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Edition 16.0

[eGovernment in]

Czech Republic

Česká Republika



- Country Profile
 - History
 - Strategy
 - Legal Framework
 - Actors
 - Who's Who
 - Infrastructure
 - Services for Citizens
 - Services for Businesses
- What's Inside**

Contents:

Country Profile.....	1
eGovernment History.....	4
eGovernment Strategy.....	10
eGovernment Legal Framework	13
eGovernment Actors	16
eGovernment Who's Who.....	19
eGovernment Infrastructure.....	21
eGovernment Services for Citizens.....	25
eGovernment Services for Businesses.....	29

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in the Czech Republic. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 10 516.1 inhabitants (2013)

GDP at market prices: 149 491.1 million Euro (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 81.0 (2012)

GDP growth rate: -0.9 % (2013)

Inflation rate: 1.4 % (2013)

Unemployment rate: 6.7 % (2014M02)

Government debt/GDP: 46.2 % (2012)

Public balance (government deficit or surplus/GDP): -4.4 % (2012)

Source: [Eurostat](#)

Area: 78 866 km²

Capital city: Prague

Official EU language: Czech

Currency: Czech koruna

Source: [Europa website](#)

Political Structure

The Czech Republic is a **parliamentary republic** instituted on 1 January 1993 following the dissolution of Czechoslovakia.

The bicameral Parliament is endowed with legislative powers. It is made up of a Lower House ([Chamber of Deputies](#)) which consists of 200 elected members (elected by universal suffrage every four years and a proportional voting system), and an Upper House ([Senate](#)) which consists of 81 members whose term of office is a period of six years (every two years there is an election to renew one third of the Senate).

Executive power is held by the [President](#), who serves as the Head of State, and by the [Government](#) headed by the Prime Minister. Elected for a term of five years by a joint session of both the chambers of Parliament, the President may serve a maximum of two successive terms in office. The President is the Supreme Commander of the Armed Forces. Presidential power is limited; however, the President is given the right to veto any bill that has already been passed by Parliament, with the exception of constitutional bills. This power is void in times of constitutional or other political crises. The Government is the supreme body of executive power and is comprised of the Prime Minister, the Deputy Prime Minister and the various ministers. It coordinates the activities of the ministries and the central bodies of the State Administration and furthermore manages the State Administration throughout the national territory. The Government has exclusive legislative initiative in terms of the State budget.

Since 1 January 2000, the Czech Republic consists of thirteen regions and the capital city of Prague, which has also been given the status of a region. The creation of these regions aimed to bring Government Administration closer to the people and to decentralise decision-making processes. The first elections for the regional assemblies took place in November 2000 and the regions came into de facto existence on 1 January 2001.

The [Constitution](#) of the Czech Republic was adopted on 16 December 1992 and amended in 1997, 2000, 2001, 2002 and 2009.

The Czech Republic became a member of the European Union on 1 May 2004.

Head of State: President [Miloš Zeman](#) (since January 2013).

Head of Government: Prime Minister [Bohuslav Sobotka](#) (since 17 January 2014).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 73 % (2013)

Percentage of enterprises with Internet access: 96 % (2013)

Percentage of individuals using the Internet at least once a week: 70 % (2013)

Percentage of households with a broadband connection: 69 % (2013)

Percentage of enterprises with a broadband connection: 95 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 21 % (2013)

Percentage of enterprises having received orders online within the previous year: 27 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 28 %, downloading forms 12 %, returning filled forms 7 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 92 %, downloading forms 90 %, returning filled forms 81 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

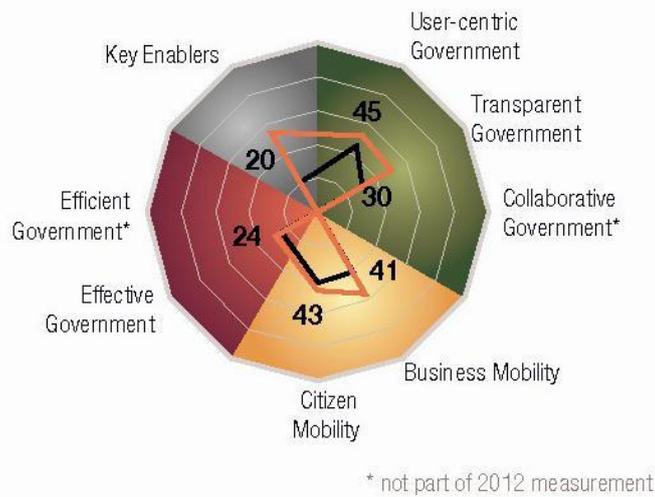
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Preconditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 CZ
 EU27+



Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

January 2014

January 2014 [was](#) a record month for citizens obtaining statements via Czech POINT, and also for the number of messages sent using data boxes. More and more citizens are choosing to use the Czech POINT, or communicate directly with the authorities electronically via data boxes, rather than have a face-to-face meeting in an office. The evidence for this is a record number of 205 897 listings, which in January 2014 people got from one of more than 7 000 public administration contact points. January was also a milestone in terms of the usage of data boxes, with users sending a record number of 5 756 030 data messages. In terms of eGovernance, these services are both among the most used in the Czech Republic.

June 2013

According to an international survey organised recently by the CZ.NIC Association, the Czech public administration authorities [are](#) the best prepared in Europe for the implementation of the IPv6 (Internet Protocol version 6) internet protocol. The CZ.NIC Association which runs and maintains the Czech national domain, conducted this survey as part of the [Governments enabled with IPv6 \(GEN6\)](#) European project, focusing on the adoption of IPv6. According to current data from the Czech Republic, 48 % of websites of all national government bodies and 26 % of towns and municipalities support the new protocol. IPv6 support is however lacking on the side of Czech internet service providers.

January 2013

A significant change has been [prepared](#) for the 15th anniversary of the [Golden Crest](#), a popular contest usually taking place at the beginning of each year among representatives of Czech cities and municipalities, which selects the best websites. This year a new criterion will be used for the assessment of websites, namely International Protocol Version6 (IPv6) and Domain Name System Security Extensions ([DNSSEC](#)) implementation. Thus, in this context, websites will not be evaluated using only traditional criteria such as publishing mandatory information, visual design or site control and navigation, but also regarding the Implementation of these technologies both in regional rounds and the national round as well.

News 2012-2001

2012

- ▶ Following a recent agreement between the Ministry of the Interior and Czech Post, as of *April 2012* the cost of sending a single message to a Data Box will drop from CZK 15.04 without VAT (approx. €0.59) to CZK 11.68 without VAT (approx. €0.46). This is expected to [save](#) the government CZK 20 million (approx. €790 600) a year. Data Boxes are repositories designed to store electronic communications of: citizens and companies with the state (official correspondence); citizens with companies; and between public authorities. The [Ministry of the Interior](#) (Ministerstvo Vnitra, in Czech) manages the project, and Czech Post (Česká pošta, in Czech) operates the Information

System of Data Boxes. Citizens, companies and public authorities sent and received over 66 million messages to/in Data Boxes between the launch of the service (July 2009) and January 2012.

