

Digital Government Factsheet 2019

Cyprus





Table of Contents

Country Profile	3
Digital Government Highlights	6
Digital Government Political Communications	7
Digital Government Legislation	13
Digital Government Governance	16
Digital Government Infrastructure	22
Digital Government Services for Citizens	29
Digital Government Services for Businesses	39





Country Profile

Basic data

Population: 8642 36 inhabitants (2018)

GDP at market prices: 20 73 million Euros (2018)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 85 (2017)

GDP growth rate: 3.9% (2018)

Inflation rate: 0.8% (2018)

Unemployment rate: 8.4% (2018)

General government gross debt (Percentage of GDP): 102.5% (2018)

General government deficit/surplus (Percentage of GDP): -4.8% (2018)

Area: 9 253km²

Capital city: Nicosia

Official EU language: Greek

Currency: Euro

Source: Eurostat (last update: 23 May 2019)

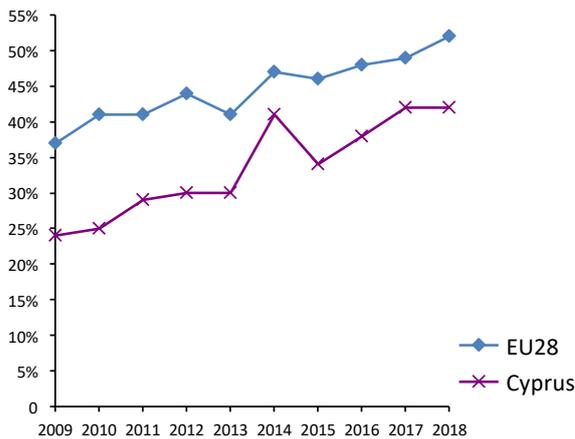




Digital Government Indicators

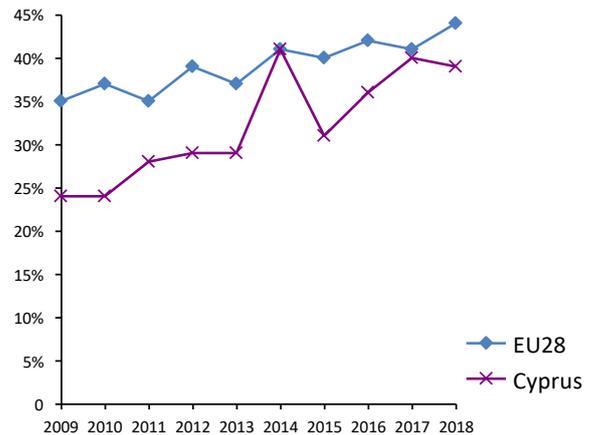
The following graphs present data for the latest Generic Information Society Indicators for Cyprus compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



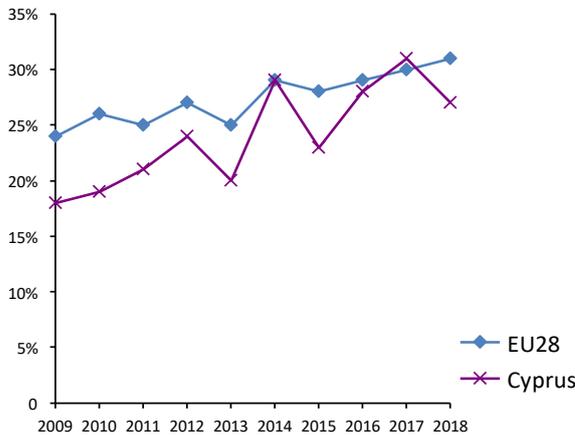
Source: Eurostat Information Society Indicators

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



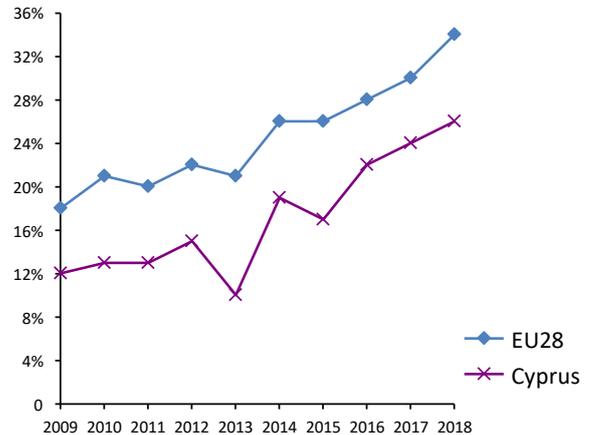
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators



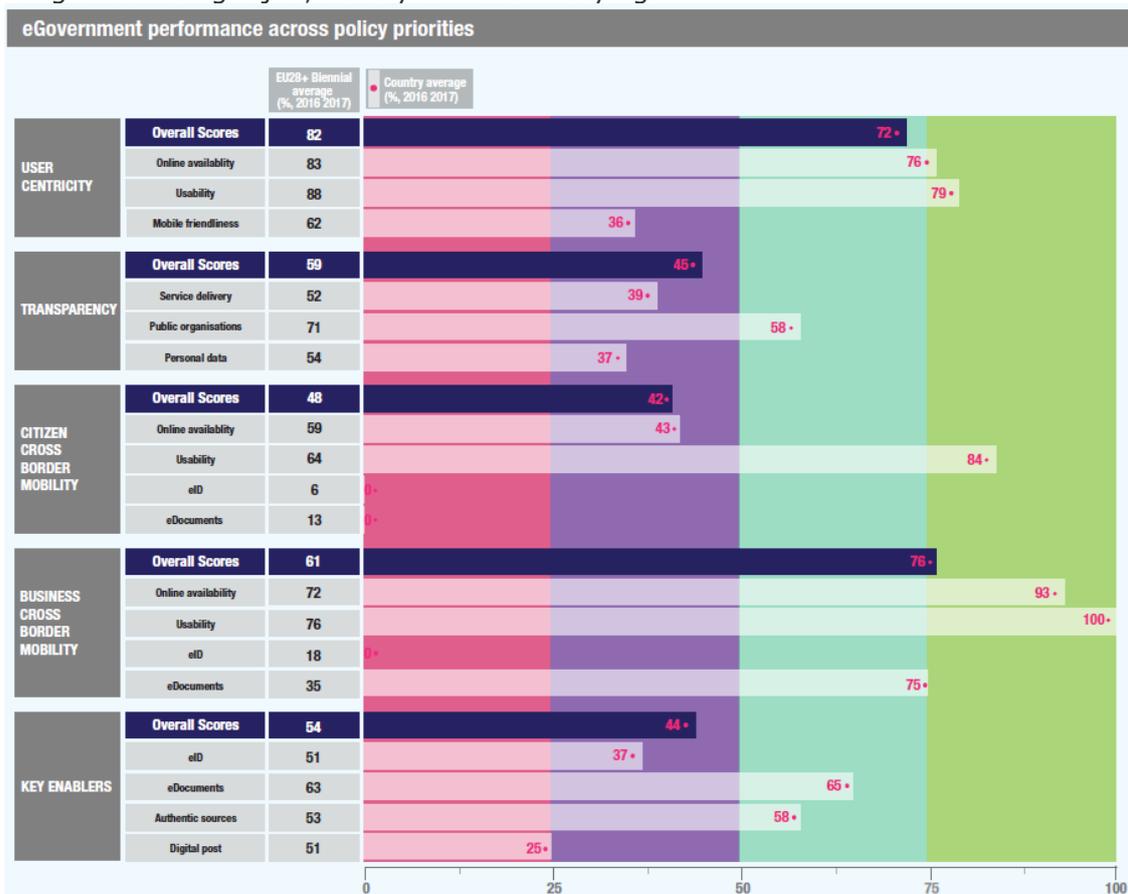


Digital Government State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparency**– indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross-Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. Eight life events are included in the overall eGovernment performance score. Four of these life events were measured in 2013, 2015 and 2017 and the other four were measured in 2012, 2014, 2016, and again in 2018. The life events measured in 2017 were Regular business operations, Moving, Owning and driving a car and Starting a small claims procedure. The life events measured in 2018 are Business start-up, Losing and finding a job, Family life and Studying.



