



European  
Commission

# **Factsheet:**

## **Access to Base Registries in Croatia**

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## Croatia towards Interoperability

The **European Interoperability Framework**<sup>1</sup> (EIF) principles are considered in the **e-Croatia 2020 Strategy**<sup>2</sup>. The underlying principle No. 4 on technological neutrality and adaptability and recommendation No. 2 on easily transferable data between systems and applications have been embedded in Croatian legislation and reflected in the **Law on the State Information Infrastructure (SII)**<sup>3</sup> (OG, 92/2014). The aforementioned law states that the purpose of the SII is to warrant the interoperability of public registers and information systems of the public sector, as well as the provision of common elements to facilitate the interaction with public and other users. The underlying principle No. 9 on administrative simplification is included in the SII too. This initiative ushers the importance for institutions to use data in public registries to relieve the citizens from administrative burdens - implementing the **'once only' principle (OOP)**. In Croatia, this principle is included in both the Law on the SII and the e-Croatia 2020 Strategy. Thus, **interoperability**, as **scalability** and **reusability**, are the core principles of the Law on the SII.

Base Registries is a key building block for the 'once-only' principle<sup>4</sup>, aiming at reducing unnecessary administrative burden for citizens and/or businesses. According to the principle, once information is submitted to the base registries, public administrations should be able to access this information when necessary without having to request it for the second time from citizens or businesses. The e-Croatia 2020 Strategy also considers linking the Public Administration Information Systems into a unified system that would bridge legal, organisational, technical and semantic barriers in the development of the **SII**<sup>5</sup>. The SII also defines a common national basis for the secure exchange of data (the Metaregistry), technical standards, the e-citizen portal, etc.

The Metaregistry is a part of the SII as a public register, governed by the Ministry of Public Administration. Following the effective implementation of the 'once-only' principle, Metaregistry - an overarching public registry that contains information on all other public registries - is foreseen as the most important enabler. The Metaregistry functions as a communication and collaboration tool for requesting and granting access to data. It contains detailed information on the public registers, as well as on the data within them which are in turn made available to users through a single point. In addition, it provides an overview of the public registers, the types of data collected and how to connect with other systems, in compliance with the applicable regulations on personal data protection, data confidentiality and the right to access information.

The Metaregistry enables the user to identify:

- the available registries
- the owner of different registries
- the data described within these registries
- the legally responsible bodies and the owners of the data within these registries
- the way to correctly access data in these registries and other.

The Metaregistry can be accessed online<sup>6</sup> with varying degree of accessibility. Whitelisted users can edit and administer information in the Metaregistry, while non-whitelisted users have a read-only clearance. Nonetheless, the information is available for anyone's access at any time. Although the Metaregistry is operational, its development is still on-going. Public institutions are still filling in data about various registries

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<sup>1</sup> [http://ec.europa.eu/isa/documents/isa\\_annex\\_ii\\_eif\\_en.pdf](http://ec.europa.eu/isa/documents/isa_annex_ii_eif_en.pdf)

<sup>2</sup> [https://uprava.gov.hr/UserDocsImages//Savjetovanja%20sa%20zainteresiranom%20javno%C5%A1%C4%87u/2015//2015-04-15-Nacrt\\_strategija\\_e\\_Hrvatska\\_2020%20\(1\)%20\(2\).doc](https://uprava.gov.hr/UserDocsImages//Savjetovanja%20sa%20zainteresiranom%20javno%C5%A1%C4%87u/2015//2015-04-15-Nacrt_strategija_e_Hrvatska_2020%20(1)%20(2).doc)

<sup>3</sup> [http://narodne-novine.nn.hr/clanci/sluzbeni/2014\\_07\\_92\\_1840.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html)

<sup>4</sup> [https://joinup.ec.europa.eu/sites/default/files/isa\\_field\\_path/presentation\\_by\\_mechthild\\_rohen\\_-\\_different\\_dimensions\\_of\\_the\\_once-only\\_principle.pdf](https://joinup.ec.europa.eu/sites/default/files/isa_field_path/presentation_by_mechthild_rohen_-_different_dimensions_of_the_once-only_principle.pdf)