According to a survey of the European Commission published on *26 April 2012*, the Czech Republic [has become](#) the world leader in the transition to next generation Internet protocol. According to the published [IPv6 Observatory study](#), prepared for the European Commission by a private consulting company with the support of the University of Luxembourg and the Beijing Internet Institute, the Czech Republic is the leader in the implementation of [IPv6](#) (Internet Protocol version 6). This is confirmed by data from the [CZ.NIC Association](#), Administrator of the .cz national domain and a long-term promoter of the modernisation of Czech Internet and the transition to IPv6.

- ▶ The Czech Ministry of the Interior [inaugurated](#) on *20 March 2012* the new [Public Administration Portal](#), a single electronic gateway to the Czech authorities' information and services. Information for citizens, foreigners, businesses and entrepreneurs; secure direct login to one's [data box](#); official bulletins, electronic forms - these are just some of the services that have been made available at the single web portal, which can be found at the link www.portal.gov.cz.

2011

- ▶ On *21 September 2011*, it is [announced](#) that in the week from 12 to 18 September 2011 Czech citizens sent a record number of 727 922 data messages. This equates to a record saving for the week of almost CZK 10 million (€ 400 000, approximately) when compared to the cost of traditional paper-based communication. While the price for an official registered letter is an average of CZK 26 (€ 1, approximately), a data message currently costs CZK 13.30 (€ 0.50, approximately) without VAT, and this will continue to fall as the number of sent messages continues to rise.
- ▶ A new Czech portal, www.mojedatovaschranka.cz, is [launched](#) on *19 June 2011* to provide a more comprehensive service to users of data boxes. Data boxes serve as a secure repository of official electronic communications with the public authorities. The new portal provides, in one place, comprehensive information on, and the services for the information system of data boxes (ISDS) and also makes available interactive electronic forms. These changes are expected to significantly streamline the communication of citizens with the state.
- ▶ On *5 April 2011*, the Czech Ministry of the Interior [presents](#) Klauďie, a female cartoon figure, as a new symbol of eGovernment. Until now, the only official symbol of Czech eGovernment was [eGON](#), a cartoon figure that symbolised the computerisation of public administration to produce a faster, cheaper and user-friendly public administration using ICT and promote among citizens the use of public services such as [Czech POINT](#) and [Data Boxes](#). Klauďie has been created to symbolise the phenomenon of cloud computing, namely the provision of computational resources on demand via a computer network.
- ▶ The Ministry of the Interior officially [launches](#) the **National Digital Archives** project on *9 February 2011*, in a move to fulfil the '[Strategy for efficient public administration and the Smart Administration in the period 2007-2015](#)'. The project will enable documents to be securely stored electronically in a publicly accessible and sustainable method. With time- and money-saving benefits, it will be able to cope with the anticipated vast increase in electronic documents to be produced by the public and private sectors.
- ▶ By *28 January 2011*, the Information System of Data Boxes has **processed** (transferred) **33 million data messages**, of which approximately 22 million are sent by public authorities. The Czech POINT network has expanded to 6 500 physical terminals (over 5 000 are operated by Czech towns and municipalities), where public register extracts are provided.

On *19 January 2011*, the Government adopts the electronic communications state policy '[Digital Czech Republic](#)' by [Resolution No.50/2011](#). The state policy's main priority is to support the citizens' access to broadband with the aim to eliminate the digital divide in rural areas and towns. Along with contemporary state analysis, the document advocates the necessary instruments for the achievement of its objectives, so as to ensure adequate support of economic and social society development within the emerging global trends.

It is [announced](#) on *12 January 2011* that the Czech Republic's three entrepreneur advisory systems have been integrated into a single entity, making it the first such **unified consultancy system** in the EU. The three component systems are Points of Single Contact (PSC), Product Contact Points (ProCoP) and Solvit. In 2010, over 3 000 inquires are independently managed by these three systems. The Ministry of Industry and Trade has combined these into a single advisory system for entrepreneurs' business activities at home and abroad.

2010

- ▶ *November 2010* marks the first year of operation for Data Boxes; during that time new features were added such as data messages filtering and sorting access to an inactivate Data Box and directory of frequently-used Data Boxes.
- ▶ The four millionth **public register extract** printout is released by a Czech POINT network terminal.
- ▶ The Ministry of the Interior will [carry on](#) the **implementation** of **eGovernment** projects despite deep budget cuts, said Jaroslav Mráz, the head of the Directorate for Information Technology and eGovernment. Speaking at an eGovernment conference on *7-8 September 2010*, Mr Mráz stated that the lack of funding is not in itself a reason to interrupt the projects, and the initiatives will be implemented under different conditions, such as taking into account the need to achieve cost reductions. The concerned projects include the Information System of Data Boxes, the Information System of Basic Registers and the Czech POINT Network.
- ▶ The Ministry of the Interior [announces](#) on *25 May 2010*, that it invested over CZK 3 billion from the European Union's Structural Funds in the computerisation of public procurement and in the creation of national digital libraries. The national **eProcurement infrastructure** will be established over the next three years. It is expected that the integrated system will not only allow purchasers and vendors to save money, it will also increase the transparency of the procurement process, in particular the evaluation phase. Furthermore, it will save public funds and ensure greater control over the procurement process. On the digitalisation of libraries front, it will be possible in due course, to access the collections of the National Library and the Moravian Library via web applications. Publications related to the country will be gradually digitised and connected to the [Public Administration portal](#), which will improve and simplify contact with public authorities.
- ▶ On *10 March 2010*, the '[VERITAS](#)' project ('Virtual and Augmented Environments and Realistic User Interactions to achieve Embedded Accessibility DesignS') [publishes](#) its first press release. The project started on 1 January 2010 and will be conducted over a two-year period. VERITAS is an integrated project (IP) within the European Commission's **7th Framework Programme** (FP7) Theme 'Accessible and Assistive Information and Communication Technologies'. The € 12 million accessibility research and development effort brings together 32 European companies and organisations, including the Czech Republic. It aims to develop, validate and assess tools for built-in accessibility support at all stages of ICT and non-ICT product development, including specification, design, development and testing.
- ▶ On *February 2010*, the Ministry of Industry and Trade [announces](#) the Government's **strategy** for the development of **electronic communications** over the next decade. It lays down the steps for facilitating access to broadband Internet throughout the country, among other measures. One of the specific aims is to deal with the issue of the digital divide by proposing a course of action through which the Government could effectively bridge the gap, after having first identified its extent in the country.

2009

- ▶ On *27 October 2009*, a Ministry of the Interior spokesperson along with representatives of the Czech Post publicly [announces](#) that the **Information System of Data Boxes** (ISDS) was fully ready for operation, set to begin on 1 November 2009. By 16 October, more than **350 000 Data Boxes**, whose set up is compulsory by law, have already been established. Of these, almost 8 000 belong to

public authorities and approximately 340 000 to legal persons. As for the remainder, whose establishment is voluntary, more than 14 600 have been created. In all, 54 700 Data Boxes had been activated.