Source: eGovernment Benchmark Report 2018 Country Factsheets





Digital Government Highlights

Digital Government Political Communications

- The Cyprus Productivity Centre launched an educational programme to minimise digital illiteracy and further promote the use of eGovernment services.
- The fight against undeclared work went digital thanks to ERGANI.
- The Justice system initiated a key reform to adopt a web-based Court administration system (eJustice system).

Digital Government Legislations

- National legislation (N.50(I)/2019) related to Accessibility of Websites and Mobile Applications of Public Sector Bodies was harmonised with the EU Directive of April 2019.
- Personal data protection became GDPR compliant thanks to the Law Providing for the Protection of Natural Persons with Regard to the Processing of Personal Data and for the Free Movement of Such Data of 2018 (Law 125(I)/2018).
- The health system moved towards cross-border integration with the Law on eHealth 59(I)/2019.

Digital Government Governance

Dr. Elisavet Constantinou, Ministry of Health, was appointed as the National Contact Point for eHealth.

Digital Government Infrastructure

- A revamped National Web Portal for Open Data was launched with new features to support the re-use of open data, as well as a larger catalogue of datasets.
- The IT infrastructure for eInvoice in Cyprus was built, while eDelivery in Cyprus was implemented as a pilot to connect municipalities with the Union of Cyprus Municipalities.
- The Electronic Exchange of Social Insurance Information (EESSI) was adopted and together with the project National Contact Point for Cross Border Healthcare, that is under development, they will prepare the Cypriot health system for cross-border integration.

Digital Government Services for Citizens and Businesses

- The TaxisNet system was improved to enhance users' experience and automatically calculate taxes.
- A new website was created to allow citizens and businesses to compare banks' fees linked to their bank accounts. This tool allowed the public to be informed on current charges per service, thus increasing transparency and provide important information. The comparison included 11 financial institutions operating in Cyprus.





Digital Government Political Communications

Specific political communications on digital government

Digital Strategy for Cyprus after 2020

The Department of Electronic Communications launched a tender to update the Digital Strategy of Cyprus from 2020 onwards. The objective of the tender was to draft the national Digital Strategy of Cyprus around public interventions that will achieve the digital transformation of the public sector, the promotion of the digital transformation of the private sector, and the promotion of innovation while paying due consideration to Cyprus' digital maturity. The tender was awarded in 2019 and was due for completion in 2020.

Digital Strategy for Cyprus 2012-2020

The [Digital Strategy for Cyprus](#) (the national information society strategy) was approved by the Council of Ministers on 8 February 2012. The Digital Strategy is a comprehensive [plan](#) for the period 2012-2020 with a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "Information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains."

The Digital Strategy for Cyprus is based upon six strategic targets:

- Target 1: Broaden coverage (infrastructure rollout), expand broadband and establish regulatory framework of networks;
- Target 2: Modernisation of public administration and provision of more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;
- Target 3: Inclusion of all (including vulnerable groups) into Digital Cyprus. Increase penetration and participation of all citizens and businesses in the digital society;
- Target 4: Education and Learning - improvement of eSkills and digital literacy;
- Target 5: Promotion of digital entrepreneurship;
- Target 6: ICT for the environment - promotion of green ICT.

In 2015, the Cypriot government published the [guiding methodology](#) for the implementation of the Digital Strategy of Cyprus.

In relation to Target 4, the Cyprus Productivity Centre of the Ministry of Labour and Social Insurances, in association with the Department of Electronic Communications of the Ministry of Transport, Communications and Works, launched an educational programme to minimise digital illiteracy and further promote the use of eGovernment services. The programme had a two years horizon (2017-2019) that focused on implementing the number of workshops and training for:

- Learning how to use basic eGovernment services such as the Taxisnet, an online payment service for contributions to social insurance services, and the Ariadni portal, a government secure gateway;
- Improving basic internet skills.

Training programmes were offered in urban and regional areas to cover the needs of municipalities and smaller communities. From September 2017 to December 2018, 305 workshops were conducted involving more than 4.000 participants. This programme focused on the benefits coming from eGovernment to increase awareness and take up of existing eServices by all.





For this reason, the Press and Information Office carried out promotional campaigns for the eGovernment programmes offered by the Cyprus Productivity Centre in regard to the usage of existing eGovernment services. The focus of the 2018 campaign was the promotion of the online payment system for contributions to social insurance services.

eGovernment Strategy 2014-2020

The eGovernment Strategy referred to the period 2014-2020 and applied to all ministries, departments and services of the Cyprus Government focusing on technical, operational and organisational aspects of the provision of eServices to citizens and businesses. Interventions at back-office systems or government ICT infrastructures were also foreseen by the eGovernment Strategy, provided they assisted the Cyprus Government to achieve its objectives up to 2020, whilst being in line with EU policies and Directives. From the implementation of the eGovernment strategy, the following objectives were aimed at:

- Enhancement of public sector capacity while reducing operational costs;
- Delivering additional eServices, which will be flexible, accessible, complete, simple and secure;
- Facilitate cross-border collaboration at European level.

Cyprus Start-up Visa 2017-2021

The [Start-up visa scheme](#) operated on a pilot basis until February 2019, and then the duration of the programme was extended for an additional two years. In this timeframe, a maximum of 300 visas were issued. The project aimed at attracting talented entrepreneurs from the European Economic Area and outside the European Union. To this end, several typologies of facilitations were included to help them in the process of starting a new business.

The objective was to foster an ecosystem for the creation of new jobs through innovation and research. This programme was part of the Policy Statement on Strengthening the Entrepreneurial Ecosystem that is trying to revitalise the ICT sector through internal development and by attracting ICT giants.

eGovernment in Education

In June 2018, the Ministry of Education and Culture officially launched a programme on the design and implementation of eGovernment in Cyprus Education.

One of the main objectives was implementation of the School Management System (SMS) project, a computerised system intended to standardise and accelerate bureaucratic processes. SMS is a crucial element of the restructuring plan of the Ministry of Education and Culture, which aims to create an advanced computerised system which will ensure the proper information management and process automation. SMS will contribute to the streamlining of bureaucracy, reduction of high administrative costs and it will ensure the prompt provision of information, cooperation and support of various stakeholders. The different services offered by SMS will be gradually introduced until the expected ending date of the project in 2023. The total cost for the implementation of the system is EUR 9 million. It is co-funded by national state resources and the European Funding Management Unit (EFMU).

National Coalition for Digital Jobs

Cyprus launched a [National Coalition for Digital Skills and Jobs](#) in support of the European Commission's call for action within the Grand Coalition. The Coalition is addressing the shortage in digital skills and the future anticipated mismatching of unfilled ICT-related vacancies across Europe. The initiative was undertaken by the Digital Champion for Cyprus with the cooperation of the Department of Electronic





Communications. The National Coalition is a partnership with public institutions, professional communities, private companies and non-profit organisations.