<sup>5</sup> [http://digured.srce.hr/arhiva/263/139572/narodne-novine.nn.hr/clanci/sluzbeni/2015\\_09\\_103\\_2006.html](http://digured.srce.hr/arhiva/263/139572/narodne-novine.nn.hr/clanci/sluzbeni/2015_09_103_2006.html)

<sup>6</sup> <https://metaregistar.gov.hr/metareg/html/>

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and to finalize this process will take some time as there are a lot of data to be registered. Once finalized, all Croatia's base registries will utilise the Metaregistry for efficient exchange and interoperability of data. In the end, the Metaregistry will be a detailed catalogue displaying information about important registries in a comprehensive manner.

In terms of establishing the **Digital Single Market**<sup>7</sup> and developing e-Government policies, the e-Croatia 2020 Strategy outlines the strategic objectives for developing e-services necessary for citizens and businesses. Some of the main operational objectives behind the strategy and related to base registries are:

- to ensure **centralised (cloud) solutions and platforms** with the purpose of aligning the business/administrative procedures of public sector bodies, as well as increasing the efficiency and transparency of public administration;
- to ensure **secure data exchange** for all public sector bodies through a central interoperability system (Government Service Bus);
- to ensure the development of a **central system for information security management**, guaranteeing a stable and secure environment for the use of e-services;
- to ensure **access to public sector data and information for re-use** for commercial and non-commercial purposes.

Relevant and current services within e-Government that make use of base registries are:

- **Cadastral data browser (eCadastré service<sup>8</sup>)** which provides access to cadastral data in the central cadastre database of Croatia and covers all cadastral offices. This service provides information about cadastre plots, authentication of data entries, as well as the latest data changes and documentation based on the modifications performed.
- **Central Database Registry on Personal Data<sup>9</sup>** under the control of the Ministry of Public Administration.

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<sup>7</sup> [https://ec.europa.eu/priorities/digital-single-market\\_en](https://ec.europa.eu/priorities/digital-single-market_en)

<sup>8</sup> <http://www.katastar.hr/dgu/index.php>

<sup>9</sup> <http://azop.hr/zbirke-osobnih-podataka/detaljnije/sredisnji-registar>

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## Legal Interoperability

In Croatia a public register is an official record kept in electronic form that consists of structured, arranged, interrelated and harmonized data regarding the subject of registration and the business area/processes of public sector bodies. Public registers are established and governed by law or an international agreement and serve to (collect and store) provide data in the performance of regulated activities of the public sector bodies.

In Croatia, a base registry is understood as a public registry which keeps authentic data of at least one type of master data (e.g. personal data, business data, land data, etc.) and is declared as such by a Decision of the Government.

Base registries have specific obligations to provide other information systems with data collected in them. This means that base registries have to have a stronger IT environment in order to be able to feed other systems with their data. Having in mind that resources are needed to provide IT tools for interconnection, it was envisaged to oblige a progressive number of registries to provide those tools.

Some examples of legal provisions for specific base registries are:

- For the **Business Registry** (Court Register), the Court Register Act (001/1995)<sup>10</sup> regulates the establishment, structure, and maintenance of the register. The Court Register Act also defines the procedure of registration matters. The decision on the means and conditions for Access to Court Register (138/2002)<sup>11</sup> determines the access to the data recorded in the Court Register via the Internet. The Ordinance on entry in the court register (022/2012)<sup>12</sup> prescribes various aspects, such as the form, the method of registering data, the insurance and storage of registry data, the content and the form of the application for registration, the content of other prescribed forms and codes, as well as other issues relevant to the register and the use of information technology.
- For the **Land Registry**, the Law on State Survey and Real Estate Cadastre (16/07)<sup>13</sup> which regulates the state survey, real estate cadastre, spatial unit, National Spatial Data Infrastructure, jobs in local government, geodetic works for special purposes, and jurisdiction over the state survey and real estate cadastre.
- For the **Civil Registry**, the Regulation on keeping records and the form of personal data (105/04)<sup>14</sup> prescribes the way of keeping records of personal data, stored by state authorities, local and regional governments, the natural and legal persons who process personal data, and the form of such records.
- The **Metaregistry** is defined in the legislation as a new public registry and it acts as the Croatian Registry of Registries.

