

[ eGovernment in ]

# Slovenia

Slovenija



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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Slovenia. 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):** 2 058.8 inhabitants (2013)

**GDP at market prices:** 21 400 million Euros (2012)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100):** 84 (2012)

**GDP growth rate:** -2.5 % (2012)

**Inflation rate:** 1.9 % (2013)

**Unemployment rate:** 10.2 % (2014 M01)

**Government debt/GDP:** 54.4 % (2012)

**Public balance (government deficit or surplus/GDP):** -3.8 % (2012)

Source: [Eurostat](#)

**Area:** 20 273 km<sup>2</sup>

**Capital city:** Ljubljana

**Official EU language:** Slovenian

**Currency:** Euro

Source: [Europa website](#)

#### Political Structure

Slovenia is a **parliamentary republic**. Legislative power is held by a unicameral parliament, the [National Assembly](#), which has 90 members (88 elected representatives of the parliamentary parties and one representative each from the Italian and the Hungarian national communities). Apart from the National Assembly, the Constitution also provides for a [National Council](#), which comprises 40 members elected for five years and is mainly an advisory body without full lawmaking powers.

The Head of State is the [President of the Republic](#) (elected for a maximum of two five-year terms via direct elections). Executive power is exercised by the government, which consists of the [Prime Minister](#) and other Ministers. The government and the ministers are independent within the framework of their jurisdiction, and responsible to the National Assembly.

Slovenia has a single-level system of local self-government; a municipality regulates only local tasks. Slovenia comprises 212 municipalities, 11 of which have the status of a city municipality.

The [Constitution](#) of Slovenia was adopted in December 1991.

Slovenia became a member of the European Union on 1 May 2004.

**Head of State:** President [Borut Pahor](#) (since 2 December 2012).

**Head of Government:** Prime Minister [Alenka Bratušek](#) (since 27 February 2013).

## Information Society Indicators

### Generic Indicators

**Percentage of households with Internet access:** 76 % (2013)

**Percentage of enterprises with Internet access:** 97 % (2013)

**Percentage of individuals using the Internet at least once a week:** 69 % (2013)

**Percentage of households with a broadband connection:** 74 % (2013)

**Percentage of enterprises with a broadband connection:** 96 % (2013)

**Percentage of individuals having purchased/ordered online in the last three months:** 25 % (2013)

**Percentage of enterprises having received orders online within the previous year:** 15 % (2013)

### eGovernment Indicators

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 52 %, downloading forms 37 %, returning filled forms 21 % (2013)

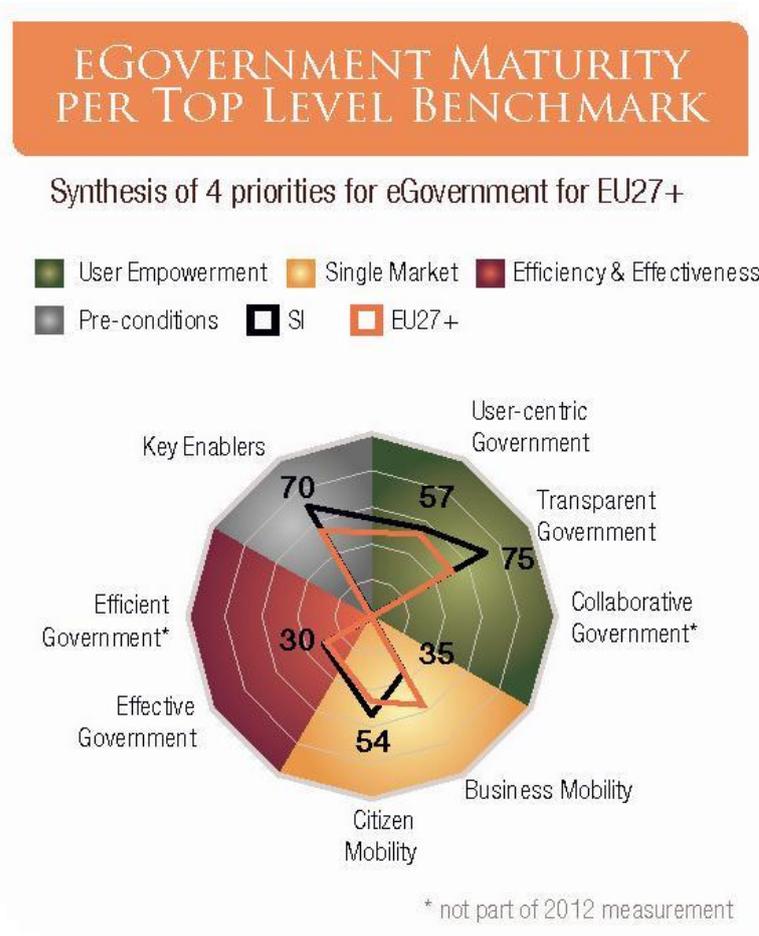
**Percentage of enterprises using the Internet for interaction with public authorities:** obtaining information 92 % (2013)

*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, and Pre-conditions) 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.



Source: [eGovernment Benchmark 2012](#)

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

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

## Recent News

### March 2013

On 1 March 2013, the Centre for International Cooperation and Development [publishes 'Doing Business in Slovenia'](#). The handbook is intended for everyone doing or seeking to do business and invest in Slovenia. It contains general information about the country and its economy and other useful information about its business environment, including legislation. Its publication was also made possible by the Foreign Ministry, specifically the Directorate for Economic Diplomacy.

'Doing Business in Slovenia' provides insight into the business environment and conditions for starting a business in Slovenia. It explains in detail the conditions for establishing foreign companies and their operation, the trade and customs systems, incentives for foreign investors, the conditions for employing foreigners and obtaining work permits, the visa regime, information on taxation, and other legal and regulatory limitations. Furthermore, it contains a list of services and the contact information of institutions assisting those seeking to do business in Slovenia.

### January 2013

In December 2012, as a first step towards simplifying the exercise of the entitlement to child benefit and kindergarten fee subsidy, the Ministry of Justice and Public Administration, in collaboration with the Ministry of Labour, Family and Social Affairs [introduces](#) a new system of exercising entitlements.

This initiative aims towards a more friendly system for the exercise of entitlements, especially for those citizens who exercise and renew an entitlement every year. As a second step, the planned amendments to the law on the exercising of public funding and other acts on business-related issues, will facilitate the implementation of a simple system like the current one for income tax.