Memorandum of Understanding in the Area of eGovernment between the Republic of Cyprus and Estonia

Major steps towards the implementation of eGovernment were taken with the signing of the [Memorandum of Understanding and Cooperation in the Areas of eGovernment and ICT](#). The Memorandum was signed by President of the Republic Nikos Anastasiadis and the Estonian Prime Minister, Taaivi Rouvas. The memorandum's main objective is to develop cooperation in the areas of eGovernment and ICT, with a view to aiding Cyprus's efforts to digitise governance and public administration. Cooperation will focus on defining a strategic agenda along with the design and implementation of concrete actions, in order to develop the environment that will enable citizens to better access public sector information and services.

Public Administration Reform

[Public Administration Reform](#) is considered a very important structural change at creating flexible, modern and productive public services for the benefit of both citizens and businesses. The political responsibility and supervision of the reform was assigned to the Deputy Minister to the President, under the overall initiative of the Growth Strategy (Unit for Administrative Reform).

PAR aims to solve horizontal and sectoral issues. In relation to the horizontal/cross-cutting issues, one of the main pain points is human resource management (HRM) across the Public Sector. More specifically, the Government submitted to the House of Representatives a set of draft bills aiming at institutionalising the HRM's reforms in respect of performance appraisal, promotion, Public Service Commission governance, mobility etc., as well as introducing a mechanism to regulate salary increases that will ensure the affordability and sustainability of the public wage bill.

With regards to sectoral issues, functional reviews were completed within the civil services domain (Ministries and Constitutional/Independent Services) aimed at the reorganisation of structures within the various ministries and independent authorities, and generally the provision of better services to businesses and citizens.

Action Plan on Better Regulation

The Action Plan for Better Regulation Under Implementation (approved by the Council of Ministers on the 29 October 2015), consisted of three priority axes:

- Simplification of procedures and legislation and the reduction of administrative burden;
- Better law-making and impact assessment of new legislation;
- Embedding the culture and enhancing relevant skills in relation to the Action Plan on Better Regulation.

The third, and final, progress report for the Action Plan for Better Regulation was followed by the Action Plan for the period 2019-2021. This Action Plan included policy areas of high priority for the reduction of administrative burden.

The new Impact Assessment (IA) mechanism, put in place in 2017 to undertake more focused and thorough impact assessments for new legislation, was embedded and is now a mandatory part of the legal drafting procedure. An IA report summarising the main findings and suggestions for the way forward was published in 2018. Its intention was to continue the training programme of government officials and further enhance implementation of the new impact assessment framework.

Further to the above three axes, the Action Plan also included actions that are being promoted under the pillar of eGovernment, which go hand in hand with the other Better Regulation initiatives.





Partnership Agreement

The Partnership Agreement (PA) 2014-2020 is the strategic document prepared by the Government of Cyprus for the effective utilisation of funds allocated to the country by European Structural and Investment Funds (ESIF) for the programming period 2014-2020. The PA includes the general development priorities of Cyprus and the pursuit of general objectives for the use of ESI Funds, as derived from the analysis of the country's development needs and perspectives, as well as the thematic objectives that Cyprus selected to invest into during the 2014-2020 programming period.

Information and Communication Technologies (ICT) is among the selected sectors for investment, with the main aim being the promotion of use of ICT in the public and private sector, for improving the competitiveness of the economy. The implementation of the PA is further specified in the Operational Programmes, which are determined according to the type of ESI Fund.

Operational Programme Competitiveness and Sustainable Development

The promotion of ICT Use is one of the seven axes of the Operational Programme (OP) **Competitiveness and Sustainable Development 2014-2020**. The budget of the axes is around EUR 86.5 million (13% of the OP's total budget), which will be co-financed by the European Regional and Development Fund (ERDF) by EUR 73.5 million. Almost 70% of this budget was allocated for strengthening ICT applications for eGovernment, eLearning and eHealth.

Key enablers

Access to public information

No political communication was adopted in this field to date.

eID and Trust Services

National Scheme

In February 2019, the eGovernment Board made a new decision regarding the adoption of eIdentification: the Government will prepare a national scheme on eIdentification and eSignature by changing relevant legislations. The eIdentification providers will be authorised according to the national scheme and able to provide eID to the Cypriot citizens. A national scheme on eIdentification and eSignature is under preparation and amendments on the relevant legislations will be done. The national scheme is expected to be completed in 2020. Security aspects related to digital government.

Interconnection of base registries

No political communication was adopted in this field to date.

eProcurement

No political communication was adopted in this field to date.

Domain-specific political communications

Cyprus Broadband Plan

The **Broadband Plan 2016-2020** was developed by the Department of Electronic Communications to outline the key actions and steps necessary to meet the first general objective of the Digital Strategy for Cyprus, which is the creation of appropriate infrastructure and the necessary conditions to connect the Republic of Cyprus.





The objectives of the Plan are:

- To ensure the roll-out and take-up of broadband for all, at increasing speeds, through fixed and wireless technology;
- Promote competition in electronic communications and reduce prices of broadband services and products;
- Connect the whole of Cyprus with high and ultra-high-speed networks;
- Address cyber threats and generally strengthen security in the digital networks;
- Enhance the international sub-marine cable network, connecting Cyprus with Europe, Middle East and Africa.

The Broadband Plan of Cyprus was updated during 2018, taking into account the existing network mapping, the telecommunications providers' plans for the next three years, the Digital Agenda for Europe 2020, and the Commission's Communications of 14 September 2016 entitled 'Connectivity for a Competitive Digital Single Market – Towards a European Gigabit Society' and '5G for Europe: An Action Plan'. In relation to connectivity, the main goals to be achieved by 2020 are the full coverage of high-speed networks (30Mbps) and 50% coverage of ultra – high speed networks (at least 100Mbps) in case of demand by households and enterprises.

Reform of the Justice System

This anticipates qualitative changes to the justice system with the goal of strengthening the flexibility, effectiveness, and speed of the decision-making process. As part of the reform, an electronic court administration system will be introduced to digitise the operations of the different courts. To this end, a tender to purchase a license for a web-based court administration system (eJustice system), including training of personnel, and the option to acquire the system by the Government, was launched. The eJustice system will be installed in the premises of every court in Cyprus, and it will be possible to manage all procedures of a legal case. Additionally, the eJustice system will provide electronic services to court personnel, law offices, police, governmental departments, private law companies, lawyers, the bar association, private companies, citizens and private service providers (e.g. audit firms, land development companies, certifying officers etc.) Pending full implementation of the eJustice system, a mini electronic registry has been prepared and installed in all civil registries of the Supreme Court to process applications more efficiently.

Information System for Countering Undeclared Work – ERGANI SYSTEM

The strategy put in place by Cyprus to clamp down on undeclared work is based on two main pillars: legislative support and the introduction of a computerised system to better monitor employers. The first pillar is characterised by a bill that was completed in 2017, the Law of the Undeclared Work N.52(I)/2017. The law imposed hefty fines that amounted to EUR 500 per undeclared worker. At the same time, a legal presumption was introduced into the legislation, which considered that employment was made six months before the date of the infringement, meaning the fine actually amounted to EUR 3 500. There was a limit to the maximum fine of up to EUR 10 000 for those employing up to 10 illegal workers. The second pillar was an information system for countering undeclared work called ERGANI SYSTEM. Through this information system, employers are freed from red-tape procedures, while making use of the data from the information system will contribute to the fight against undeclared work and contribution evasion. The System is under implementation: the first phase completed in 2019.