Data held in base registries is open to generate value through reuse, achieving efficiency by avoiding data's redundancy, and to foster participation and transparency of government. Croatia has transposed the **PSI Directive**<sup>15</sup> on the reuse of public sector information amending the **Law on Freedom of Information**<sup>16</sup> (25/13, 85/15) and the **Law on the SII**<sup>17</sup> (OG, 92/2014). The right to access and reuse information held by

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<sup>10</sup> <http://digured.srce.hr/arhiva/263/18315/www.nn.hr/clanci/sluzbeno/2002/2234.htm>

<sup>11</sup> <http://digured.srce.hr/arhiva/263/18315/www.nn.hr/clanci/sluzbeno/1995/0001.htm>

<sup>12</sup> [http://digured.srce.hr/arhiva/263/84008/narodne-novine.nn.hr/clanci/sluzbeni/2012\\_02\\_22\\_591.html](http://digured.srce.hr/arhiva/263/84008/narodne-novine.nn.hr/clanci/sluzbeni/2012_02_22_591.html)

<sup>13</sup> <http://digured.srce.hr/arhiva/263/26986/www.nn.hr/clanci/sluzbeno/2007/0651.htm>

<sup>14</sup> <http://digured.srce.hr/arhiva/263/18315/www.nn.hr/clanci/sluzbeno/2004/2031.htm>

<sup>15</sup> <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:02003L0098-20130717>

<sup>16</sup> [http://digured.srce.hr/arhiva/1571/138240/narodne-novine.nn.hr/clanci/sluzbeni/2015\\_08\\_85\\_1649.html](http://digured.srce.hr/arhiva/1571/138240/narodne-novine.nn.hr/clanci/sluzbeni/2015_08_85_1649.html)

<sup>17</sup> [http://narodne-novine.nn.hr/clanci/sluzbeni/2014\\_07\\_92\\_1840.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html)

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a public authority in Croatia is now regulated by the **Law on Freedom of Information Act** (NN 25/13, 85/15)<sup>18</sup>. The aforementioned law prescribes the principles, limits, procedure and manner of exercising and facilitating access and reuse of information. The reuse of PSI is directly mentioned in the **Law of State Information Infrastructure System** as one of the core principles of the SII's development.

In addition, Croatia is investing significant efforts towards increasing the amount of open available data in the **Open Government Data portal**<sup>19</sup>, which has been launched in March 2015. The access to public administration data can be granted through this portal and it enables access to the information of the public sector through a metadata catalogue<sup>20</sup>. The e-Croatia 2020 Strategy also foresees that the open data system **should be further developed** in order to set the standards which will be applied to provide easier access and better data processing. This includes newer and higher quality data series, further developed in accordance with needs, new legislation and new technological solutions. The future development of the system of publication of data is going to enable the publishing of **linked data** in formats that are only intended for computers (RDF, XML, and JSON).

One of the most relevant legal constraints identified is **data protection**. The Agency for Protection of Personal Data (AZOP)<sup>21</sup> is responsible for the supervision of all processing operations covered by the Act on the Protection of Personal Data<sup>22</sup>. If AZOP becomes aware that a data controller is in breach of the Act, the AZOP can state their legal opinion and impose fines. In fact, a person who violates the Act can be subject to fines ranging from 3000 to 5000 euros. Croatia's data protection legislation<sup>23</sup> is aligned with the European Data Protection Directive<sup>24</sup>.