- ▶ On *1 September 2009*, the Ministry of the Interior [activates](#) its Data Box, thus making it possible for the owners of a similar mailbox to communicate electronically with the Ministry over a secure system.
- ▶ On *31 August 2009*, the two millionth **public register** extract printout (an extract of the criminal record) was released by a terminal of the [Czech POINT network](#).
- ▶ The '[Act on Electronic Actions and Authorised Document Conversion](#)' (also known as the 'Czech eGovernment Act'), comes into force on *1 July 2009*, one year after its adoption. It renders electronic and hardcopy documents legally equivalent while allowing for the authorised conversion of hardcopy documents.

Since *July 2009*, the **Czech Points** have been in charge of converting paper-based administrative documents into electronic form, processing the applications for the establishment of personal Data Boxes and closing down/re-creating the Boxes, when needed and upon request.

In view of the entry into force of the Czech eGovernment Act in *July 2009*, future users of the Data Boxes and interested parties would be able to access and test **online demos** of the **Data Boxes** in order to become familiarised with the system.

- ▶ In *May 2009*, the Senate approves a bill restricting access to biometric data contained in travel documents to entities authorised to verify an individual's identity under other regulations.
- ▶ On *10 April 2009*, the Czech President accepts and signs the '[Act on Basic Registers](#)' which amends, among other laws, the 'Act on Public Administration Information Systems'. The 'Act on Basic Registers' provides for the interconnection of four basic registers and will be implemented through the information system of basic registers.

On *1 April 2009*, the Czech authorities start rolling out new [electronic passports](#), including two fingerprint images of the holder which are stored on the chip.

- ▶ On *2 March 2009*, the Government approves a proposal from the Ministry of Environment to amend the Act on the right to information on the environment. This will enable the public to gain **free access** to **spatial information** through the maps section of the [Public Administration portal](#) and the [national Geo-portal](#) administered by the Czech Environmental Information Agency (CENIA).
- ▶ In *February 2009*, the Minister of the Interior and the CEO of Czech Post sign a contract for the operation of the '[Data Boxes](#)' information system. The aim is to set up the first Data Boxes starting on 1 July 2009, the date of entry into force of the 'Czech eGovernment Act'.

2008

- ▶ On *11 December 2008*, the millionth public register extract printout is released by a terminal of the [Czech POINT network](#).
- ▶ In *October 2008*, the Minister of Justice [launches](#) a new **eJustice information service** aiming at improving citizens' access to information on court proceedings. The new service - a continuation of the existing 'InfoCourt service' - significantly extends the amount of information made available to citizens over the Internet.
- ▶ On *17 July 2008*, the Parliament adopts the '[Act on Electronic Actions and Authorised Document Conversion](#)'.
- ▶ Following up on a pilot conducted in 2007, [Czech POINT](#), a **network** of access points to **eGovernment services**, is officially [launched](#) in *January 2008*. It enables citizens to access public records through a one-stop point, rather than having to visit several different offices. The terminals provide certified documents for many frequently sought public records.

2007

- ▶ On *21 December 2007*, the Czech Republic becomes a full member of the **Schengen** area.
- ▶ On *1 June 2007*, the Ministry of the Interior [becomes](#) the leading ministry in the area of eGovernment and information society development.
- ▶ In *May 2007*, the Government [appoints](#) the members of a new authority: the Government Council for the Information Society. This interdepartmental body's key role would primarily lie in providing expertise to the Government's decision-making in the domains of eGovernment and ICT.

In the same month, the Czech Arbitration Court (CAC), an NPO in charge of providing an alternative dispute resolution (ADR) for .eu domain name disputes, [amends](#) its rules to allow electronic-only court proceedings. From this date forward, documents intended to resolve disputes would be signed and filed by means of advanced eSignatures.

2006

- ▶ In *November 2006*, the Government [launches](#) a new [portal](#) for the citizens of Prague which enables access to Government services using eForms and eSignatures, and to obtain email or SMS status updates.
- ▶ On *1 September 2006*, the Ministry of Informatics becomes the first State body to accept [eInvoices](#), whose submission had been made possible through the [Public Administration portal](#).

In the same month, the Czech authorities start [issuing](#) electronic passports which comply with the requirements laid down in the European Union regulation regarding passport security and biometrics.

- ▶ eSignature and eStamp authentication services are [introduced](#) in *July 2006*. The aim is to provide all public bodies with an effective authentication system.

In the same month, the Czech Tax Administration [launches](#) the '[Tax portal for the public](#)', which allows access to one's personal account information.

2005

- ▶ The Government adopts the 'National Strategy for Information Security' in October 2005.

During that same month, the obligation to have an electronic filing room (*Elektronická podatelna*) is extended to Czech cities and municipalities. An electronic filing room is a secure email system used for sending and receiving digitally signed data messages.

2004

- ▶ After a one-year pilot phase, the **Public Administration portal** ([portal.gov.cz](#)) is officially launched in *October 2004*.
- ▶ In *March 2004*, the Government adopted the '[State Information and Communications Policy](#)' ([e-Czech 2006](#)), a strategic document on the development of the Information Society for the period 2004-2006.

2003

- ▶ In *October 2003*, the Czech Government [unveils](#) its eGovernment [portal](#). The Public Administration portal intends to provide a one-stop access point to government services in the Czech Republic, with a view to helping citizens and businesses in finding information and communicating with public authorities. It aims to provide a one-stop access point to Government information and services in the Czech Republic, at both national and regional levels, while helping citizens and businesses to communicate with public authorities.

During the same month, a pilot of the Public Administration portal (portal.gov.cz) is launched.

- ▶ The **Ministry of Informatics** is established in *January 2003*, with responsibility for the coordination and development of eGovernment, telecommunications, postal services and the promotion of the Information Society overall.

2002

In *March 2002*, an updated **State Information Policy** (SIP) Action Plan is adopted for 2003.

2001

In *June 2001*, the Czech Republic joins the [eEurope+ Action Plan](#) which intends to foster the development of the information society in the EU accession countries.

News 2000 and before

- ▶ The Office for **Public Information Systems** (UVIS) is established in *2000*. By replacing the former State Information System Office (USIS), this body undertakes the responsibility for the strategic planning of Public Administration information systems and their interoperability, in compliance with the State Information Policy.

During the same year, the Parliament approves the 'Act on Public Administration Information Systems'.

In the same year, the Government adopts the first version of the '[Action Plan for the realisation of the State Information Policy \(SIP\)](#)', which sets targets for the period 2000-2002 in three main areas: digital literacy, electronic commerce and electronic public authorities.