Interoperability

No political communication was adopted in this field to date.





Emerging technologies

European Blockchain Partnership (EBP)

Cyprus, together with 25 other Member States, signed the **Declaration for Cooperation on a European Blockchain Partnership (EBP)**. In Cyprus, an Ad Hoc Working Group was established (approved by the Council of Ministers on 30 August 2018) with the mandate to evaluate the environment and possible risks. The Ad Hoc Working Group will also define a national plan for the development of blockchain technology in Cyprus. The plan, which will be submitted to the Council of Ministers for approval, will include pilot projects, legislative initiatives and a strategy for the adoption of blockchain.





Digital Government Legislation

Specific legislation on digital government

No legislation was adopted in this field to date.

Key enablers

Access to public information

Access to Public Information Access Rights Act

In December 2017, the Law providing for the right of **Access to Public Sector Information Law 184(I)/2017** was adopted and will enter into force on 2020, for the purpose of enhancing transparency within the public sector. The law provided citizens with the right to request and receive information, under certain conditions, from public authorities. Furthermore, the law created an obligation for public authorities to publish certain information on their websites to avoid submitting a request form to access this information. The Commissioner for Personal Data Protection was appointed as the supervisory authority for this law and will act as Information Commissioner.

Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies

The Cypriot transposition of European Directive 2003/98/EC is **Law 132(I)/2006**, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition was completed. Cyprus transposed the provisions of the revised PSI Directive (2013/37/EC), the Re-Use of Public Sector Information Law of 2015 (**Law 205(I)/2015**, which entered into force on 23 December 2015). This Directive laid down the right of access and reuse of public sector information. The operation of the **open data portal** as a data repository was part of the effort to make public sector information available and exploitable without legal or technical constraints. The portal provides relevant metadata along with information regarding charging and licenses and is currently hosting over 1 000 datasets.

Accessibility of the Websites and Mobile Applications of Public Sector Bodies

Cyprus harmonised Cypriot legislation with Directive (EU) 2016/2102 of the European Parliament and of the Council 26 October 2016 on the Accessibility of the Websites and Mobile Applications of Public Sector Bodies. The legislation proposal was submitted to the House of Representatives towards the end of September 2018. The law (**N.50(I)/2019**) was approved and published on the Official Gazette of the Republic of Cyprus on 5 April, 2019.

eID and Trust Services

Legal Framework for Electronic Signatures and Associated Matters

By decision of the Council of Ministers in March 2008, the Department of Electronic Communications (DEC) was assigned the legal framework of Electronic Signatures. DEC, as the competent authority for the implementation of electronic signature framework in Cyprus, decided to modify the existing law governing **Electronic Signatures (No. 188 (I)/2004)**, which entered into force on 30 April, 2012 (N. 86 (I) 2012). The amended Act was intended to better align with the provisions of Directive 1999/93/EC and to establish a more solid legal framework for the use and legal recognition of Electronic Signatures. In addition, in 2013 the Department issued the Electronic Signatures Regulations (Regulatory Administrative Act - RAA 267/2013). The Regulations defined





the issuing procedures of the qualified certificates to be delivered by the Certification Service Providers.

On 1 July 2016, Regulation (EU) No. 910/2014 came into effect. It replaced the previous Directive for Electronic Signatures 1999/93/EC. It introduced new regulatory procedures for a number of new trust services such as electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) harmonised the legislation on electronic identification and trust services for electronic transactions in the internal market with the above Regulations. Also, this legislation set DEC as the Competent Authority for the implementation of Regulation (EU) No. 910/2014, as the Supervisory Body under (Article 17 of the Regulation), and as the body responsible for keeping the national trusted list (Article 22 of Regulation).

Security aspects related to digital government

The Processing of Personal Data (Protection of Individuals) Law

The Processing of Personal Data (Protection of Individuals) Law (138(I)/2001) entered into force in November 2001 and was amended by Law 37(I)/2003. It complied with the *acquis communautaire*, and especially the European Directive 95/46/EC on Data Protection. On 31 December, 2007, the 'Retention of Telecommunication Data for Purposes of Investigation of Serious Criminal Offences Law' of 2007 (Law 183(I)/2007) was introduced harmonising Cypriot legislation with EU Directive 2006/24/EC of 15 March, 2006. The law regulated the terms under which the retention of personal data for the purpose of crime investigation, detection and prosecution is legal. The Processing of Personal Data (Protection of Individuals) Law (138(I)/2001) was replaced in July 2018 by the Law Providing for the Protection of Natural Persons with Regard to the Processing of Personal Data and for the Free Movement of Such Data of 2018 (Law 125(I)/2018), for the purpose of compliance with Regulation (EU) 2016/679 (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.

Interconnection of Base Registries

No legislation was adopted in this field to date.

eProcurement

Legal Framework Governing Public Procurement

The EU Public Procurement Directives of 2014, which included provisions related to rendering the electronic submission of tenders mandatory, were transposed in national legislation by Laws 73(I)/2016, 140(I)/2016 and 11(I)/2017, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. Prior to the implementation of the eProcurement system and based on the provisions of this law, other supplementary eProcurement regulations were also issued.

Law on Coordination of Procedures for the Award of Public Works Contracts, Public Supply Contracts and Public Service Contracts and Related Matters

The EU Public Procurement Directive (2004/18/EC), which included provisions related to the electronic submission of tenders, was adopted into national legislation by Law 12(I)/2006, which concerned the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The law was put into force at the beginning of 2006. Prior to the implementation of the eProcurement





system, and based on the provisions of this law, other supplementary eProcurement regulations were also issued. The Law was last amended in 2011.

eInvoicing

The Republic of Cyprus is currently preparing legislation to transpose the European Directive 2014/55/EU on electronic invoicing in public procurement.

Domain-specific legislation

Law on Certain Legal Aspects of Information Society Services, in Particular Electronic Commerce and Associated Matters and its Amendment

This law 156(I)/2004, the Electronic Commerce Law, serves the implementation of Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market. The law aims to ensure the free movement of information society services between the Republic of Cyprus and Member States of the European Union, relating to the establishment of service providers, commercial communications and the conclusion of electronic contracts. Services covered by the law include online information services, online advertising and online selling of products and services, among other services.

Law on Electronic Money

The Law on Electronic Money 81(I)/2012 regulated the rights to issue electronic money directly from the Cypriot Republic and defined the authorities designated to issue money. Furthermore, it regulated the authorisation and supervision of institutions related to the issuance of electronic money.

Law on eHealth

The eHealth programme is intended to align the Cypriot health infrastructure with the standards set by the European Union to set up the necessary infrastructure for the exchange of health data across national borders within the EU and for the provision of interoperable eHealth services. The eHealth Law on eHealth 59 (I)/2019, as well the funding received by the CEF programme, focus on supporting Cyprus's efforts to be part of this secure peer-to-peer network allowing the exchange of Patient Summaries (PS) and ePrescriptions (eP). On a national level, the key point is the creation of a Central Citizen Data Warehouse, which uniquely links every citizen to the Central eGovernment Portal, the country Cloud integrated electronic health record system (EHR). It would not be difficult to accommodate into this system any non-Cypriot citizen who chooses to obtain a user account and store one's data on the Cyprus Cloud at an annual fee basis. This facility offered to non-Cypriots will not make them entitled for health insurance coverage, but it will simply facilitate them with an interoperable EHR.

Interoperability

No legislation was adopted in this field to date.