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<sup>18</sup><http://www.digured.hr/cadial/searchdoc.php?action=search&query=NN+85%2F15&searchText=on&searchTitle=on&filteracttype=all&filterfields=all&filtereuchapter=all&resultlimitnum=10&resultdetails=basic&lang=hr&resultoffset=10&bid=4A4CWRLPu7Mz%2fHV2V%2b0AhQ%3d%3d&annotate=on>

<sup>19</sup> <http://data.gov.hr/>

<sup>20</sup> <http://data.gov.hr/data/search>

<sup>21</sup> <http://azop.hr/>

<sup>22</sup> [http://narodne-novine.nn.hr/clanci/sluzbeni/2012\\_09\\_106\\_2300.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2012_09_106_2300.html)

<sup>23</sup> [http://www.ceecprivacy.org/doc/law\\_croatia.pdf](http://www.ceecprivacy.org/doc/law_croatia.pdf)

<sup>24</sup> <http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:31995L0046>

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## Organisational Interoperability

The main base registries in Croatia are the ones holding information on persons, companies, and land. Currently, Croatia does not have a complete catalogue of base registries. Croatia does, however, have an extensive list of public registries which is available through the Metaregistry<sup>25</sup>. The following table summarises the list:

Identifier	Name of registry	Version	Date of instalment	Form	Status
222/303	Civil Registry	1	18.10.1991	electronic	Approved
222/302	Registry of deceased	1	25.10.1993	electronic	Approved
222/301	Registry of married	1	25.10.1993	electronic	Approved
222/300	Registry of births	1	25.10.1993	electronic	Approved

Eventually, the Metaregistry should act as a catalogue of registries. Within this catalogue, users will be able to identify which data is authentic, who is the owner of the process to develop and manage the data, and the means of accessing the data. Furthermore, the Metaregistry will include information about the people who will act as reference points for specific types of data or how to access it, etc.

The administration of base registries is handled by different public bodies in Croatia. The following table lists the main base registries, the public administration bodies to which they belong to and the Master Data Type/s they handle:

Base registry	Authority	Master Data
Civil registry (Središnji Registar)	Ministry of Interior Affairs (through AZOP)	PERSONAL DATA (NATURAL AND LEGAL PERSONS)
OIB/PIN (Personal Identification Number) Registry	Ministry of Interior Affairs	PERSONAL IDENTIFICATION NUMBERS
Vehicle Registry (Registar Vozila)	Ministry of Interior Affairs (through the Police)	VEHICLES
Tax Administration (Porezna Uprava) <sup>26</sup> <i>(which also performs duties of a Tax Registry)</i>	Ministry of Finance	TAX
Commercial Registry (Državni Sudski registar)	Ministry of Justice	BUSINESS
Business Registry (Court Registry)	Ministry of Justice	BUSINESS
Cadastral/Land Registry (Državna Geodetska Uprava)	Ministry of Construction and Urban Planning	LAND PARCELS BUILDINGS

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<sup>25</sup> [https://metaregistar.gov.hr/metareg/html/pregled\\_entiteti.xhtml](https://metaregistar.gov.hr/metareg/html/pregled_entiteti.xhtml)

<sup>26</sup> There is no registry for taxes as it is managed through the Tax Administration.

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Base registries in Croatia are administered at a national level through their respective Ministries/Authorities. Coordination and sharing activities between base registries are concluded both at a centralised and decentralised level.

- For the **Metaregistry**, the department for e-Croatia in the Ministry of Public Administration is the central government body in charge.
- For the **SII**, the organisation and management structure is managed by the following bodies:
  - **The Council for the SII**, a political body that adopts the proposals of institutions in the public sector. It is also responsible for strategic decisions regarding all IT systems in all ministries, including all **base registries**. The Council consists of 16 members (high-level officials) representing all affected ministries, such as Health, Justice, etc and it is chaired by the prime minister.
  - **The central State administration body competent for e-Croatia**, the authority in charge of the management and development of the SII, including the preparation of policies and strategies in the field of ICT in public administration.
  - **Public sector bodies** through their ICT departments.

In Croatia base registries can be made **available in a centralised or decentralised way to the public administrations**. For some registries, data is gathered through local offices and forwarded to the national registries. This is evident for the civil and vehicle registry where data is given through local police offices. In civil registries data is inputted into the Registrar's Offices<sup>27</sup> at a local level for some specific life events such as birth, death or marriage, as well as the Book of Nationals/Citizens (which keeps the proof of nationality for all the Croatian citizens).