- ▶ In *1999*, the Government adopts the '[State Information Policy \(SIP\) - the road to an Information Society](#)', the country's first strategy for the development of the Information Society. The SIP is complemented by the Public Administration Information Systems Policy, which sets the objective of building and operating an integrated national communications infrastructure, and ensuring the interconnection of individual departments and their respective information systems.
- ▶ In *1998*, the **Government Council** for State Information Policy is appointed as a consultative body tasked with advising the Government on an Information Society strategy. It is made up of representatives from Government departments and agencies.
- ▶ In *1996*, the **State Information System Office** (USIS) is established, responsible for implementing a unified information system for all Government bodies.

eGovernment Strategy

Main strategic objectives and principles

International Competitiveness Strategy of the Czech Republic for the period 2012-2020 (SMK)



The [International Competitiveness Strategy of the Czech Republic for the period 2012-2020 \(SMK\)](#) contains and sets out the initiatives and targets that relate to eGovernment and ICT modernisation of the public sector. The subtitle of the strategy, "Back to top", characterises the government's intention to become by 2020 one of the twenty most competitive countries in the world. The strategy assesses the competitiveness of the Country by taking action in nine pillars/sectors of the country. One of the main pillars concerns revamping of institutions, with

the vision of the government being to establish institutions that provide effectively services to citizens and businesses and are free of corruption.

The relevant part of the strategy (pillar 2) on modernisation of institutions and public administration in general sets out the following objectives:

- ▶ Systematisation and improvement of public administration by promoting professionalism and efficiency;
- ▶ Efficient management of public assets and resources with a focus on tight control of public finances;
- ▶ Simplification of public access to government services and information provided by public administrations;
- ▶ Systematic improvement of the process of regulation and of the ability of the public to access legislation online.

The strategy outlines that these objectives will be tackled by:

- ▶ Promoting effective governance;
- ▶ Streamlining the management of public assets and resources;
- ▶ Facilitating access to services of public administration;
- ▶ Improving quality and availability control.

'Smart Administration Strategy' (2007-2015)

The concept of eGovernment development is also part of the current strategy for the modernisation of public administration which was approved in July 2007: '[Efficient Public Administration and Friendly Public Services – Strategy on Realisation of Smart Administration in the Period 2007-2015](#)' (also known as the 'Smart Administration Strategy'). The overall purpose of this policy instrument is for the Public Administration (PA) to achieve effectiveness comparable to that of the EU and its Member States.

The following **key issues** have been identified as impacting negatively on the PA:

- ▶ inadequate use of ICT;
- ▶ lack of integrated communications infrastructure;
- ▶ lack of interconnectedness between individual registers;
- ▶ unsatisfactory ICT equipment;

- ▶ low digital literacy and competence levels among public sector workers;
- ▶ lack of digital communication in the PA which was supported by an obligation to communicate in the paper form;
- ▶ slow pace in the modernisation of self-government;
- ▶ insufficient harmonisation of software between territorial and public authorities.

Given the above, this strategy document outlines the following tasks for **PA reform** by 2015:

- ▶ build up policy-making and implementation through higher rationalisation and transparency;
- ▶ improve the quality and simplification of regulations;
- ▶ enhance vertical and horizontal communication channels and ensure synergies;
- ▶ implement and evaluate continual quality management systems;
- ▶ strengthen the use of ICT and bring the PA closer to the citizen through ICT;
- ▶ execute a cohesive system of human resources management in the PA.

National Policy 'Digital Czech Republic' (2011-2015)

The State Policy in Electronic Communications - '[Digital Czech Republic](#)' was adopted in early-2011 and aims to assess the current overall status of accessibility and development in selected areas of electronic communications which have the greatest growth potential.

The strategy document was developed by the Ministry of Industry and Trade following research and subsequent consultations with the private and public sectors. It acts as a framework document for practical steps to be taken in order to achieve the objectives of co-operation with concerned central state authorities. This open-ended instrument is intended to be compatible with other conceptual documents presently being prepared by the Government.

One of the major objectives of the National Policy is to reduce the 'digital divide' in high-speed Internet access between rural communities and cities. After ensuring high-speed Internet access in all populated localities of the Czech Republic with a minimum transmission speed of at least 2 Mbit/s (download) and in cities of at least 10 Mbit/s, the main objective is to ensure by 2015 high-speed Internet access in rural communities with a transmission speed of at least 50% of the average transmission speed achieved in cities. At the same time, 30 % of households and businesses in cities should have access to connections with transmission speeds of at least 30 Mbit/s.

Previous eGovernment Strategies

Strategy for the development of Information Society services for the period 2008-2012

The '[Strategy for the development of Information Society services for the period 2008-2012](#)', published in March 2008 by the then Government Council for the Information Society (present-day [Government Council for the Competitiveness and the Information Society](#)), set out a vision for the Czech Republic to become one of the top five EU countries in terms of eGovernment development.

It was a strategy for the development of services in an open, democratic society, not a strategy for the development of the Information Society as such. However, the Government's task was to reform the Public Administration (PA) and the services provided by the State and the public authorities, aiming towards an effective service for the Information Society. The fundamental goal was to transform and to simplify the public services processes so as to use modern ICT in a way similar to that of the commercial sector. As far as citizens are concerned, the aim of the strategy was to provide comfortable, secure and reliable electronic communication across all levels of Government, for as many life events as possible.

The strategy has been implemented through a series of interrelated projects which were divided into five programme areas:

- ▶ **Basic registers and identification**, including the organisational architecture and technical support to avoid the duplication of data and to maintain the required security standards.
- ▶ **Universal point of contact** for communications with the PA via the Data Box.
- ▶ **Secure communications** among public authorities, as well as between these authorities and citizens, and the independent supervision of the observance of safety and operating rules.
- ▶ **Digitisation of data archives.**
- ▶ **Personalised Information Society services**, in order of priority:
 - health care, retirement and education;
 - PA services (judicial, administrative and fiscal management as well as management of electronic files) allowing for the easy transfer of information among the various authorities;
 - management of State assets (registration and management of property, budgeting, treasury, public procurement and subsidies).

State Information and Communications Policy (e-Czech 2006)

In its effort to maximise the use of ICT, the Government decided in 2004 to reformulate its objectives related to the Information Society and Telecommunications by devising a new national strategy for the period up to 2006.

Unlike the previous approach, which consisted of developing separate policies for the two areas (Information Society and Telecommunications), the Government opted for developing one joint strategic and policy document entitled '[State Information and Communications Policy \(e-Czech 2006\)](#)'. This decision resulted from the close relationship and increasing convergence between the two areas.

Modern online public services were an essential objective of the 'e-Czech 2006' strategy, which identified three priority areas for action: eGovernment services, eProcurement and eHealth. It complied with the priorities of the European Union while at the same time reflected the Czech Republic state of play.

State Information Policy (1999-2001)

The Czech eGovernment strategy was first laid down in the '[State Information Policy \(SIP\)](#)' of 1999. This policy defined eight priority areas for the development of the information society, including eGovernment and eDemocracy. It was implemented through a SIP Action Plan, whose [first version](#) was adopted in 2000 (for the period up to 2002), while an updated version was adopted in February 2002 (until 2003).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

[Act on Electronic Actions and Authorised Document Conversion](#) (2008)

The Act (No. 300/2008 Coll.), also known as the 'Czech eGovernment Act', was adopted on 17 July 2008 and entered into force on 1 July 2009. It accords electronic and hardcopy documents the same legal status, enables the authorised conversion of hardcopy documents and sets out provisions for the use of certified eSignatures. The aim of the 'eGovernment Act' is to simplify communication among citizens, businesses and public authorities. It mentions that for an electronic version to have the same legal status as its paper-based equivalent, texts need to be converted by recognised authorities. Another innovation is the 'Data Box', a personal register of all electronic communications with public authorities. All legal entities in the Czech Republic are required to set up and activate their respective password-protected Data Boxes. Natural persons are able to open theirs on a voluntary basis and use the documents contained in dealings with public authorities.