Emerging technologies

No legislation was adopted in this field to date.





Digital Government Governance

National

Policy

Ministry of Finance

The **Ministry of Finance** is the initiator and facilitator of eGovernment policy in Cyprus. Through the specialised government body **Department of Information Technology Services (DITS)**, eGovernment is promoted and implemented within the public sector.



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Ministry of Transport, Communications and Works

Following the decision of the Council of Ministers on 18 February 2009, the Ministry assumed responsibility for the development of the information society, with its executive arm in the **Department of Electronic Communications (DEC)**. Since 2009, DEC is the executive arm of the Ministry of Transport, Communications and Works with the duty to formulate and implement a comprehensive national strategy on the Information Society.



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Ministry of Health

The **Ministry of Health** (Medical Public Health Services, MPHS) was appointed as the National Contact Point for eHealth. The Ministry of Health has started taking advantage of eHealth standardisation processes (to create infrastructure for electronic health records), as well as the effective management of electronic materials and electronic prescription.





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eGovernment Board

The eGovernment Board is the responsible body for approving and monitoring the progress of eGovernment actions, as well as providing solutions to significant problems that affect their implementation.

The eGovernment Board was established in May 2015, based on the Council of Ministers' Decision of 13/5/2015. The Board consists of representatives at the highest level: The Deputy Minister to the President, the Minister of Finance, the Minister of Transportation and Communications, the Cyprus Digital Champion (Permanent Secretary of the Ministry of Energy, Commerce, Industry and Tourism), the Director of the Department of Information Technology Services, and the Commissioner of Internal Audit (observer). On the 20 June 2017, the Council of Ministers appointed the Minister of Energy Commerce, Industry and Tourism as the chairman of the Board, replacing the Deputy Minister to the President.

The eGovernment Board replaced the Executive Computerisation Board.

Coordination

Department of Information Technology Services (DITS)

The **Department** is the Government body that coordinates the promotion and application of Information Technology and eGovernment in the public sector. The mission of the Department is to plan, develop, implement, manage and maintain the Information and Communication Technology (ICT) systems.



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Digital Cyprus: Department of Electronic Communications (DEC)

The **Department** is responsible for coordinating the **Digital Strategy for Cyprus**, which is the country's national information society strategy. It coordinates activities that are related to the realisation of all six phases of the strategy, namely to connect Cyprus, modernise the public administration, provide electronic services, inclusion of all





(including vulnerable groups) into digital Cyprus, Education and Learning, Digital Entrepreneurship and ICT for the environment.

Unit of Administrative Reform/eGovernment Team - Deputy Minister to the President

The Unit of Administrative Reform/eGovernment Team has the responsibility to coordinate the promotion of eGovernment in the Public Sector, as well as to accelerate the implementation of the actions of the eGovernment strategy.

Directorate of Administration and Finance

The Directorate is responsible for coordinating and monitoring the computerisation within the public sector.

Implementation

Department of Information Technology Services (DITS)

As the responsible body for the promotion and implementation of eGovernment within the public sector, the Department of Information Technology Services implements its eGovernment Strategy as well as the programmes and the respective EU Action Plans. It develops electronic services, always taking the public's needs, mentality and culture into consideration. In particular, the DITS is in charge of the development or procurement of government-wide systems within the framework of the 'Medium-term Government Computerisation Plan', as well as several small-scale bespoke systems for specific departmental requirements.

Digital Cyprus: Department of Electronic Communications (DEC)

The decision of the Council of Ministers on 18 February 2009, appointed the Department of Electronic Communications as the executive arm of the Minister of Communications and Works to supervise the implementation of the national information society strategy (entitled 'Digital Strategy for Cyprus').

Individual Government Bodies

Some government bodies, such as the police, the army, and schools, have their own information technology units, with responsibility regarding the implementation of their information systems.

Press Information Office (PIO)

The Press Information Office (PIO) is an executive member of the National Committee on the Digitisation of Cultural Heritage, created in 2017 by a decision of the Council of Ministers. The main objective is to fully develop and exploit all available resources towards digitising Cyprus' cultural heritage.

Support

Department of Information Technology Services (DITS)

DITS has the overall responsibility for the IT public sector, including maintenance, consultancy and technical advice to all ministries and departments. It is also in charge of government-wide procurement processes concerning external services such as consultancy, maintenance of hardware and software, management of systems and other related services.





Department of Public Administration and Personnel (PAPD), Ministry of Finance

The Department has overall responsibility for the training of public sector employees and for upgrading their IT skills. It is responsible for the promotion of organisational changes and new processes in public administration to enable successful implementation of eGovernment. PAPD is also the body responsible for the implementation of the Public Sector Information (PSI) Directive in Cyprus.

Department of Electronic Communications

On 1 July 2016, Regulation (EU) No. 910/2014 came into force. It replaced the previous Directive for Electronic Signatures 1999/93/EC. It also introduced new regulatory procedures for a number of new trust services e.g. electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) prepared a new article of legislation that adopted all new provisions under the above Regulation. Also, this legislation established DEC as the Competent Authority for the implementation of Regulation (EU) No. 910/2014, as the Supervisory Body under (Article 17 of the Regulation) and the body responsible for keeping the national trusted list (Article 22 of Regulation).

Base registry coordination

Current Status

The Civil Registry in Cyprus is under the responsibility of the Interior Ministry, with data gathered locally.

The Vehicle Registry is decentralised: the district offices together with the Road Transport Department are responsible for the registration of vehicles.

The Business Registry is under the responsibility of the Registrar of Companies and Official Receiver, which belong to the Ministry of Commerce, Industry and Tourism of the Republic of Cyprus. The responsibilities of the Department include: keeping records of commercial activities about companies (public and private), trade names, bankruptcies and liquidations. Online access to the registry is free for basic company information. The registrar recently implemented a procedure concerning the electronic filing of documents of registered companies.

The Department of Lands and Surveys, also known as the Land Registry, is the main authority dealing with the registration of property in Cyprus. The Cypriot Land Registry falls under the regulations of the Ministry of Interior. Currently, the Land Registry has five local offices throughout the country. There is no public access to the Land Registry and Land Information System. Only interested parties can request information on the property. The fees paid to obtain a search certificate from the Department of Lands and Surveys vary depending on the information requested.

No overarching body nor structure governing or coordinating base registries at an organisational level has been identified in Cyprus.

Audit

Audit Office of the Republic of Cyprus

The Audit Office is an independent office responsible for auditing all public expenses and liabilities incurred by or under the authority of the state. This includes inspection of all financial accounts and other assets as well as the audit of statutory bodies, special funds, local authorities and other public organisations.





Internal Audit Service (IAS)

The IAS operates under the Internal Audit Law of 2003 [114(I)/2003] and has a dual role:

(a) Performance of internal audits at public/government services.

The IAS, pursuant to the provisions of the Internal Audit Law of 2003, conducts internal audits at public/government services, providing them (under this context) with independent, objective assurance and consulting services designed to add value and improve their operations. The IAS helps audited public/government services accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

(b) Audit Authority of Programmes is co-funded by the European Union and other Financial Mechanisms.

The IAS, under a number of relevant decisions by the Council of Ministers, and designated audit authority for the Norwegian and the EEA Financial Mechanisms 2009-2014, currently acts as the independent audit authority for various EU Programmes/Funds.