The best example of a base registry is the **Personal Identification Number (OIB/PIN) Registry**. Personal identification numbers are given to natural and legal persons. The registry receives updates on natural persons from the registry of births, deceased and marriage registries and about legal persons from registries of non-profit institutions (8 registries) and from the court registry on legal entities. In doing so, the data exchanged gives a clear indication of changes in the life events and status of Croatia's citizens. This information is then shared (on request basis or notification basis) with other relevant registries, such as the Pension Registry or the Tax Administration. All relevant government bodies involved in the implementation of the OIB/PIN project carry out the adjustment of its information systems in which it is necessary to include processes related to the personal identification number. The Tax Administration (which also performs duties of a Tax Registry), Land and Commercial Registries are centralised by default.

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<sup>27</sup> Registration Offices

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## Semantic Interoperability

Data has to be accessible, coherent, understandable and of high quality for its use in base registries for other administrations, citizens or business. Information management policies, principles, rules or models do not exist in Croatia at a national level. Each register defines its own model and data meaning. Key proposal for coherent and understandable data might be the creation of code lists and unique references. It would work in a way that if a base registry has a code list, other base/public registry has to reuse it.

In the future Metaregistry data should be mandatory to be reused by other administrations, e.g. addresses. Currently, the semantic assets are not retrievable from the Metaregistry. According to the Ministry of Public Administration, this should be available soon<sup>28</sup>.

However, there are still some difficulties to achieve semantic interoperability. The main issue is that many registries were created several years ago, and consequently have different semantic systems (vocabularies). Croatia aims at shifting all registries to an international standard, defining a common vocabulary that would be usable and reusable across sectors.

The first step in achieving this goal is to identify all the different semantic systems that are in use throughout the active registries. There is an on-going project where the internal processes of each registry are being assessed with the definitions of their vocabularies. Also, a public institution has to enter the semantic system which is in use in particular registry when it adds it to the Metaregistry. Through this initiative, Croatia aims at getting an overview of the situation, as a first step towards the establishment of a common semantic system for base registry connection. This vocabulary is expected to be part of the Metaregistry.

One of examples of a unique reference is the **OIB/PIN**, which is a permanent identifier for Croatian citizens and legal entities, determined and handed out by the Ministry of Finance - Tax Administration. The OIB/PIN consists of an 11 digit random number and contains no private information. The code is, therefore, a safe starting point for a unique identifier for the aggregation of data of both natural and legal persons.

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<sup>28</sup> [https://metaregistar.gov.hr/metareg/html/pregled\\_entiteti.xhtml](https://metaregistar.gov.hr/metareg/html/pregled_entiteti.xhtml)

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## Technical Interoperability

No common standards for exchange of information are being applied since Croatia invests its efforts in developing an e-Government cloud to be defined by the Ministry of Public Administration. The e-Government cloud is foreseen to become the operational solution.

At the moment, the main means through which the base registries offer and consume data are web services and File Transfer Protocol (FTP). In some cases, base registries' data may be subject to open government data. Such data is available in the following formats: XLS, HTML, CSV, ASPX, XML, and PDF, mainly through e-services in public administration portals. In order to provide access to the data, key enablers for technical interoperability between base registries are secure technical systems and infrastructures, and common sets of standards. The main IT projects fostering interoperability in Croatia are carried out by the public administration and monitored by the Ministry of Public Administration<sup>29</sup>. The main relevant systems and infrastructures are:

### *Metaregistry*

The **Metaregistry**, the public register which is a part of the **SII** and is used to control the system of all public registers. It contains detailed information on the public registers, the data they hold, and communicates this to users through a single point. In this way, it provides an overview of the structured public registers, the type of data that is collected and hosted, as well as how to connect with other systems. The Metaregistry makes sure to be in compliance with the applicable regulations on personal data protection, data confidentiality and the right to access information. As previously mentioned, the Metaregistry is still not fully operational, but Croatia's increased efforts in recent years should ensure its functionality at the earliest convenience.