This initiative is part of the Action Programme for Reducing Administrative Burdens by 25 % of [minus25.gov.si](#). The portal is intended primarily to enable entrepreneurs and citizens to fulfil their administrative obligations.

## News 2012-2001

### 2012

- ▶ In *May 2012* the Ministry of Justice and Public Administration [wins](#) second place in the United Nations Public Service Awards 2012 competition. The Ministry entered the contest with a project called 'IT-supported procedure for drafting legislation'

The 'United Nations Public Service Award' is the most prestigious international recognition of excellence in public service. It rewards the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration in countries worldwide. Through an annual competition, the UN Public Service Awards promote the role, professionalism and visibility of public service.

The ITDL project is a system which allows coverage of all essential steps in the process of adopting a legal act, operating uniformly in all spheres of competence, which are involved in the process of preparing and adopting legislation. Strong emphasis is also placed on the fostering of the involvement of public contribution in the process of regulation drafting. Linking back-end systems of the ITDL with the web sub-portal eDemocracy allows for easy monitoring of existing legislation and preparation of new legislation in one place, which is of paramount importance to users.

## 2011

- ▶ In *October 2011*, the Ministry of Public Administration ([MPA](#)) [launches Minus 25](#), a website aimed at informing the public about government efforts on administrative burden reduction. Minus 25 is intended for private entrepreneurs and citizens who come into contact with the government through business dealings, or in daily life. It also targets policy-makers and civil servants tasked with regulation and the provision of services for citizens and business entities. The MPA has set out to improve the business environment in the Slovenian economy, foreign investment and job creation through its ongoing implementation of the [Action Programme for a 25 % Reduction of Administrative Burdens by 2012](#) (Minus 25 % Programme). Its implementation is partly financed by EU structural funds.
- ▶ In *July 2011*, following the resignation of the Minister of Public Administration Irma Pavlinič Krebs, it is [announced](#) at the National Assembly that the Prime Minister Borut Pahor will undertake the corresponding duties for the next three months period, aided by Helena Kamnar, Government Secretary General and Chief of Staff.

## 2010

- ▶ In *December 2010*, a [portal](#) that aims to assist children and young people in acquiring access to applications and information on eGovernment services is launched. The portal enables users to send applications and other administrative documents **electronically**, as well as to **pay administrative fees** and other obligations online. The website was developed under the framework of promotional activities for eGovernment services and was financed by the European Social Fund under the Operational Programme 'Human Resources Development for 2007-2013', priority axis 'Institutional and administrative capacity'. Users can customise their own videos and share them with friends or publish them in social networks.
- ▶ In September 2010, following the establishment of the [human resource interface](#) (e-OSS) on the [e-VEM](#) portal on 13 September 2010 - the one-stop-shop for businesses in Slovenia - business entities and public bodies can perform online registration with the social insurance authority of their newly hired staff. This can also be done through their respective human resource systems. The primary purpose of the system is to ensure connection between human resources systems of private companies/public bodies and the [Health Insurance Institute of Slovenia](#) (ZZZS), via the e-OSS. The e-OSS human resource interface is intended to substitute the manually submitted forms currently available on the [e-VEM](#) portal.
- ▶ In *June 2010*, Katarina Kresal, the Slovenian Minister for the Interior, introduces a service of **anonymous** electronic reporting of **domestic violence**. The goal of the service is to encourage victims to seek help more quickly and to make offenders face liability for their actions. The service is accessible via three websites - those of the Ministry of the Interior, the police and the eGovernment portal [e-Uprava](#).

## 2009

- ▶ In *August 2009*, the Slovenian Ministry of the Interior [launches](#) an eService through which organisers of public demonstrations and events can give notice of an event or a demonstration to the police via an [online form](#). An application requesting official permission for such an event, when necessary, can

be electronically submitted to the police station. Additionally, organisers can electronically ask for permission for a public event from their local administrative units.

- ▶ On *23 July 2009*, the Slovenian Government [endorses](#) the '[my.suggestion.gov.si](#)' ([predlagam.vladi.si](#)) project, a web tool which enhances residents' participation in government policy-making. The project, conceived and run by the Government Communication Office, will open up new channels for direct communication between the government and Slovenian residents as well as among residents themselves. The primary purpose of the project is to encourage residents to express their opinions, suggestions and proposals on important political issues.

On *2 July 2009*, the government adopts the [strategy on IT and electronic services development and connection of official records \(SREP\)](#). This strategy will enable the balanced development of public administration and electronic services, and the integration of solutions and best practices from eAdministration into other spheres of civil service work.

- ▶ Since *24 June 2009*, citizen life-events information and public services have become accessible via the eGovernment portal [e-Uprava](#). The portal will also [include](#) for the first time similar information from several pilot municipalities. The project is carried out by the Ministry of Public Administration in cooperation with other organisations and a number of pilot municipalities.

Government portals for [Italian](#) and [Hungarian](#) national minorities are launched in *June 2009*. The solution is designed in the form of sub-portals (in both languages) for individuals and businesses and a special sub-portal that provides general information on public administration in Slovenia.

- ▶ On *5 May 2009*, the United Nations [award](#) the Slovenian e-VEM project one of the 'best project' prizes in the category "Improving service delivery in the public sector". The e-VEM project mainly focuses on supplying efficient, high quality services, achieving the transformation of public administration, defining innovative methods and techniques, and implementing the necessary renewal procedures.
- ▶ In *April 2009*, a new electronic service is launched: '[Anonymous Denunciation of Corruption to the Police](#)'.

## 2008

- ▶ In *October 2008*, a new pilot service specifically targeted at blind or partially sighted users starts being tested on the eGovernment portal [e-Uprava](#). The pilot service is called '[Govorec](#)' and offers speech synthesis of the content of the portal.
- ▶ In *September 2008*, the **Virtual 3D Government World** application becomes available for testing on the portal for children and youth. The application provides public information from the real world by means of a virtual kiosk, virtual public offices, information desks and billboards.

On *29 September 2008*, a new service is added to the State Portal for Entrepreneurs. The service enables the electronic acquisition of a craft permit.

During the same month, new electronic forms become available, namely the announcement of a change of address for the delivery of official documents; a request for **electronic delivery of personal data** kept by the police; and a service on the validity of personal documents, which allows the user to check whether a certain document has been reported as missing, stolen or lost and thus has a status of an invalid document.

- ▶ On *24 June 2008*, the **State Contact Centre** is launched. Its main purpose is to help citizens make the best use of available public services.