[Act on Public Administration Information Systems](#) (2000)

The Act (No. 365/2000 Coll.) was adopted on 14 September 2000 and is last amended in 2012. It lays down the rights and obligations of all persons and bodies involved in the development of Public Administration information systems. It further establishes the management framework concerned with the creation, use, operation and development of information systems. A first amendment to this Act was adopted in September 2007 by the Parliament with the aim to reduce excessive administrative burden for citizens through the Czech POINT network through which the general public can obtain transcripts and information statements from the national registers. Furthermore, this amendment states that all public authorities have to make their websites accessible for the disabled, thus incorporating eAccessibility into Czech legislation.

[Act on Basic Registers](#) (2009)

The Act on Basic Registers (No. 111/2009) replaced the 'Act on Public Administration Information Systems', among other laws. It was last time amended in 2013. It provides for the interconnection of four basic registers that will be implemented through the information system of basic registers: Population Register; Register of Economic Entities; Register of rights and obligations and; Register of territorial identification, addresses and properties. The Act created the Office for the Administration of Basic Registers under the Ministry of the Interior, which is tasked with operating the system of basic registers. The Act represents an important first step towards the establishment of effective online national registers which will reduce the administrative burden of businesses and citizens. The Act took effect on 1 July 2010. Full implementation of the Act should be achieved by 1 July 2012, including operation of the basic registers. A technical solution for the registers was expected to enter its pre-operational phase on 1 July 2011.

Freedom of Information Legislation

[Act on Free Access to Information](#) (2000)

The Act on Free Access to Information (No. 106/1999) was adopted in May 1999, took effect on 1 January 2000 and was last time amended in 2012. It allows any natural or legal entities to access information held by State authorities, communal bodies and private institutions managing public funds. Requests can be made verbally or in writing. Public bodies are required to respond to requests within 15 days. Exceptions exist in the following cases: classified information; privacy; confidential business dealings; internal processes of a Government body; information collected for a decision that has not yet been reached; intellectual property; criminal investigations; activities of the courts; and activities of the intelligence services. The Act was lastly amended in May 2005 in order to transpose the EU Directive on the re-use of public sector information ([2003/98/EC](#)).

Data Protection/Privacy Legislation

[Act on the Protection of Personal Data](#) (2000)

The Data Protection Act (No. 101/2000) was adopted in April 2000 with the aim to protect the citizens' right to privacy. To this end, it regulates the rights and obligations regarding the processing of personal data and specifies the conditions under which personal data may be transferred to other countries. Furthermore, it allows individuals to access and correct their personal information held by public and private bodies. It is enforced by the Office for Personal Data Protection. It was last amended in 2011.

eSignatures Legislation

[Act on Electronic Signatures](#) (2000)

The Electronic Signatures Act (No. 227/2000) was adopted on 29 June 2000 and amended several times, with the latest amendment taking place in 2012. Together with several ordinances, this Act transposes the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)) and amends several provisions of the Civil Code, so as to expressly provide legal value to electronic signatures. The Act provides a definition of an electronic signature and introduces a system of qualified electronic signatures and accredited qualification service providers issuing qualified certificates, qualified system certificates and qualified time stamp tokens. It stipulates that only certified electronic signatures and qualified certificates issued by accredited providers of certification services can be used for electronically exchanging information with public authorities.

[Act on Electronic Actions and Authorised Document Conversion](#) (2009)

The Act on Electronic Actions and Authorised Document Conversion (300/2008 Coll.) entered into force on 1 July 2009 and was last amended in 2012. It lays down the provisions for the use of certified eSignatures. It states that each eDocument has to bear a guaranteed eSignature. The entire data box system (the Information System of Data Boxes) shall work in a secure and guaranteed method. Any messages sent from a data box shall be provided with a time stamp and electronic mark (which is analogous to a guaranteed electronic signature), with all attachments time-stamped and marked accordingly. For activities carried out with public authorities, this eSignature is equal in all respects to that of a hand-written alternative in certifying official documents.

eCommerce Legislation

[Act on Certain Information Society Services](#) (2004)

The Act on Certain Information Society Services (No. 480/2004 Coll.) was adopted on 7 September 2004, came into force during the same month and was last amended in 2012. It builds on the efforts of the Government to eliminate obstacles hindering the development of electronic commerce. In addition, it transposes the EU Directive on electronic commerce ([2000/31/EC](#)) into national law, as proposed by the 'White Paper on electronic commerce', approved by the Government in May 2003. The Act governs the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

eCommunications Legislation

[Act on Electronic Communications](#) (2005)

The Act on Electronic Communications and on Amendment to Certain Related Acts ([No. 127/2005 Coll.](#)) was adopted by the Parliament on 22 February 2005, took effect on 1 May 2005 and was amended several times, with the last amendment taking place in 2013. It transposes the [EU Regulatory Framework for Electronic Communications](#) into national law, whose main aim is to strengthen electronic communications sector competition by making market entry easier and by stimulating investment in this area.

eProcurement Legislation

[Decree on Laying Down Detailed Conditions Relating to Electronic Tools and Acts Taken Electronically in Awarding Public Contracts and Particulars Concerning Certificate of Conformity](#) (2004)

The former Public Procurement Act (No. 40/2004), which was passed on 17 December 2003 and entered into force on 1 May 2004, established the obligation for public bodies to publish tenders electronically. It also made it possible for candidate suppliers to submit tenders by electronic means. The Government has not formulated an exact timeframe for the implementation of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their provisions related to eProcurement.

The Act on Public Procurement ([No. 137/2006](#)), which entered into force on 1 July 2006 and abrogated the 2003 Act, was amended by [Decree No. 9/2011](#) of 10 January 2011. This Decree provides for detailed conditions relating to electronic tools and acts taken electronically in awarding public contracts, as well as particulars concerning conditions for the issue of the certificate of conformity, its data and validity.

Re-use of Public Sector Information (PSI)

[Act on Free Access to Information](#) (2005)

An amendment to the Act on Free Access to Information (No. 106/1999) was adopted by the Government on 12 May 2005 with a view to transpose the EU Directive [2003/98/EC](#) on the re-use of public sector information (PSI-directive). This amendment sets out the obligation for Public Administrations to provide online access to information in open data formats (e.g. XML). The amendment came into force on 1 January 2006. The Czech Republic has therefore notified full transposition of the PSI-directive.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Interior

Since mid-2007, all eGovernment activity (i.e. policy formulation) has been firmly positioned in the Ministry of the Interior, being today one of the six main activities of the Ministry. eGovernment focuses on public service delivery and the reform of government, and is clearly distinct from general information society policy. Political responsibility lies with the Minister and the Deputy Minister for Strategies and Programme Management under the Ministry.