Data Protection

Office of the Commissioner for Personal Data Protection

The Commissioner is an independent supervisory authority who monitors the application of the Data Protection Law and advises organisations in the private and the public sector in their implementation of this law. The Law, *inter alia*, provides for the protection of personal information against any unauthorised and illegal collection, recording and against the further use of that information for unlawful purposes. It also grants the individual certain rights, such as the right of information and the right of access to it. The office also receives and examines complaints in relation to the application of the Law.

Subnational (federal, regional and local)

Policy

No responsible organisations were reported to date.

Coordination

No responsible organisations were reported to date.

Implementation

No responsible organisations were reported to date.

Support

Union of Cyprus Municipalities

The structure of the Cypriot state is highly centralised, consisting of the central government, six districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (39) accounting for 65 per cent of the population of Cyprus, are represented. The Union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman for local government interests *vis-à-vis* the central government and other national institutions. Among other responsibilities, the Union took the initiative to design and implement eGovernment at the local authority level. The project was included in the list of projects





that the Council of Ministers ([Decision 77.299](#), dated 23/7/2014) initially had approved to be funded by the European Structural and Investment Funds in the programming period 2014-2020, for the amount of EUR 2.4 million. The project was approved by the eGovernment Board in October 2017.

The project commenced in 2018. The Union focused on designing and implementing an efficient and flexible IT infrastructure and application architecture to be utilised by local authorities to enhance process automation, information management and utilisation but also to provide channels for publishing and optimising service delivery.

All municipalities and a large number of community councils maintain their own websites and promote electronic communication with citizens who can lodge complaints and submit recommendations. Additionally, some web pages give the opportunity to municipality citizens to pay their utility bills through the Internet using credit cards.

Another high-level regional body is the [Union of Cyprus Communities](#), which represents the six districts of the country.

Audit

No responsible organisations were reported to date.

Data Protection

No responsible organisations were reported to date.





Digital Government Infrastructure

Portals

Enterprise Resource Planning System (ERP)

In November 2018, a contract was signed between the Republic of Cyprus and Unit4 Business Software Ltd, for the implementation, maintenance and operation of an Enterprise Resource Planning System (ERP), which will provide functionality for accounting, budgeting, and managing human resources, payroll and pensions. The initial contract cost was €31.2 million, but there are further options that may increase that amount by another €2.7 million. The core implementation of the system is expected to be complete within three years.

The implementation plan is divided in two phases:

- Phase 1: it includes the full deployment of the functions related to accounting, budgeting and managing payroll and pensions and the partial deployment of the human resource management feature. It is expected to be completed by 1 January 2021;
- Phase 2: it foresees the full deployment of the human resources management function and it is expected to be completed by 1 January 2022.

The new ERP system will allow to redesign the public services with the elimination of manual tasks, to automate procedures for approving expenditure, invoicing, budgeting and similar procedures, to better manage human resource management and to receive more thorough information for better resource allocation.

Department of Lands and Surveys (DLS) Portal

The DLS portal consists of four main pillars:

- A new and dynamic front page with static information for the Department and the services offered.
- Ability to navigate to a property through an on-line free web application in real time. The applications use the Geographical Information Systems of the Department, extending them through Web GIS capabilities.
- Electronic Application Submission. An eApplications Dashboard is available for every citizen, hosting personal profiling, monitoring of all registered application in the Department and providing the ability to launch and submit an application, purchase static maps, export data and upload data to the Department.
- Adherence to and implementation of the INSPIRE Directive in Cyprus.

The DLS portal has become the main platform for all property-related eServices in Cyprus. The Department of Lands and Surveys DLS Portal was awarded the 2018 Innovation Award which now hosts nearly 30 eApplications for citizens, companies, specific interest groups, local authorities, mortgagees and other types of organisations.

Cyprus Government Open Data Portal

In 2018, Cyprus revamped the [National Web Portal for Open Data](#). It was developed by the Public Administration and Personnel Department in collaboration with the Open University of Cyprus and is based on the [DKAN open source platform](#). The new portal offers several novelties such as: a larger catalogue of public datasets (geographical, demographic, statistical, environmental data, etc.), an editorial section related to open data, a wide variety of support material for open data publishers and re-users in the form of visual guides, a section to promote apps developed through the use of open data, and an online form for submitting data requests. In addition, the portal's functionalities include an interface to generate and share data visualisation tools (grids, graphs, maps), as well as a collection of user-friendly APIs to access both data and





metadata. The National Web Portal for Open Data was ranked first among the national open data portals of the 28 EU member states by the Open Data Maturity Report 2018. To support and foster the reuse of open data available through the National Web Portal for Open Data, several actions have been promoted. For instance, the second edition of the Cyprus Open Data Hackathon, that took place in September 2018 in Limassol, promoted the development of applications using Public Open Data among computer programmers, analysts, designers, communication and marketing experts, students and advocates.

Ipodamos - Town Planning and Housing Department's Integrated Information System

Cyprus is developing an integrated information system called Ipodamos for the Town Planning and Housing Department that cover the IT needs and demands of the Department, as well as the management of Building Permits from the District Administration Offices. The System is expected to be a powerful tool for the upgrading of the services offered by the Department, aiming at accelerating the bureaucratic procedures as well as of the average response time to citizens' requests. The system is expected to be up and running in 2020.

Cyprus Government Portal

The **Government Portal** is an institutional website and the main entry point to public information and services. Users can visit governmental and non-governmental sites of informative and interactive content.

The Portal is accessible for anyone; however, certain eServices require user-ID and password.

Point of Single Contact (PSC) Cyprus

PSC serves businesses and entrepreneurs, whether in Cyprus or in other EU Member States, interested in pursuing their business aspirations in Cyprus. The Portal, established as a one-stop-shop and in accordance with the EU Services Directive, provides comprehensive information relating to the procedures and formalities required for the access to, or exercise of, service activities in the country, online submission of application forms, and tracking the progress of applications submitted.

Procedures required are available, classified by service sector and/or alphabetical list. They are also obtainable via a search engine. Through the **Personal Space**, registered users can submit application forms, view the application forms submitted and track the progress of their ongoing procedures. A step-by-step guide is provided for submitting application forms.

Government Secure Gateway (Ariadni)

The **Government Gateway - Ariadni** provides the foundation for delivery of the vision for a Joined-up Government and will ultimately constitute the central passage to all electronic transactions between citizens, businesses, institutions and the government. Currently, with 40 eServices provided, Ariadni is expected to comprise a highly secure environment, and a resilient 'always on' service and a capacity to handle high volumes. In terms of functionality, it incorporates a unified registration and authentication service, allowing users (citizens, businesses, institutions, etc.) to conduct their transactions with the relevant Government Organisations over the Internet in a secure manner, with a single set of credentials, using any application, any device, anytime, anywhere. Additionally, Ariadni provides interoperable, secure and authenticated web-based interconnection of back-end systems. The project has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. Common core Services provided through Ariadni include:

- Common user identity management/authentication and authorisation;
- Single sign-on credentials;





- Common messaging facility;
- Online payments;
- Integration tier, offering reliable, standards-based information exchange between systems.

Ariadni has been enriched with information/guidelines related to governmental procedures/services that are provided to citizens/businesses. Users can now find a full set of information for each governmental procedure such as, description, relevant legislation, required certifications, fees required etc. Government procedures are categorised by sectors. In 2016, the Government of Cyprus approved an [Action Plan 2016-2017](#) for the modernisation of the Ariadni. Following the Action Plan 2016-2017, a study for the migration of Ariadni and the Cyprus [Government Portal](#) on a single platform is under preparation. The contractor will develop a comprehensive proposal to design a customer-centric, user-friendly and informative platform. The study was completed in May 2018.