In the same month, the sub-portal for [Inspectorates and supervisory services](#) is created. It contains important information pertaining to the work of respective inspectorates and supervisory services, as well as links to suitable websites. It also provides users with the option of sending an official report to the desired inspectorate or supervisory service via the Internet, and the possibility of posing direct queries to a specific email address – [inspekcija.mju@gov.si](mailto:inspekcija.mju@gov.si).

## 2007

- ▶ The generator of **electronic forms** made available in *December 2007* enables civil servants to create simple eForms for particular services in a convenient and simple manner.
- ▶ In *November 2007*, the adoption of an amendment to the Act on Companies Registration paves the way to [online registration for certain small and medium-sized companies](#) (SMEs).
- ▶ In *September 2007*, the Ministry of Public Administration is awarded the '**ePractice.eu Good Practice label**' for the development of its programme on the reduction of the administrative burden with the help of a new information system.

During the same month, three Slovenian hospitals introduce the [eNotifications of birth service](#), as part of a new pilot system which will be rolled out to more maternity wards in the future. The process of electronic registration is secure as entry is permitted only by using digital certificates such as [SIGOV CA](#) or [SIGEN CA](#).

- ▶ As of *July 2007*, the Virtual Tax Assistant '[VIDA](#)' service, which answers taxpayers' questions online, deals with phone queries.
- ▶ In *May 2007*, a [new eService](#) allows citizens to consult the register of vehicles on whether they are entitled to extend the validity of the certificate of registration of their vehicle online, based on information contained in the certificate itself.
- ▶ In *April 2007*, the Slovenian Ministry of Public Administration launches a [new eService](#) which sends automatic email reminders on the expiration date of personal documents such as ID card, passport, driving licence, weapons permit and other documents defined by the user. Another eService enables citizens to announce their [change of address](#) online, provided they are holders of qualified digital certificates issued in Slovenia.
- ▶ In *February 2007*, the Slovenian Government adopts an [eGovernment Action Plan](#) set to run until 2010. Being a central element of the country's eGovernment strategy (SEP-2010) adopted in April 2006, its primary aim is to describe in a more detailed manner the actions announced in the strategy for reaching its targets...

## 2006

- ▶ In *September 2006*, the Slovenian Ministry of Public Affairs establishes a [central online catalogue](#) of public information which offers rapid and free access to the records of different state authorities on citizens, businesses and bodies involved in providing public information, in accordance with the Act on Access to Public Information. Accessible from the eGovernment portal *e-Uprava*, the catalogue also provides links to a wide range of websites and news services of public interest.
- ▶ At the end of *August 2006*, Slovenia starts issuing biometric passports in line with the Regulations of the EU Council of Ministers on security features and biometrics in passports as well as travel documents.
- ▶ In *June 2006*, Slovenia [launches](#) the **e-SJU portal** (the portal of public eServices) as a part of the renewed state portal [e-Uprava](#). e-SJU offers a single access point to all forms that can be published on the web by public bodies. The system includes the description of over 400 different services and 350 forms.
- ▶ In *May 2006*, the Ministry of Public Administration launches a new eService which allows the renewal of vehicle registration certificates online. The service uses ePayments and eSignatures.
- ▶ The Slovenian Government adopts a [new eGovernment Strategy](#) (SEP-2010) in *April 2006*, outlining the main actions to be taken in this area over the period 2006-2010 and sets out a number of specific goals to be reached by 2010.
- ▶ In *January 2006*, the Slovenian city of Celje (the third largest in the country) introduces a new Internet portal, [Servis 48](#), which answers all queries by citizens within 48 hours.

## 2005

- ▶ In *November 2005*, the Slovene Government adopts the Programme of Measures for the Reduction of Administrative Burdens (RAB). The programme consists of [34 measures](#), among which is the extension of the one-stop-shop project to limited companies. The Ministry of Public Administration is the body responsible for adapting the programme and for controlling its implementation.
- ▶ The [e-VEM portal](#), Slovenia's online one-stop-shop for business entities, is launched in *July 2005*. This portal is the front-end of the wider VEM system, which aims at faster and cheaper start-up for enterprises through the provision of efficient information and support services.
- ▶ The **Electronic Central Register** starts to operate in *May 2005*. It is a reference electronic population register enabling authorised administrations to access the population registry electronically.

## 2004

- ▶ As a result of the appointment of a new government, responsibility for eGovernment policy is transferred in *December 2004* from the Ministry of Information Society, which ceases to exist, to the new [Ministry of Public Administration](#). The new Ministry also takes over the duties of the [Government Centre for Informatics](#).
- ▶ As of *June 2004*, citizens can apply for certificates of (no) criminal record and notify crimes to the police electronically via the 'eGovernment - State Portal' (now [e-Uprava](#)).
- ▶ The [Land Register](#) is made accessible online in *May 2004*.
- ▶ In *April 2004*, [life events for businesses](#) are made available on the 'eGovernment - State Portal' (now [e-Uprava](#)).
- ▶ In *March 2004*, all registered users of the eGovernment - State Portal (now [e-Uprava](#)) obtain online access to the [Register of Companies](#), which provides data on companies and their legal representatives. Furthermore, taxpayers can use the [eDavki](#) (eTaxes) portal to submit their income tax returns online.

## 2003

- ▶ An **enhanced 'eGovernment - State Portal'** (now [e-Uprava](#)) is launched in *December 2003*. It offers various services to citizens, legal entities and public employees.  
During that same month the [eDavki](#) (eTaxes) portal is launched, aimed at enabling all legal and natural entities to conduct business with the tax office electronically.
- ▶ The **Slovenian Time Stamping Authority SI-TSA** starts to operate in *November 2003*. It is an issuing authority for trusted electronic time stamps, mostly intended for applications used by public administration institutions.
- ▶ In *October 2003*, the Slovenian Government adopts an '[Open Source Software policy](#)' designed to provide clear strategic guidance on the use of Open Source Software to government institutions and bodies, but also to the wider public sector and beyond.
- ▶ In *February 2003*, the government adopts the [Republic of Slovenia in the Information Society](#) strategy paper for the development of the Information Society in the country.

## 2002

In *October 2002*, the government adopts the [Action Plan for eGovernment up to 2004](#), which defines the objectives, electronic services and tasks for establishing eGovernment up to the end of 2004.

