at:

- meeting of EU requirements resulted from the e-Customs initiative,
- facilitation of legal business activities through more efficient services to economic entities and increasing the accessibility of information resources,
- providing more efficient exchange of information with other customs services, the European Commission and cooperating institutions.

### 3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

#### Internet System of Legal Actions (ISAP)

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: the Journal of Laws and the Polish Monitor, issued by the Prime Minister.

### 4. Staff

Terms of employment, social security, equal treatment, redundancies

#### Social contributions for employees

Responsibility: Central Government, Social Insurance Institution (ZUS)

Website: <http://www.zus.pl/>

Description: Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons.

Posting abroad

#### Employment opportunities outside the country

Responsibility: Labour Market Department Ministry of Labour

Website: <http://psz.praca.gov.pl/dla-bezrobotnych-i-poszukujacych-pracy/praca-za-granica>

Description: The section is divided into information on working abroad in the European Union countries as well as opportunities in other countries. This section also contains information for Polish citizens who return to the country after a period of exile.

Health and safety

#### Chief Labour Inspectorate portal

Responsibility: Chief Labour Inspectorate

Website: <https://www.pip.gov.pl/en>

Description: The website of the Chief Labour Inspectorate contains all necessary information related to the legality of employment, finding district inspectorates, et cetera.

### 5. Product requirements

Chemicals (REACH)

#### REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Bureau for Chemical Substances

Website: <http://reach.gov.pl/en>

Description: The [website](http://reach.gov.pl/en) offers ample information particularly for small and medium-scale enterprises.

## 6. Finance and funding

Access to funding, EU funding programmes

### Subsidies and financing

Responsibility: Enterprise Agency

Website: <http://gdm.praca.gov.pl/>

Description: Information on available funding opportunities from various ministries and the European union.

Exchanges for young entrepreneurs

### Youth guarantee

Responsibility: Ministry of labour and social policy

Website: <http://gdm.praca.gov.pl/>

Description: The website of the programme "Youth guarantee" offers different services for young people, including information on where to find a job or how to start one's business or how to increase education level to match the market needs better.

## 7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

### Public procurement / eProcurement

Responsibility: Central Government, Public Procurement Office

Website: <http://www.portal.uzp.gov.pl/>

Description: The portal of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine, database of contract awards and an online tender publication system. Tender notices and tenders award notices with a value above € 6 000 and below € 60 000 are to be submitted online on the PPO portal by registered Public Administrations.

## 8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

### Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment

Website: <http://www.ekoportal.pl/>

Description: Information only.

### Geoportal

Responsibility: Head Office of Geodesy and Cartography (GUGiK)

Website: <http://www.geoportal.gov.pl/start>

Description: The website is the central national access point for spatial information in Poland. Geoportal offers different spatial data services for citizens, business and public administration.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

### **Why ISA?**

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

### **More on the programme:**

<http://ec.europa.eu/isa/>

Contact ISA:

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