The Metaregistry is a prerequisite for a country with 'paperless administration' ambitions and the realisation of the 'once-only' principle. A paperless state creates a single administrative location with connected registration systems to ensure the data availability. This relieves the administrative burden on citizens, who do not have to transfer documents between different institutions themselves.

### *OIB/PIN*

The IT system behind the **OIB/PIN** relies on the **Government Service Bus (GSB)**<sup>30</sup>, which has been in operation since 2009. The GSB guarantees a safe exchange of data and has represented a good starting point for the establishment of a unified system to support interoperability. It specifies the exchange protocol, documents, messages, data security and the data storage system.

### *HITRONet*

From a technical infrastructure perspective, **HITRONet**<sup>31</sup> is the communication system that represents the backbone of the public administration network. By linking public authorities at national level, it is the core of a comprehensive communications system, which fulfils e-Government needs and is also one of the infrastructure assumptions for its further development. Access to the network is enabled by a virtual private network model through an internet communication environment.

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<sup>29</sup> <https://uprava.gov.hr/>

<sup>30</sup> <https://www.yesser.gov.sa/en/BuildingBlocks/Documents/GSB.pdf>

<sup>31</sup> <https://uprava.gov.hr/o-ministarstvu/ustrojstvo/uprava-za-e-hrvatsku/aktualni-projekti/hitronet/873>

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## Cross-border Interoperability

The European Single Market drives the need for an increased cross-border exchange of data. Next to initiatives at European level, Member States sometimes also enter in close cross-border cooperation. Croatia is a member of EUCARIS<sup>32</sup>, ECRIS<sup>33</sup> and is pending membership for EULIS<sup>34</sup>.

In Croatia, most information available for cross-border data sharing relates to personal data. Accordingly, personal data may be exported from the Republic of Croatia to other countries or international organisations. However, the data acquiring state or international organisation must ensure adequate protection of the personal data, and meet other requirements determined by the Law on Protection of Personal Data, e.g. the consent of the respondents, contractual clauses that guarantee the protection of personal data, etc.). It is understood that all EU Member States have adequately regulated personal data protection and this will be fully so with coming into force of the General Data Protection Regulation.

Prior to transferring personal data abroad, and in all other cases where there is a reasonable doubt regarding the existence of adequate protection of personal data, the opinion of the Agency for Protection of Personal Data shall be sought out.

In addition, HITRONet is connected to the sTESTA network<sup>35</sup> (secured Trans-European Services for Telematics between Administrations), a separate network of the European Union, which is Croatia's point of connection to the European Union.

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<sup>32</sup> EUCARIS (European Car and Driving License Information System) <https://www.eucaris.net/>

<sup>33</sup> ECRIS (European Criminal Records Information System) [http://ec.europa.eu/justice/criminal/european-e-justice/ecris/index\\_en.htm](http://ec.europa.eu/justice/criminal/european-e-justice/ecris/index_en.htm)

<sup>34</sup> EULIS (European Land Information Service) <http://eulis.eu/>

<sup>35</sup> sTESTA represents a safe and reliable network that is used for the provision of trans-European services between public administrations of countries of the European Union.

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## e-Government public services making use of base registries data

e-Government services in Croatia are available through the Central State portal<sup>36</sup>. There is no charge to register, to access, nor to take over an official document as a user of e-Citizen platform. Based on the decision of the Ministry of Administration, all services provided through the e-Citizen portal are free of charge.

Better access to data in base registries allows governments to deliver public services more efficiently, effectively and user-friendly. Services to the citizens and businesses are based on life events, and data in base registries often serve as an input or output to these services.

A set of **common life events** that will result in inputs in a series of base registries are as follows:

- **Land Registry**<sup>37</sup>: purchase/sale of real-estate,
- **Civil Registry**<sup>38</sup>: birth/decease of a person,
- **Tax Registry**<sup>39</sup>: change in income, change in assets,
- **Business Registry**<sup>40</sup>: creation/dissolution of a company.

The e-Citizens project has proven to be a key instrument for providing e-Government public services. It must be made clear that the main purpose of the e-Citizen portal is not to interconnect registers, but rather to function as a portal of e-services where citizens can use different identification/authentication means to access e-service provided by different public administration bodies. The development of e-services foresees more and more complex e-services that will integrate business processes in different institutions.