## 2001

- ▶ The European Commission publishes the [eEurope+ Action Plan](#) in *June 2001*. This plan is designed to foster the development of information society in the Central and East European accession countries, including Slovenia.
- ▶ The Slovenian General Certification Authority, [SIGEN-CA](#), starts to operate in *July 2001*. SIGEN-CA is the issuer of qualified digital certificates for legal and natural entities in the Republic of Slovenia.
- ▶ The eGovernment – State Portal (currently called [e-Uprava](#)) is launched in *March 2001*.
- ▶ In *February 2001*, the Slovenian Government adopts the '[Strategy for eCommerce in Public Administration for the period 2001-2004](#)'.
- ▶ The [Ministry of Information Society](#) is created in *January 2001* to provide increased leadership for Information Society policies.
- ▶ The **Slovenian Governmental Certification** Authority, [SIGOV-CA](#), starts to operate in that same month. SIGOV-CA certificates are used by public administration employees.

## News 2000 and before

The [Government Centre for Informatics](#) is established in *1993* as a body in charge of developing the infrastructure for ICT in public administration and of supporting the ICT projects of government departments.

## eGovernment Strategy

### Main strategic objectives and principles



The current strategic framework for the development of eGovernment in Slovenia comprises three key documents:

- ▶ [eGovernment Strategy of the Republic of Slovenia for the period 2006 to 2010](#) (SEP-2010 "eGovernment for effective Public Administration"), adopted on 20 April 2006.
- ▶ [Action Plan for eGovernment for the period 2006 to 2010](#), adopted in February 2007.
- ▶ [Strategy on IT and electronic services development and connection of official records \(SREP\)](#), last amended and adopted in June 2009.

The primary policy aim for eServices is **user satisfaction**. The view is that this can be achieved via friendly, accessible, simple and affordable services based on life events, such as childbirth, marriage, purchase of real estate, company registration and others.

As yet, there have been no official updates of the first two [documents](#) covering the period beyond 2010, although an extension of the Action Plan for eGovernment to 2015 was announced in the 5th Ministerial Conference on eGovernment in March 2010.

### SEP-2010: eGovernment for effective Public Administration (2006-2010)

'[SEP-2010](#)' has presented a strategic vision for the development of eGovernment in Slovenia and outlines the main actions for the period 2006-2010.

The purpose of SEP-2010 was to determine a framework and goals leading to the further realisation of new and already established eGovernment activities. Emphasis is laid on user satisfaction, rationalisation of administrative operations, enhancement of the quality of life and a friendly administration face when in contact with users.

Coordination and implementation responsibilities for the SEP-2010 were assigned to the [Ministry of Public Administration](#) in cooperation with other public administration authorities, especially in areas such as the management of key registers and the revision of operating procedures. The four year period of application targeted 12 **strategic goals**:

- ▶ **User-centric eGovernment:** For citizens, legal entities and public employees
- ▶ **One-stop-shop approach:** The one-stop eGovernment portal shall use a common entry point to open pathways to all life situations of users and to the entire range of public services.
- ▶ **Simplicity:** The presentation of information and eServices for users at the common entry point shall be clear and logical
- ▶ **Standardised services:** Through its activities, the government shall support the preparation of solutions which will also be generally applicable at local level
- ▶ **Quality:** Information obtained on the main eGovernment portal shall be of high quality, using a standardised notification system and a guaranteed service
- ▶ **Transparency:** With the use of modern ICT, eGovernment will enable transparent performance and traceability of procedures

- ▶ **Security:** Security of personal and other data prescribed by law and electronic transactions shall be provided at various levels (services, infrastructure, protocols, etc.)
- ▶ **Any time, any place:** Services and information shall be accessible via an abundance of state-of-the-art equipment and communication channels (multi-channel access)
- ▶ **Fast, efficient and inexpensive:** eServices and information for users shall be less expensive than services obtained via traditional communications channels (service windows, telephone), with higher quality and faster responses
- ▶ **Personal and for everyone:** eGovernment will provide personally tailored information and eServices; personal notification on important matters for individuals shall also be enabled
- ▶ **ICT knowledge and training:** shall be provided to both public employees and users
- ▶ **Joint decision-making – eDemocracy:** shall be facilitated so as to take into account the needs and views of citizens, non-government organisations and other institutions and to aid inclusion of all users of eGovernment, such as those with special needs and the elderly, independently of their social position.

### Action Plan for eGovernment (2006-2010)

A central element of the SEP-2010 strategy was the [action plan](#) adopted in February 2007. Its primary aim was to describe in a more detailed manner the actions announced in the strategy for reaching its targets. The plan also included instances of good practice, along with general overviews of the advancement of eGovernment in Slovenia, as opposed to that in other parts of the EU.

Another goal of the Action Plan was to speed up the development of those eServices which, although necessary, have been delayed. To this end, the plan placed emphasis on services development based on the participation in joint EU projects, which use a shared architecture and common European standards.

The extension of the **action plan to 2015**, which was announced at the 5th Ministerial Conference on eGovernment in March 2010, will include sectoral projects concerning specific ministries, institutions or other administrative units, based on horizontal measures such as common policies, methodologies, shared infrastructure, reusable modules and others.

### SREP: Strategy on IT and electronic services development and connection of official records (2009-present)

This [strategy](#) lays down a framework and steps which will enable the balanced development of public administration and electronic services, and its integration of solutions and best practices with other spheres of civil service work. Four areas are targeted, namely:

- ▶ Efficient and effective public administration based on eGovernment
- ▶ Increase in user take-up of online services, with measures such as training, inclusion of those who are socially weaker and marginalised, and development of proactive services and user-friendly solutions
- ▶ Sharing of infrastructure among public institutions, reuse of different modules and other horizontal measures to aid the development of interoperable solutions to complex problems
- ▶ Support for cross-border pan-European services.

## AN SREP: Action Plan on Electronic Commerce in Public Administration (2010-2015)

The AN SREP [action plan](#) defines objectives, eServices and tasks for implementing eCommerce solutions in the public sector. It also provides methods of execution and monitoring of activities and projects. The plan complies with EU guidelines and Directives on eCommerce. A further purpose of the plan is to encourage the development of e-Services based on joint initiatives with the Member States and the European Commission, built on a unified architecture and common standards.

By 2015, AN SREP sets the objective that at least 25 % of the functionality of the necessary central and horizontal services must have been completed. The achievement of this target is foreseen by the plan to be in cooperation with the goals of the SREP strategy regarding effective and efficient operation of the public administration.