Networks

Government Data Network (GDN) and Government Internet Node (GIN)

The Government Data Network (GDN) interconnects all government information systems and organisations. GDN is a broadband network based on L3 Ethernet technology over which all government systems are interconnected, exchanging information via web workflow technologies. GDN provides a secure and fast interconnection between the various local area networks of the civil service (Intranet) and furthermore facilitates a secure and fast connection of government organisations to the Government Internet Node (GIN).

GIN provides an interface between government information systems and the Internet, thus offering Internet, Extranet and Intranet services to all public entities, civil servants, and citizens/businesses. These include connections to private networks of the European Union.

Unified Data Centre (UDC)

In 2018, the development of a Unified Data Centre (UDC) unified the IT systems of the Ministry of Labour, Welfare and Social Insurance (MLWSI). In the first quarter of 2019, the Social Insurance System migrated to the UDC.

Data Exchange

Current status

The Government of Cyprus achieved the first target of 100% coverage of the country with broadband infrastructure, using DSL broadband network, installed by the incumbent telecommunications operator offering speeds of at least 2Mbps.

Electronic Office Automation System (eOASIS)

eOASIS was developed in cooperation between the Department of Information Technology Services (DITS), the [Public Administration and Personnel Department](#) and the State Archives. eOASIS is a system that deals with the electronic management of official documents in the Public Service. eOASIS goes beyond document management as, through its workflow engine, it also automates the procedures and regulations that govern document capture, archiving, security classification, access, distribution and disposal, including their final destruction or long-term preservation for future accessibility by the public and researchers. Thus, eOASIS serves as a records management system.





The system currently operates in 22 government organisations including the Cyprus Police and serves around 4 000 users. Following the positive findings of a cost-benefit analysis and a comparative study between different software platforms and eOASIS, the eGovernment Board has approved the rollout of eOASIS to all the remaining Government Organisations.

The deployment of eOASIS will be done in two phases. Phase I is currently in progress and will cover the needs of around 1 100 users, which will be served using the current infrastructure. Phase II concerns approximately 7 000 users and will begin with the tender procedures for the procurement of the hardware, software and services required to accommodate the additional load as an extension to the existing infrastructure.

The eOASIS was awarded the FileNet EMEAN Innovation Award in May 2007, followed by the Cyprus Innovation Prize, given by the Employers and Industrialists Federation in June 2007.

eDelivery in Cyprus

eDelivery in Cyprus, a project under the CEF programme, is building the eDelivery infrastructure in the country. The Department of Postal Services is coordinator of the consortium. A pilot programme is under way to connect the municipalities with the Union of Cyprus Municipalities to transfer in a safe and trusted way their financial statements and to automatically consolidate them at central level by using the eDelivery infrastructure.

eID and Trust Services

Progress in the field of eID

The eGovernment Board decided that the Government will purchase media from the private sector instead of developing government PKI infrastructure.

Qualified certificates for qualified or advanced eSignatures and e-Identification aim the High Assurance Level based on Regulation (EU) No. 910/2014 (on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation)) and national legislation.

An Agreement was signed between the Cyprus Government and eGovernment Academy of Estonia (in the context of a MoU signed by the two countries concerning eGovernment). The Agreement entered into force using Estonian expertise in preparing the policy and Action Plan for the eID (eSignature and eIdentification) project (setting up stages and involving accordingly the stakeholders), which was completed in May 2017.

In September 2017, the Government announced its intention to have an open tender for the purchase of an eID solution for secure digital transaction tools in the private and public sector. However, in February 2019, the eGovernment Board made a new decision regarding the eID. The Government will prepare a national scheme on eIdentification and eSignature by changing relevant legislation that impacts the competent authorities. The eIdentification providers that will be authorised according to the national scheme will be able to provide eID to the Cypriot citizens. Therefore, no tender competition will take place.

eProcurement

Electronic Procurement portal (ePS)

The ePS, which was recently upgraded, is a web-enabled system that constitutes a holistic solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law of public procurement. The portal provides:





Contracting Authority Services, i.e. a collaborative eProcurement environment for organising activities related to call for tenders. Services provided support the procurement and management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union and the National Gazette, the electronic publication of tender documents and the electronic submission of tenders. Advanced services include automated evaluation of tenders and support for electronic auctions. The system also incorporates an electronic catalogues module that allows for electronic ordering of common use goods established under framework agreement contracts.

Economic Operator Services, for transparent and secure preparation and electronic submission of requests for participation tenders. The system employs an automated notification of Economic Operators function when a competition is published in their field of operations and when a change occurs in a competition they participate. The system is managed by the [Public Procurement Directorate](#) of the Treasury of the Republic of Cyprus and was the recipient of the 'Good Practice Label' of the fourth European eGovernment Awards, 2009.

The ePS is also used by the State General Laboratory of Cyprus (SGL) for publishing tenders. Since 2018, the quotations of the tenderers have been uploaded to the system and downloaded by the SGL.

eInvoicing

eInvoice in Cyprus

Cyprus is promoting eInvoicing as an important initiative. It is raising awareness with the development of websites such as [Electronic Pricing](#) and the creation of ad-hoc webpages on already existing websites, such as one dedicated to [eInvoicing for local authorities](#). As a result of the project [eInvoice in Cyprus](#), since April 2019 the Government has been able to accept eInvoices. The Department of Postal Services, as the pilot organisation, accepts and issues eInvoices directly to/from its ERP System.

ePayment

Current status

The Republic of Cyprus has implemented [electronic payments](#). Nowadays, it is possible to pay bills, university fees, and renew several licences thanks to the collaboration between the Government and the Ariadni team.

Several online payment services are enlisted on the online web portal of the Web Portal of the Republic of Cyprus. In addition, some services which are provided through Ariadni can be fully completed electronically using the payment engine of this gateway. The payment engine of Ariadni is currently being used by other systems/portals and/or can be used in the future as a single payment engine for the various services provided by the Government. Another service that can be paid online is related to fees to be paid to the [Government Printing Office](#). The clients, as local authorities, public organisations, law offices, insurance companies, citizens and others interested parts, can pay for publications on the Government Gazette using electronic payments.

Specific cross-border eServices are also provided through the [Cyprus Business Portal](#).

Government Secure Gateway

The medium-term project known as the [Government Secure Gateway](#) project is considered one of the most important infrastructure projects for the successful implementation of the eGovernment policy. The project is undergoing the process of quality review.





The Gateway will comply with the vision for a Joined-up Government constituting the central channel for all electronic transactions between citizens, businesses and public institutions. It is expected to be a highly secure environment, with a resilient "always on" service and capacity to handle high volumes of transactions and data.

From a functionality point of view, it will include unified registration and authentication services ensuring security for users' activities with a single set of credentials using any application, any device, anytime, anywhere.

The main technical characteristics of this solution are the following:

- Common user identity management/authentication and authorisation services;
- Single sign-on credentials (supported across all government e-services, national, regional and local);
- A common messaging facility;
- Online payments, and
- An integration tier (offering reliable delivery of standards-based data/information between systems and applications).

It is assumed that base registries will play an important role within the interconnection to this secure middleware platform and that Cyprus will take a step further in the implementation of the Once-Only principle.

Knowledge Management

Knowledge Management and Training Network

The Cyprus Academy of Public Administration fosters innovation and competitiveness by building a nationwide Internet-based knowledge management/training network, one that will connect all public service organisations to an online information/knowledge sharing platform with eLearning capabilities. It has also designed and implemented an eLearning programme entitled Contemporary Public Administration and the Case of Cyprus, which has been offered to public servants since the second semester of 2017.