Ministry of Industry and Trade

According to [Government Resolution No. 723](#) of 18 September 2013, which established the next steps in the implementation of the [International Competitiveness Strategy of the Czech Republic for the period 2012-2020](#), the agenda for the implementation of the Strategy was transferred back to the Ministry of Industry and Trade. The Strategy is based upon a number of pillars/priority areas, with one of the main ones being the modernisation of institutions and public administration by using ICTs.

Government Council for the Competitiveness and the Information Society

The Government Council for the Competitiveness and the Information Society is headed by the steering committee headed by the Prime Minister. Its role in terms of setting of the strategy is to provide the government with a knowledge basis as an aid for its decisions in the strategy issues of the area of information society development, so that the coordination of departmental and nationwide projects would be improved.

Coordination

Ministry of the Interior

The Ministry of the Interior coordinates the development and implementation of eGovernment - with emphasis placed on Public Administration information systems and its portal - telecommunications, postal services and the promotion of the information society as a whole.

Government Council for the Competitiveness and the Information Society

The Council is mainly responsible for coordinating the implementation of the International Competitiveness Strategy of the Czech Republic for the period 2012-2020, which includes the coordination of eGovernment activities and modernisation of the public sector. The Council acquired an increased role in coordinating information society, after the Ministry of Information was abolished.

Department of Public Management and eGovernment

The department is situated within the Ministry of the Interior and is divided in three departments: the Department of Public Administration, the Department of eGovernment and Optimisation of Internal Governance and the Department of eGovernment Communication. The Departments are responsible for the preparation of eGovernment projects, coordination of their implementation and performance methodology related to completed projects (in particular, data boxes, documents and authorised conversion of basic registers). Furthermore, it coordinates the activities of public administration contact points and of research activities in information and communication technologies in public administration.

Implementation

Ministry of the Interior

The Ministry of the Interior is responsible for implementing national eGovernment infrastructure projects.

Department of Public Management and eGovernment

The Department is further divided into three sub-departments, one of which is responsible for the implementation of eGovernment projects. Thus, it implements projects and regional activities in the computerisation of public administration, and is furthermore responsible to oversee the implementation process of all eGovernment projects.

Support

Ministry of the Interior

The Ministry of the Interior provides support to other Government departments and bodies for the implementation of their eGovernment projects.

Government Council for the Competitiveness and the Information Society

The Government Council for the Competitiveness and the Information Society is an expert advisory body made up of senior officials and major stakeholders in key institutions of the Public Administration and local governments who are involved in ICT and the implementation of eGovernment. It aims to support the development of the information society by creating a platform for discussing strategies and projects of the respective Government departments. Furthermore, it deliberates over materials submitted to the Government for ICT implementation and for the computerisation of the Public Administration.

Audit/Assurance

Supreme Audit Office

The Supreme Audit Office (SAO) is an independent institution that is responsible for auditing the management of public finances and State property.

Data Protection

Office for Personal Data Protection

The Office for Personal Data Protection is an independent agency which supervises compliance with personal data legislation and deals with citizen grievances in this domain.

Regional & Local eGovernment

Policy/Strategy

Individual Regions and Communes

Public Administration and the management of public services are decentralised in the Czech Republic. As such, regional and municipal authorities are responsible for defining eGovernment policies and strategies within their respective spheres of competence.

Coordination

Ministry of the Interior

The Ministry of the Interior is in charge of the coordination of municipalities in the eGovernment domain.

Department of Public Management and eGovernment

The department is responsible for the coordination of service development, implementation projects and regional activities in the computerisation of public administration with other state and local governments.

eGON Centrum

This is a Technical Help Desk to assist self-governing units on the new eGovernment agenda and relevant drawing resources from the Structural Funds. The eGON Centre (*eGON Centrum*) has been established to coordinate the various stages of implementation of eGovernment at regional and local levels.

Implementation

eGON Centrum

The Ministry of the Interior prepared in 2009 a comprehensive set of steps to implement eGovernment in the Czech domain. These are built in cooperation with the domestic regions and municipalities providing them with extended powers in the implementation of eGovernment in their territory, through the eGON Centre (*eGON Centrum*). The aim of the Ministry of the Interior is the rapid introduction of eGovernment into practice, including financial security.

Individual Regions and Communes

Within their respective spheres of competence, regional and municipal authorities ensure the implementation of their eGovernment strategies.

Support

Ministry of the Interior

The Ministry of the Interior provides cities and municipalities with quality eGovernment services through technical solutions and support. The aim is to ensure that the implementation of eServices does not hinder the economic stability of cities and municipalities.

Union of Towns and Municipalities of the Czech Republic

The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of Local Administration in relation to central executive and legislative bodies.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



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Minister of the Interior

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Head of eGovernment

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eGovernment executives

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Public Administration Portal](#)

The Public Administration Portal, initially developed and administered by the Ministry of Informatics (replaced by the Ministry of the Interior), was created by [Act No. 365/2000 Coll. on the public administration information systems](#). It serves as an official single electronic gateway of the Czech Republic for citizens, businesses and institutions, enabling them to communicate with Public Administration (PA) entities. The portal gathers all the necessary information on central and local Government authorities in one location, ensuring remote and free access to up-to-date information and services of the PA bodies, including electronic transactions.

In line with EU programmes and objectives concerning eGovernment, the aims of the portal are to help simplify the administration, facilitate the communication of citizens or entrepreneurs with PA entities, ensure a simple and remotely accessible exchange of information and extend the transparency of the PA. The informational section of the portal comprises: a complete PA directory; links to both Czech and European legislation; a detailed database of recommended solutions for more than 468 specific life situations; the electronic Commercial Register; a facility for viewing parts of the Land Register; a public procurement overview; and news from individual Government bodies.

Since late 2011 the Public Administration Portal also provides the public innovative communication capabilities with public authorities, via the data mailbox and public administration contact point, the Czech POINT. Furthermore, the portal's data box provides secure and guaranteed environment for electronic filing. Portal data boxes, in addition to options such as logging into the mailbox, offer a list of authorised smart forms of communication with public authorities, which include the data outbox administration offices.

[Electronic Portal of Local Self-Governments \(ePUSA\)](#)

The ePUSA is an information system that contains an up-to-date database of self-government entities in the territory of the Czech Republic. The system enables the selection of required data according to different criteria. The main objective is to satisfy the need for communication between the Public Administration and citizens while creating and operating a current repository of the Regional and Municipal Authorities and other administrative bodies (e.g., organisations established by these authorities). The Ministry of the Interior operates ePUSA.

[Towns and Communities Online Portal \(TCOP\)](#)

The TCOP is a nationwide tele-democracy website, which supports electronic information exchange between local governments and Czech citizens. It is administered in cooperation with the Union of Towns and Municipalities of the Czech Republic. The overall mission is to progressively develop user-friendly eServices in order to support digital communication between Public Administration and citizens. It engages citizens in the decision-making process via the use of various multimedia. The TCOP provides a complete list of Czech municipalities and a free database-driven homepage to each Czech Council.