## Previous eGovernment Strategies

### Completed Actions under the eGovernment strategy (2006-2010)

Following the targets of the SEP-2010, the update of the national **interoperability framework** started at the end of 2007. The first step was the renovation of the catalogue holding metadata of registers kept by public administration institutions. The renovated catalogue now holds up-to-date data and allows institutions in charge of the register to update data online pertaining to their register. The second step, a study on technical, semantic and organisational interoperability, was completed in May 2008. The study brought together the following: all semantic assets in use by public administration institutions; all technical standards and recommendations used by eGovernment services; all legal acts, agreements, actors and processes within the scope of eGovernment services (organisational level).

Furthermore, the government has adopted a 'Programme of Measures for the Reduction of Administrative Burdens - RAB' (November 2005) which contains [34 measures](#) aimed at simplifying procedures and raising the quality of public services.

### eGovernment Strategy for Local Self-Government (ESLS) (2003)

The strategy is based on the eGovernment Strategy for Local Self-Government (ESLS), prepared in 2003. An additional goal was also to connect central government with local government in the field of **eCommerce**. Thus ESLS proposes solutions for eCommerce within local government, eCommerce between local and central government, as well as eCommerce between local government and citizens and legal entities.

Due to their complexity, importance and size, the joint or basic projects contained in the ESLS strategy were embedded in projects implementing the national eGovernment strategy (SEP-2010).

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### Current status

There is currently no overall eGovernment legislation in Slovenia.

The **General Administrative Procedures Act** (Official Gazette of the Republic of Slovenia, no. 24/2006-ZUP-UPB2), adopted in 1999 and several times amended, with its [last amendment](#) dating in 2009, provides the general legal basis for all administrative proceedings; i.e. all Administration-to-Citizen (A2C) and Administration-to-Business (A2B) together with a major part of Administration-to-Administration (A2A) relations. One of the main provisions of the Act allows for two-way electronic communication between administration and citizens. Prior to the enforcement of this provision, citizens could submit digitally signed eDocuments to the eGovernment state portal, but the administration would only respond in writing via regular mail. Electronic answers, or "**eDeliveries**", acquired legal status after the 2004 amendment of the Act.

### Freedom of Information Legislation

#### [Access to Public Information Act \(2005\)](#)

The initial version of the Act was adopted and came into force in 2003. Last amendment was in 2006. The current version provides the right of access to information of public character held by state bodies, local government agencies, public agencies, public contractors and other entities of public law. State bodies must respond to requests of access within 20 days. Restrictions to access are imposed for classified data, personal information violating privacy and others.

The amendment passed in July 2005 introduced the public interest test, which can reveal even the most hidden faults and irregularities taking place in the public sector and thus enhance transparency and trust. The original Act also established an independent body, the Commissioner for access to public sector information, whose role has since January 2006 been taken over by the [Information Commissioner](#). The Act also implemented Directive [2003/4/EC](#) of 28 January 2003 on public access to environmental information.

### Data Protection/Privacy Legislation

#### [Personal Data Protection Act \(2005\)](#)

The Personal Data Protection Act, currently applicable, was adopted in July 2004 and came into force on 1 January 2005. It replaced a previous version, adopted in 1999, and transposed the EU Directive [95/46/EC](#) on data protection into Slovenian Law.

The main goal of the Act is to prevent illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and their use. Until 1 January 2006, the Inspectorate for Personal Data Protection was in charge of overseeing the application of the Act. Since then, such responsibility has been transferred to the [Information Commissioner](#) (Information Commissioner Act, adopted in December 2005).

The [last amendment](#) of the Personal Data Protection Act was performed in 2013.

## eCommerce and eSignature Legislation

### [Act amending the Electronic Commerce and Electronic Signature Act](#) (2004)

The initial version of the Electronic Commerce and Electronic Signature Act ([ZEPEP](#)) was adopted on 13 June 2000 and came into force on 22 August 2000. Act no. 215/2002 on eSignature regulated creation, usage, rights and obligations of corporate entities and individuals, as well as trustworthiness and protection of digitally signed eDocuments. The Act transposed the notions of 'advanced' and 'qualified' electronic signature of Directive [1999/93/EC](#) of 13 December 1999. Devices for secure electronic signing should comply with specific conditions regarding security and reliability, specified in a number of decrees collectively referred to as [Implementing Regulations to the Act](#), in force since April 2009. eSignatures for internal government applications must be secured by qualified certificates issued by one of the [Certification Authorities](#) at the Ministry of Public Administration, while the [National Security Authority](#) (NSA) is the central state body administering electronic signatures.

A later [Act amending the Electronic Commerce and Electronic Signature Act](#), adopted in April 2004, defined the responsibilities of providers of IT services in a more precise way and set the conditions for the realisation of the electronic identity card project.

## eCommunications Legislation

### [Electronic Communications Act](#) (2013)

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. It was lastly amended in 2007. The Act aims to establish effective competition in the electronic communications market, manage the use of the radio frequency spectrum, ensure universal services and protect users' rights.

This Act encompasses all relevant issues contained in the EU Directives forming the **EU Regulatory Framework for Electronic Communications**, namely: Directive [2002/21/EC](#) ('Framework' Directive); [2002/20/EC](#) ('Authorisation' Directive); [2002/19/EC](#) (Access and interconnection Directive); [2002/22/EC](#) ('Universal service and user's rights' Directive); and [2002/58/EC](#) ('ePrivacy' Directive).

On 15 January 2013 the new Electronic Communications Act (Official Gazette of RS, No. 109/2012) entered into force.

## eProcurement Legislation

### [Public Procurement Act](#) (2010)

The current Public Procurement Act was promulgated in December 2006 and lays down the mandatory actions required of contracting authorities and tenderers in awarding public supply contracts, public service contracts and public works contracts. Among other provisions, the Act sets out the rules for the establishment of a dynamic purchasing system by the contracting authorities. It also regulates the use of electronic auctions and makes the Common Procurement Vocabulary a reference nomenclature that is equivalent to existing nomenclatures applicable to public contracts. The previous version of the Act (2004) introduced eOperations such as eAuctions as well as an eProcurement system supported by the establishment of an information portal.

The Act, which complies with EU Directives [2004/17/EC](#) and [2004/18/EC](#), was last amended in 2010.

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

### [Access to Public Information Act](#) (2005)

Directive [2003/98/EC](#) of 17 November 2003 on the re-use of public sector information (PSI) was implemented into Slovenian law via the amended Act on Access to Public Information, passed in July 2005. The resulting Act contains provisions on PSI licensing, transparency on contracts and penal provisions, and consolidates general and specific principles on access.