The portal data.gov.hr is providing data in the form of open data.

Croatia has made its e-Government public services accessible multi-modally. This implies accessibility via desktop, as well as a variety of mobile devices (IOS, Android, and Windows). Additionally, the registration and acquisition of access credentials for the e-Citizen portal are free of charge, as is the access and sharing of data. File transfer, web services, the open government data portal<sup>41</sup> and the e-Citizens portal are examples of horizontal measures that exist in Croatia enabling e-Government public services' access to base registry data.

According to the e-Croatia 2020 Strategy, the main actors of the Croatian e-Government development are the Information Systems and Information Technologies Support Agency (APIS IT)<sup>42</sup>, the Financial Agency (FINA)<sup>43</sup>, the Croatian Academic and Research Network (CARNet)<sup>44</sup>, and the University of Zagreb Computing Centre (SRCE)<sup>45</sup>.

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<sup>36</sup> <https://preticnac.gov.hr/KorisnickiPretinac/eGradani.html> and [www.gov.hr/e-gradjani/o-sustovu-e-gradjani/1584](http://www.gov.hr/e-gradjani/o-sustovu-e-gradjani/1584)

<sup>37</sup> <https://oss.uredjenazemlja.hr/private/login.jsp>

<sup>38</sup> <https://registar.azop.hr/?page=login>

<sup>39</sup> <https://nias.gov.hr/Authentication/Step1>

<sup>40</sup> <https://e-obrt.minpo.hr/>

<sup>41</sup> <http://data.gov.hr/>

<sup>42</sup> <http://www.apis-it.hr>

<sup>43</sup> <http://www.fina.hr>

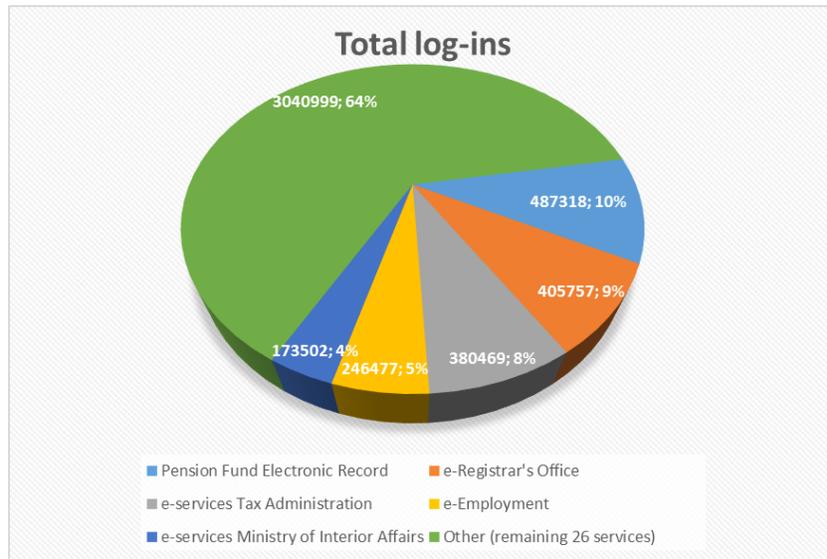
<sup>44</sup> <http://www.carnet.hr>

<sup>45</sup> <http://www.srce.unizg.hr>

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## Best Practice

The e-Citizen portal in Croatia currently offers 41 services, but not all of them relate to **base registries**. The chart below displays the usage of e-services through the e-Citizen portal<sup>46</sup> based on a number of log-ins. The selected 5 base registries indicate the highest number of log-ins in comparison to remaining other 26 services in terms of log-ins. This accounts to 36% of total log-ins and e-services accessed in relation to the remaining 26 e-services amounting to 64% of total log-ins.



An .xls file is attached to the message with newest information on the number of e-services and statistic on their usage

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<sup>46</sup> <https://pretinac.gov.hr/KorisnickiPretinac/eGradani.html>