[Portal for Data Boxes: \[www.mojedatovaschranka.cz\]\(http://www.mojedatovaschranka.cz\)](#)

The portal was launched in June 2011 to provide a more comprehensive service to users of Data Boxes, which serve as a secure repository of official electronic communications with public authorities. The new portal provides, in one place, comprehensive information on, and the services for the information system

of Data Boxes (ISDS). In addition, the portal provides users with several secure ways to login, and also makes available interactive electronic forms. These changes are expected to significantly streamline the communication of citizens with the state.

Networks

Public Administration Communication Infrastructure (KIVS)

The KIVS enables the interconnection of all Public Administration (PA) bodies (e.g. ministries, central administrations, regional authorities, municipal offices, labour offices, revenue authorities and public libraries), ensures secure and cost-efficient data and voice communications, as well as access to central information resources. Simply put, the KIVS is a combination of different data lines between public administration bodies into a single data network. The major benefit of the KIVS is that it streamlines services and leads to significant cost savings.

Telefonica O2 and GTS Novera have been commissioned to provide the communications services infrastructure. Government bodies that are connected to the countrywide private network gain access to a number of services, including secure and reliable Internet access, a protected email system and the secure exchange of data. All public sector bodies connected to the network can access the same services under the same terms and conditions. Savings have exceeded CZK 250 million (approx. € 10.4 million). A PA digital map is currently being prepared for integration into the KIVS. The project is managed and coordinated by the Ministry of the Interior.

Czech POINT network

Czech POINT is a network of one-stop access points to eGovernment services intended to prevent citizens from visiting several offices, thus significantly reducing excessive administrative burden. Through these one-stop points, the general public is able to access all public records and to obtain transcripts/extracts, as well as information statements from the national registers.

The Czech Points are primarily located at post offices, municipal authority offices, registry offices and Czech embassies. As of April 2014, the network is comprised of 7 101 local and regional physical contact points and is continuously being extended. An interactive map on the website serves as a Czech Point location finder. On 10 October 2013 Czech POINT reached 100 000 registered users. In January 2014 the Czech POINT conquered another top, as it issued a record 205 897 listings, showing that authorised conversion of documents on request is gaining popularity.

In the future, the accessibility of Czech POINT remotely via the Internet is expected to enable citizens to locate required documents from their home. In this light, the [Act on Electronic Actions and Authorised Document Conversion](#), which gives electronic documents the same legal status as traditional stamped hardcopy equivalents, will have significant impact on the effectiveness of the network. Since July 2009, Czech Points have been in charge of converting paper-based administrative documents into electronic form, processing applications for the establishment of personal Data Boxes and terminating/re-creating these Boxes, when needed and upon request.

eIdentification/eAuthentication

eSignatures

The identification of persons, the authentication of documents on the Internet and access to several transactional electronic public services are based on electronic signatures. Currently, there are three certification service providers ([First Certification Authority](#), [Czech Post](#) and [eIdentity](#)) [accredited by the Government](#) to issue eSignatures (qualified certificates, qualified system certificates and qualified time stamps) valid for communicating and transacting with the Public Administration (PA). Their qualified

certificates can be used for online transactions. eSignatures based on non-qualified certificates issued by other businesses can only be used for commercial services.

As the PA's central body competent for eSignatures, the Ministry of the Interior conducts regulatory, supervisory and accreditation activities with regard to electronic signature products and providers in the Czech Republic. On 17 June 2011, the Ministry of the Interior published an [opinion](#) on the making of copies of personal documents for issuing qualified certificates. The opinion is published on the grounds that in some cases, applicants are qualified to issue the certificate object to make copies of personal documents and require to take only extract data from these documents. The qualified provider of certification services is required, before issuing a qualified certificate, to securely verify the identity of the signing or designating person.

ePassports

Following a testing period, Czech authorities launched a first version of the Czech electronic passport at full scale in September 2006. On 1 April 2009, authorities started rolling out new [electronic passports](#) which featured a chip that contained two biometric identifiers. Issued in compliance with the requirements laid down in the European Union regulation regarding passport security and biometrics, the passports include new security features such as intricate designs and complex watermarks, as well as a chip and an antenna. The chip stores the electronic facial scan of the holder, in addition to personal details. Facial recognition maps various features. The addition of fingerprint details on the chip is being planned to take place at a later stage.

[Czech National Verification Authority \(CVCA\)](#)

This is a public Certification Authority that meets the need for securing control systems accessing sensitive personal data on stored documents with biometric data. The aim of the CVCA is to provide certification services for public entities administering sets of inspection systems. The CVCA certificate policy stipulates the requirements relating to the activities, obligations and commitments of all participating parties that, directly or indirectly, come to contact with certification services or are dependent on them.

eProcurement

[eProcurement portal](#)

The Czech Republic has a centralised eProcurement system based on a national platform managed by the Public Procurement and Public Private Partnership Department of the Ministry for Regional Development. Contracting authorities are required to publish tender notices above the national threshold of € 76 000. The national platform is also mandatory for the ICT commodities and services purchases.

The public procurement legislation requires all public tenders and awards to be published on the free-of-charge [eTenders](#) portal. This obligation concerns State bodies as well as regional and municipal authorities. Information to be published on the portal includes public tender announcements, publication, results and cancellations of public tenders and price differences between received offers. The procedures for the notification and publication of these public tenders have been automated to a large extent.

[Public Procurement and Concessions portal](#)

The Public Procurement and Public Private Partnership Department of the Ministry for Regional Development has designed a portal where comprehensive and well-organised information relating to public procurement can be found. A user is provided with an opportunity to be orientated in national and European laws, regulations and administrative provisions concerning public contracts and concessions. Supply of information on [eProcurement](#) at both national and European levels is an innovative feature.

Knowledge Management

[Digital Map of Public Administration](#)

The Ministry of the Interior began implementing a project to create digital government maps (DMVS). The digital map of Public Administration unifies data from various geographic information systems in one application. The project aims to facilitate the exercise of public administration and accessibility of spatial data for the authorities and the public in line with the Smart Administration, promoting efficient and user-friendly public administration, and development of eGovernment in the country.

Other Infrastructure

eCommunication

['Data Box' Information System](#)

A '[Data Box](#)' is an electronic storage site intended for delivery of official documents and for communication with public authorities. It is not obligatory for citizens and private individuals who carry out business activities; however, its establishment is obligatory for legal entities and public bodies (Public Administration). A document (data message) which is sent to a Data Box is delivered at the moment the authorised individual logs in. Delivery of the document has the same legal provisions as personal delivery. A Data Box is not an email box; it cannot be used to communicate directly with individual public sector clerks, only with an entire office, nor can it be used to communicate with another private individual, a private individual carrying out business activities and/or a legal entity.

With regards to natural persons (citizens), they are able to open their Data Box on a voluntary basis and use the contained documents in their dealings with public authorities. Citizens can access their Data Box at the Czech POINT network's one-stop contact points.