Furthermore, a [Decree on Communication and Re-use of Information of Public Character](#) passed in August 2005 defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using such information, as well as reporting on the assurance of access to this information. Slovenia has thus fully transposed the PSI Directive. A [later amendment](#) (2007) of the decree consolidated the text of the previous laws.

## eArchiving Legislation

### [Protection of Documents and Archives and Archival Institutions Act](#)

The Act and the accompanying [Regulation on Documents and Archives Protection](#) were both passed in 2006 with the aim to regulate the management of electronic content. The Act states that all electronic records, including digitalised documents, have full legal status provided they comply with certain technical conditions. The accompanying regulation governs the activities and internal rules for individuals to keep documents and/or archives, the storage of such materials in physical and digital forms, the general conditions, registration and accreditation of digital storage equipment and services, the selection and transfer of archives to public archival institutions, the processing and keeping of registers of archives, the protection of film and private archives, the use of archives in archival institutions and the work of the Archives Commission.

Both laws contain provisions regarding the long-term validity of the eSignature.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

###### Ministry of Justice and Public Administration

The ministry deals with policies and strategies on eGovernment and administrative processes. Established in December 2004, the ministry pursues, among others, the objective of orienting public administration towards up-to-date, user-friendly solutions and services. Reform of administrative processes for eGovernment is the responsibility of the ministry's Directorate for eGovernment and Administrative Processes; the Directorate is also involved in the development of strategies for eGovernment, especially via the 'Sector for Development of eAdministration' of the 'Informatics and eAdministration Office'.

##### Coordination

###### Directorate for eGovernment and Administrative Processes

The Directorate monitors the implementation of the strategy for eCommerce in public administration, as well as the eGovernment Action Plan. It also coordinates and promotes eGovernment initiatives and developments across government, for example inter-ministerial projects on eServices and eApplications.

An additional responsibility of the Directorate is the administration of the state portal [e-Uprava](#).

##### Implementation

###### **Government Ministries and bodies**

Government Ministries and bodies are responsible for the implementation of departmental eGovernment projects falling within their respective areas of competence.

##### Support

###### Directorate for eGovernment and Administrative Processes

Among its other responsibilities, the Directorate offers general support to eServices such as integration of processes with databases and public records (G2G), services towards citizens (G2C) and businesses (G2B), and project management.

Various divisions of the Directorate also carry out support tasks. For example, the division for Telecommunication and Local Infrastructure is in charge of development, smooth operation and maintenance of the central and local authorities' networked systems and ICT infrastructure, while the division for Central Information Infrastructure is responsible for software applications, system administration and hosting of eGovernment related sites.

The end of 2007 marked the creation of a division dedicated to the support of users, which undertakes all user-related matters, including management of external contacts for specialist support services, as well as help and information towards citizens and businesses. Communication with users is carried out via either email ([e-uprava@gov.si](mailto:e-uprava@gov.si)), or telephone.

## Audit/Assurance

**Court of Audit**

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

## Data Protection

**Information Commissioner**

The Information Commissioner was from the result of the merge of two bodies, namely the Commissioner for Access to Public Information and the Inspectorate for Personal Data Protection. The legal basis for the merger was established in the Information Commissioner Act passed in November 2005. Operation of the new body started on 1 January 2006.

The Information Commissioner performs the duties of both its parent bodies, namely supervision of access to public information, supervision of the legality of personal data processing, measures to ensure data security and protection (such as in video, surveillance and biometry) and others.

## Regional & Local eGovernment

## Coordination

**Ministry of Justice and Public Administration**

The Ministry of Public Administration is responsible for coordinating the work of all stakeholders involved in the implementation of the Strategy of Electronic Commerce in the Local Communities (SEPLS).

**Government Office for Local Self-Government and Regional Policy**

Among other tasks, the Government Office for Local Self-Government and Regional Policy is responsible for the preparation of regulations regarding the organisation, functioning and financing of municipalities, as well as the coordination with ministries and other public bodies regarding eGovernment solutions for local communities.

## Support

**Association of Municipalities and Towns of Slovenia (SOS)**

Composed of 131 municipalities, SOS is the largest representative association of local communities in Slovenia. This status allows it to promote the interests of municipalities towards the state institutions.

**Association of Municipalities of Slovenia (ZOS)**

The Association of Municipalities of Slovenia (ZOS), which is based in Ljubljana, represents 138 predominantly small and medium sized municipalities on a national and an international level, and liaises with similar institutions and organisations in Slovenia and abroad. ZOS, aided by a secretariat and a number of specialist committees, also organises events, expert consultations, seminars and workshops. The association proposes solutions in the field of local self-government and acts as an intermediary between the municipalities and the national bodies.

## Audit/Assurance

**Court of Audit**

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Senko Pličanič**  
**Minister of Justice and Public Administration**

**Contact details:**

Ministry of Justice and Public Administration  
Župančičeva, 1000 Ljubljana  
Tel.: + 386 1 369 5342  
Fax: + 386 1 369 5783  
E-mail: [gp.mp@gov.si](mailto:gp.mp@gov.si)  
Source: <http://www.mp.gov.si>

### Head of eGovernment



**Dr Aleš Dobnikar**  
**Director-General of the Directorate for eGovernment and Administrative Processes, Ministry of Public Administration**

**Contact details:**

Ministry of Public Administration  
Tržaška cesta 21, 1000 Ljubljana,  
Tel.: + 386 1 478 8651  
Fax: + 386 1 478 8649  
E-mail: [gp.mju@gov.si](mailto:gp.mju@gov.si)  
Source: <http://www.mju.gov.si/>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### [e-Uprava](#)

The eGovernment portal *e-Uprava* was launched in March 2001, re-launched in December 2003 and modernised in May 2006. There are sub-portals available for the Italian and the Hungarian national minorities and information is classified according to **life events**. Each insight into specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content.

The portal provides access to the [e-SJU](#) system (Electronic Services of Public Administration) which supports all procedures in need of electronic forms. These are automatically generated, authenticated via qualified digital certificates, partially prefilled from the Central Population Register, and accept attachments, ePayments, etc. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

*e-Uprava* caters for users with special needs and also offers personalisation facilities.

A number of noteworthy services supplied via *e-Uprava* are:

- ▶ [eDemocracy](#), which allows citizens to submit changes to existing legislation and suggestions on how to help eliminate administrative barriers
- ▶ [Inspectorates and supervisory services](#)
- ▶ [Anonymous online complaints service](#)
- ▶ [Portal of the Surveying and Mapping Authority \(Cadastre\)](#)
- ▶ [e-VEM](#) portal for businesses
- ▶ [dLib.si](#) library portal
- ▶ [National portal for pensioners and the elderly](#).

##### [eTaxes portal 'eDavki'](#)

The Slovenian eTax system is a complete business solution combining a web portal with back office integration. Since 2004, the system allows individuals and companies to **file taxes online** using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling-out a form, validating data, digitally signing and time-stamping the form. A mandating system integrated with the application allows tax payers to mandate a user for filing tax forms.

##### [Central Online Catalogue of Public Information](#)

In September 2006, the Slovenian Ministry of Public Affairs established this online catalogue which provides citizens, businesses and public bodies with rapid and free access to the information records of different state authorities. There are no particular restrictions of access to this information or its further use. In addition, as all the information is provided directly from the source, the highest possible level of authenticity is ensured.

The portal may be used to provide access to important sector-specific legislation and public information libraries of individual bodies. It monitors the performance of the Information Commissioner and provides

links to a wide range of websites and news services that may be of public interest. The catalogue is also available through the state portal [e-Uprava](#).

## Network

### HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to the Government-wide network HKOM (Fast Communications Network), connecting more than 1 600 local networks.

## eIdentification/eAuthentication

### [Slovenian Central Register of Population \(CRP\)](#)

Every Slovenian citizen becomes registered with the Slovenian Central Register of Population (CRP) and receives a unique **Personal Registration Number** (PRN–Slovenian abbreviation: EMŠO). Other individuals who have no PRN but have to exercise rights or duties in Slovenia, may also register with the CRP.

### 'eID Card' project

The Slovenian national **eID project** officially started in February 2003 with the establishment of a dedicated project group. The current Slovenian ID card is an authentication instrument showing identity, citizenship and entitlement to cross borders.

### Biometric passports

Slovenia has started introducing biometric passports since the end of August 2006. Slovenian biometric passports are manufactured in accordance with the Regulation of the EU Council of Ministers on security features and biometrics in passports, as well as travel documents. All new passports issued as of 1 September 2006 conform to the new regulations. As of 2009 Slovenia has been issuing second generation passports.

## eProcurement

### [eProcurement portal](#)

Setup in June 2007 and managed by the Ministry of Finance, Slovenia's eProcurement portal enables contracting authorities to publish public procurement notices online. A module allowing suppliers to submit tenders electronically (eTendering) has been operational on the platform since the end of January 2009.

# 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, Tax Administration
Website:	<a href="http://edavki.durs.si/">http://edavki.durs.si/</a>
Description:	The <i>eDavki</i> (eTaxes) portal enables all legal and natural entities to conduct business with the tax office electronically. Since 2004, taxpayers can use it to submit their income tax returns online via a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data. Since 2007, taxpayers have received their pre-filled tax declarations with a pre-calculation of the amount of tax owed.

### 2. Job search services by labour offices

Responsibility:	Central Government, Employment Service and Ministry of Public Administration
Website:	<a href="http://www.ess.gov.si/">http://www.ess.gov.si/</a> ; <a href="http://www.mdds.gov.si/">http://www.mdds.gov.si/</a>
Description:	Users can consult databases with job offerings and can subscribe to a weekly notification service of pre-selected jobs related to a personalised job-seeker's profile. Employers can also consult databases of candidates.

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Employment Service of Slovenia

Website: <http://www.ess.gov.si/>; <http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1274>

Description: Claims for unemployment benefits can be handled via the website by filling the corresponding online form.

#### b. Child allowances

Responsibility: Central Government, Ministry of Labour, Family and Social Affairs; Centres for Social Work

Website: <http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava>;  
<http://www.mddsz.gov.si/>;  
<http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=1064&sid=881>

Description: There are 62 Centres for Social Work (CSW) operating in Slovenia, to which fully electronic requests for child allowances can be sent. Forms are available on the eGovernment portal and citizens can use them in combination with their electronic certificates. It is not obligatory to attach supporting data such as proof of financial status; CSW obtain these data through official channels. Child allowance is granted for a renewable period of 1 year.

#### c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Institute

Website: <http://www.zzs.si/>;  
<http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=700>

Description: The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several financial benefits. The institute comprises 10 regional units and 45 branch offices distributed all over Slovenia.

#### d. Student grants

Responsibility: Central Government, Ministry of Education and Sport, Ministry of Higher Education, Science and Technology

Website: <http://www.mss.gov.si/>

Description: The Ministry of Education and Sport offers information and forms to download on educational affairs such as pre-school aged children, basic education, music schools, secondary education, adult education institutions, higher vocational education and sport. The Ministry of Higher Education, Science and Technology awards grants to foreign students, and issues calls for proposals requesting grants for Slovenian citizens.

#### 4. Personal documents: passport and driver's licence

##### a. Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: <http://upravneenote.gov.si/>; <http://www.mnz.gov.si/>;  
<http://e-uprava.gov.si/e-uprava/opomnik>

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the [Administrative Units Portal](#) and on the website of the Ministry of the Interior. Since April 2007, an [eService](#) launched by the Ministry of Public Administration has sent automatic reminder email messages on the expiration date of personal documents, including passport.

##### b. Driver's licence

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: <http://upravneenote.gov.si/>; <http://www.mnz.gov.si/>;  
<http://e-uprava.gov.si/>; <http://e-uprava.gov.si/e-uprava/opomnik>

Description: Driving licences are issued by the Administrative Units. Information on the application process and downloadable forms are available on the [Administrative Units Portal](#) and on the website of the [Ministry of the Interior](#). Citizens can apply online for a driving licence renewal via the eGovernment portal [e-Uprava](#) by submitting an electronic form and paying online. The requester receives the new driving licence by post. Since April 2007, an [eService](#) launched by the Ministry of Public Administration automatically has sent email reminders on the expiration date of personal documents, including driving licences.

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

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: <http://e-uprava.gov.si/storitve/epodaljsanje>;  
<http://e-uprava.gov.si/e-uprava/emrvl.euprava>

Description: Information and forms to download. All citizens of Slovenia need to renew their vehicle registration every year. An eService launched by the Ministry of Public Administration in May 2006 offers the possibility to extend one's vehicle registration certificate online. The service uses ePayments and eSignatures. The new certificate is either sent to a specified mailing address, or can be collected at an administrative office.