As of 1 November 2009, every Czech public body and legal entity registered in the Commercial Register is required to use Data Boxes in place of the traditional paper form. The Data Boxes information system is currently operational for other types of communication, namely C2C (citizen to citizen), C2B (citizen to business) and B2B (business to business) communications. To date, there are 585 052 accessible Data Boxes, while 186 159 284 messages have been sent through them, scoring a 97,4 % average delivery successful login.

[Information Systems of Public Administration \(ISVS\)](#)

The Ministry of the Interior provides development, construction and methodical management of ISVS, which are designed to serve the public administration. The project aims at reducing the risk of duplication in the operation of public administration. Furthermore, it provides real requirements for drawing funds from public budgets for ICT and prepares technical conditions for the effective exercise of public power.

eGovernment Helpdesk

[eGON Centrum](#)

This technical helpdesk was established with the view to assist communities implement the eGovernment agenda and learn to use the structural funds. eGON coordinates the various stages of implementation of eGovernment. The centre has five permanent employees who answer questions on the operational programme "eGovernment in municipalities - CzechPOINT".

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Finance, Czech Tax Administration
Website:	http://www.financnisprava.cz/en/
Description:	The Czech Tax Administration website enables the electronic filing of income tax returns. Since July 2006, taxpayers have been able to gain access to their personal tax account information through the 'Tax portal for the public'.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour and Social Affairs, Employment Services Administration
Website:	http://portal.mpsv.cz/sz
Description:	The website of the employment services of the Ministry of Labour and Social Affairs contains the national job vacancies database, contacts to all labour offices and a list of accredited private employment agencies.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits

Website: <http://portal.mpsv.cz/ssp>

Description: Information and forms are available for download purposes. Payment of unemployment benefits is managed by public job centres.

b. Child allowances

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits

Website: <http://portal.mpsv.cz/ssp>

Description: Allowances applications are submitted and managed electronically via a web-enabled application system. A server enables users to choose a specific form, either to be filled out manually, or to be filled out and submitted online, using a digital signature.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health insurance companies

Website: N/A

Description: Health insurance is compulsory in the Czech Republic, but administered by private health insurance companies. These companies are non-profit independent bodies; hence, any surplus is allocated to a special account called the Reserve Fund. The system is financed by the contributions of individuals, employers and the State. Opting out of the insurance system is not permitted.

d. Student grants

Responsibility: N/A

Website: N/A

Description: There is no public system of student grants in the Czech Republic. A type of student loan is offered by banks.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Passport applications are managed by municipalities.

b. Driver's licence

Responsibility: Central Government, Ministry of Transportation (production), Local Government (applications/distribution)

Website: <http://www.mdcr.cz/>

Description: Information purposes only. Driving licence applications are managed by municipalities.

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

Responsibility:	Central Government, Ministry of Transportation, Local Government
Website:	http://www.mdcz.cz/
Description:	Information purposes only. Car registration applications are managed by municipalities.

6. Application for building permission

Responsibility:	Local Government
Website:	N/A
Description:	Applications for building/planning permission are managed by municipalities. Some municipalities provide related information on their websites.

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

Responsibility:	Central Government, Ministry of Interior, Czech Police
Website:	http://www.policie.cz/
Description:	Declarations to the police can be made by email.

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

Responsibility:	Regional and Local Governments
Website:	N/A
Description:	Public libraries are managed by regional and local governments. Several libraries, such as the Municipal Library of Prague , provide an online catalogue and a number of online services, including: electronic listings of the newly-available items in the library collection; email notifications at the end of the lending period; automatic extension of the lending period by email; facility for reserving an item from the online catalogue.

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

Responsibility:	Central Government, Ministry of the Interior and Local Government
Website:	http://www.mvcr.cz/
Description:	Mainly for information purposes. Requests and issuance of certificates are managed by municipalities. Some of these provide downloadable application forms on their websites.

10. Enrolment in higher education/university

Responsibility:	Central Government and Local Government, Higher Education Institutions
Website:	http://www.msmt.cz/
Description:	There is no central enrolment system in the Czech Republic. Enrolment falls under the responsibility of individual schools and universities. The majority offer information and downloadable forms.

11. Announcement of moving (change of address)

Responsibility:	Central Government and Local Government, Ministry of the Interior and Municipalities
Website:	http://www.mvcr.cz/
Description:	Information purposes only. Residents have to notify the municipalities of their change of address, which then proceed to update the central population register managed by the Ministry of the Interior. A central address change notification service accessible through the Public Administration portal has been implemented.

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

Responsibility:	Central Government, Ministry of Health, Regional Government
Website:	http://czpres.mzcr.cz/
Description:	Information purposes only. The national health policy is coordinated by the Ministry of Health; however, the operation of hospitals is managed by regional governments.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government, Czech Social Security Administration

Website: <http://www.cssz.cz/>

Description: The declaration of social contribution for employees can be fully carried out through the Czech Social Security Administration website. No other formal procedure is necessary for the applicant via paperwork.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration

Website: <http://www.financnisprava.cz/>

Description: The Czech Tax Administration website enables the electronic filing of corporate tax returns. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated via the Internet. No other formal procedure is necessary for the applicant via paperwork.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Czech Tax Administration
Website:	http://www.financnisprava.cz/
Description:	The Czech Tax Administration website enables the electronic filing of VAT returns. Case handling, decision and delivery of a standard procedure to declare VAT can be treated via the Internet. No other formal procedure is necessary for the applicant via paperwork.

4. Registration of a new company

Responsibility:	Central Government
Website:	http://www.businessinfo.cz/
Description:	The Czech Business Web portal, formally the Integrated Business and Export System, was developed by the dissolved Ministry of Industry and Trade and the Czech Trade Agency along with other partners and State Administration institutions. The portal provides a one-stop shop for business information, including business registration. It is now possible to file electronic applications for the inclusion of a business into the business registry. Applications are sent to the email addresses of the relevant registry courts, which can be found via the Public Administration portal .

5. Submission of data to statistical offices

Responsibility:	Central Government, Czech Statistical Office
Website:	http://www.czso.cz/
Description:	Businesses and public authorities are able to transmit statistical data electronically.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Czech Customs Administration
Website:	http://www.cs.mfcr.cz/
Description:	Traders can submit customs declarations electronically. Advanced eSignature based on qualified certificates is in use on this application.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of the Environment, Local Government
Website:	http://www.mzp.cz/
Description:	Users are given the option of fully treating the delivery of environment-related permits electronically. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via eServices.

8. Public procurement

Responsibility: Central Government, Czech Post

Website: <http://www.centralni-adresa.cz/>

Description: All public tenders and awards are published on the free-of-charge [eTenders](#) and [eAuctions](#) portals. The procedures for notification and publication of these public tenders have been automated to a large extent. Beyond this eTendering portal, the Government intends to automate ordering and invoicing procedures. The objective is to build an integrated eProcurement system to be used for repeated and bulk purchases across the entire Public Administration. Presently, Public Administrations have to make use of one of the three accredited private marketplaces for procuring ICT goods and services below a certain legal threshold.



European Commission - eGovernment ePractice

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