## 6. Application for building permission

Responsibility:	Central Government, Ministry of the Environment and Spatial Planning, Administrative Units
Website:	<a href="http://upravneenote.gov.si/">http://upravneenote.gov.si/</a> ; <a href="http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=404">http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=404</a>
Description:	Planning/building permissions are issued by the Administrative Units. An eService via the eGovernment portal <i>e-Uprava</i> enables the user to send the application via the website. Case handling and decision notification are performed electronically as well.

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

Responsibility:	Central Government, Slovenian Police
Website:	<a href="http://www.policija.si/">http://www.policija.si/</a> ; <a href="http://www2.gov.si/e-uprava/prijavakorupcije.nsf">http://www2.gov.si/e-uprava/prijavakorupcije.nsf</a> ; <a href="http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=161&amp;sid=510">http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=161&amp;sid=510</a>
Description:	Since June 2004, citizens can report crimes to the police electronically via the eGovernment portal <i>e-Uprava</i> . Authentication with a qualified digital certificate is required. Since April 2009, a new electronic service offering anonymous denunciation of corruption to the Police has been enabled.

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

Responsibility:	Central Government, Institute of Information Science (IZUM)
Website:	<a href="http://cobiss.izum.si/">http://cobiss.izum.si/</a> ; <a href="http://www.ck.uni-lj.si/">http://www.ck.uni-lj.si/</a>
Description:	The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

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

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	<a href="http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=871">http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=871</a> ; <a href="http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=869">http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=869</a>
Description:	Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the <i>e-Uprava</i> portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

## 10. Enrolment in higher education/university

Responsibility:	Central Government, Central Application Office
Website:	<a href="http://www.vpis.uni-lj.si/">http://www.vpis.uni-lj.si/</a> (University of Ljubljana); <a href="http://www.um.si/">http://www.um.si/</a> (University of Maribor); <a href="http://www.ung.si/">http://www.ung.si/</a> (University of Nova Gorica)
Description:	Online application for enrolment in higher education.

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

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	<a href="http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=1332">http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=1332</a> ; <a href="http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1153">http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1153</a> ; <a href="http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1164">http://e-uprava.gov.si/storitve/pridobiVlogo.esju?id=1164</a>
Description:	This service enables citizens to announce their change of residence electronically. This procedure can be completed only by holders of qualified digital certificates issued in Slovenia. Users need to send the electronically signed application form together with the requested enclosed documents.

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

Responsibility:	Central Government, Ministry of Health
Website:	<a href="http://www.ordinacija.net/">http://www.ordinacija.net/</a> ; <a href="http://www.zzs.si/cakdobe">http://www.zzs.si/cakdobe</a>
Description:	'Ordinacija.net' is an eHealth portal supported by the Slovenian Ministry of Health, which offers information in the form of a guide. This includes location of healthcare services across Slovenia. Security and privacy of the user are being protected. The Health insurance institute of Slovenia also publishes information about the waiting times for different health services across the country. One can also schedule an appointment at the hospital using the web.

# 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, Tax Administration
Website:	<a href="http://edavki.durs.si/">http://edavki.durs.si/</a>
Description:	The <i>eDavki</i> (eTaxes) portal offers the possibility to completely treat the declaration of social contributions for employees online. No other formal or paper-based procedure is needed on behalf of the user.

#### 2. Corporate tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	<a href="http://edavki.durs.si/">http://edavki.durs.si/</a>
Description:	The <i>eDavki</i> (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import, or export their data.

### 3. VAT: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	<a href="http://edavki.durs.si/">http://edavki.durs.si/</a>
Description:	The <i>eDavki</i> (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data.

### 4. Registration of a new company

Responsibility:	Central Government, Ministry of Economy, Chamber of Commerce and Industry of Slovenia
Website:	<a href="http://evem.gov.si/">http://evem.gov.si/</a>
Description:	The eVEM portal was launched in July 2005 to provide a one-stop shop for faster and cheaper start-up procedures for enterprises through the provision of efficient information and support services. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in Slovenia. Entrepreneurs applying for registration receive a digitally signed decision as a response.

### 5. Submission of data to statistical offices

Responsibility:	Central Government, Statistical Office
Website:	<a href="http://www.stat.si/">http://www.stat.si/</a> ; <a href="http://intrastat-surs.gov.si">http://intrastat-surs.gov.si</a>
Description:	Enterprises can submit statistical data online.

### 6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs Administration
Website:	<a href="http://carina.gov.si/">http://carina.gov.si/</a>
Description:	Slovenia offers fully online services for customs declarations, including case handling and decision notification, according to the European New Computerised Transit System (NCTS). The application EPOS is the central module of the system that accepts declarations, verifies digitally signed messages and provides routing according to content to a dedicated application. EPOS also digitally signs replies to received data. EPOS implements PKI authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the country.

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

Responsibility:	Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency
Website:	<a href="http://www.mop.gov.si/">http://www.mop.gov.si/</a> ; <a href="https://e-uprava.gov.si/e-uprava/narocanje.euprava">https://e-uprava.gov.si/e-uprava/narocanje.euprava</a> ; (registration required); <a href="http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=844">http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=844</a> ; <a href="http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=1047&amp;sid=437">http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=1047&amp;sid=437</a>
Description:	On offer is customised and segmented (by sector and size) relevant information on new environment-related regulations and obligations. Users must first register with the service, which is available via <i>e-Uprava</i> . Other similarly available services allow online handling of environment-related permits.

## 8. Public procurement

Responsibility:	Central Government, Ministry of Finance, Public Procurement Sector
Website:	<a href="http://www.enarocanje.si">http://www.enarocanje.si</a> ; <a href="http://www.uradni-list.si/1">http://www.uradni-list.si/1</a>
Description:	The public procurement portal " <i>Portal Javnih Naročil</i> " (shortly PJN) was established in June 2007 and is managed by the public company National Gazette. All public tenders above a certain value must be published on the portal. PJN supports publications of notices such as prior information notice; contract notice; contract award notice; amendments of notices; tender documentation and relevant questions, answers and explanations. All economic operators, Slovenian and foreign, can access PJN free of charge and without prior registration and/or login. Use of the eProcurement system requires participants to possess an eSignature.



European Commission - eGovernment ePractice

The eGovernment factsheets are one of the ePractice ([epractice.eu](http://epractice.eu)) services. ePractice is an information and exchange service for European professionals.

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

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