Archive digitalisation

The Press Information Office began digitising its archives more than a decade ago. More specifically, all **official press** releases issued by the Government since 1960 have been digitised. The newspaper archive dating back to 1878 is in the process of being digitised. Digitised material is accessible to the public, free of charge, at the Nicosia Research Center, at PIO premises, and research centres in Limassol, Larnaka and Ayia Napa. The PIO's vast photographic archive is also in the process of being digitised and will soon be available online. Finally, the publications of the PIO and those it issues on behalf of the ministries and independent services are currently being digitised and uploaded to the **website** created by the PIO.

In order to move forward with the digitisation of a larger volume of newspapers, the PIO secured EU funding, jointly with the Cyprus Broadcasting Corporation, within the framework of the cross-border cooperation programme Greece-Cyprus 2014-2020. More specifically, the project entitled Digital Herodotus II, with a total budget of EUR 1.208 million and a duration of 28 months, was approved by the competent committee. During the implementation phase, research was carried out concerning the maintenance of the newspapers and the space in which they are kept, as well as the electronic search engine for retrieving press clippings.

Cross-border platforms

THESEAS system





The **THESEAS** system is the first fully integrated and web-enabled customs system in Cyprus. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. THESEAS Systems have the following interfaces:

- An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system;
- Interface with the EU and other member states through the CCN/CSI network;
- Interface with other stakeholders through web interface or B2B interface.
- The system supports:
 - Electronic submission of cargo;
 - Submission of declarations (Manifest, Import, Import Control System, Export Control System, Excise Movement and Control System);
 - Electronic payment of customs duties.

EESSI – Electronic Exchange of Social Insurance Information

Cyprus is in the process of implementing EU rules on social security coordination by adopting **EESSI – Electronic Exchange of Social Insurance Information**, an IT System that helps social security institutions across the EU exchange information more rapidly and securely.

National Contact Point for Cross Border Healthcare

The project **National Contact Point for Cross Border Healthcare** is being developed to comply with the **Cross-Border Healthcare Directive**. The ultimate goal is to provide all EU citizens with equal access to quality healthcare, responding to their specific needs. Whether that means seeking a second opinion in another Member State or taking a child with a rare disease to a specialist on the other side of the EU, people need the reassurance that they will receive the best care possible and that they will not be left to shoulder the financial burden alone. To achieve this result, one of the key points is to improve access to information on healthcare in other European countries.

Interconnecting EU Land Registers

The Department of Lands and Surveys is implementing the INSPIRE Directive, and the requirements of the eJustice portal to connect the European Land Registers.

Base registries

Interconnecting EU Land Registers

The Department of Lands and Surveys is one of the main Base Registries in Cyprus. In 2018, data exchange (property searches) became available for all governmental departments through the Government Data Warehouse. In rare instances, this can also be done through web-services (system-to-system).





Digital Government Services for Citizens

The information in this section presents an overview of the basic public services provided to the citizens. These were identified taking inspiration from Your Europe, a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for citizens are as follows:

- Travel
- Work and retirement
- Vehicles
- Residence formalities
- Education and youth
- Health
- Family
- Consumers

Travel

Documents you need for travel in Europe

Passport

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <http://www.moi.gov.cy>

Description: Information and forms to download.
Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online.
Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

Work and retirement

Working abroad, finding a job abroad, retiring

Job search services by labour offices

Responsibility: Central Government, Ministry of Labour, Welfare and Social Insurance, Department of Labour

Website: <http://www.pescps.dl.mlsi.gov.cy/>

Description: The Public Employment Service Online System enables users to search the job vacancies database according to criteria that matches their profile. It also allows employers to publish and manage job vacancies.





eGovernment portal

Responsibility: Central Government

Website: <http://www.cyprus.gov.cy>;
<http://www.cyprus.gov.cy/portal/>

Description: The national eGovernment portal acts as an institutional website through which the public can access various government information and services via a single point of entry, based on the life-event cycle. The portal's services are classified first by the types of users: citizen, residents abroad, business and government, and second by themes of interest (or life events) depending on the selected user. The portal is available both in Greek and English.

Professional qualifications

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

Responsibility: Several stakeholders

Website: <http://www.highereducation.ac.cy/en/kysats.html>;
<http://www.businessincyprus.gov.cy/>;
<http://www.etek.org.cy>;
<http://www.moh.gov.cy/moh/cmc/>;
<http://www.law.gov.cy>;
<http://www.icpac.org.cy/>

Description: Depending on the profession, this information is provided by the relevant stakeholder in Cyprus. For example, KYSATS is the competent authority of the Republic of Cyprus for the recognition of Higher and Tertiary Education qualifications obtained home and abroad.

Unemployment & benefits

Unemployment benefits (Standard procedure to obtain replacement income in case of unemployment)

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance, Social Insurance Department

Website: <http://www.mlsi.gov.cy/>

Description: Information and forms to download. Applications and payments are managed by local Social Insurance Offices, in cooperation with the Department of Labour.

Taxes

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Department

Website: <http://taxisnet.mof.gov.cy/>

Description: The TaxisNet system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the taxpayer's relevant information, such as name, address, correspondence address,



contact details and taxpayer ID. Alternative delivery channels for the service are available via the Tax Department.

Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Transport, Communications and Works, Road Transport Department

Website: <http://www.mcw.gov.cy/rtd>

Description: Personal submission of documents to the Department of Road Transport is required for obtaining the licence. The site contains information, forms to download and offers some online features. For example, candidate drivers are given the option to select the date, time and place of their test via the Internet. Online payment of the fee is also available. A once-only option to retrospectively change the date of the driving test is also available.

Insurance

Third-party insurance

Responsibility: Road Transport Department

Website: <http://www.mcw.gov.cy/>

Description: Under N.96 (I)/2000 Third party Motor Insurance Law, all vehicles must have at least third-party liability insurance. Third party insurance is the minimum obligatory cover under Cypriot law to ensure that compensation can be paid to victims of an accident.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Transport, Communications and Work, Department of Road Transport

Website: <http://www.mcw.gov.cy/>
<http://rtd.mcw.gov.cy/>
<http://www.mcw.gov.cy/rtd>

Description: The site offers services for the registration of motor vehicles and motor bikes. For new cars, the entire process can be completed online, including payments. Registration of vehicles can also be made via intermediaries, such as authorised car dealers and importers. The use of the web system is not mandatory; some dealers follow the manual process.



Residence formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Interior, Civil Registry and Migration Department

Website: <https://cge.cyprus.gov.cy>
<https://ecivil.crmd.moi.gov.cy/>

Description: The following related eServices are offered:

- Change of postal address;
- Verification of personal details.

Sign on for accessing is achieved through the Ariadne portal. The service 'announcement of moving' and change of residence address requires a revision of the related law, as it affects the electoral district of a citizen/voter.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department, Municipalities

Website: <https://cge.cyprus.gov.cy>
<https://ecivil.crmd.moi.gov.cy/>

Description: The following related eServices are offered through online application submission:

- Re-issuance of Birth Certificates and Consular Birth Certificates;
- Re-issuance of Election Booklets (due to loss);
- Re-issuance of Permanent Residence Certificate.

Sign on for accessing as well as payment for the above services are achieved through Ariadne portal.

Criminal Record Certificate

Responsibility: Cyprus Police

Website: <http://www.police.gov.cy/>

Description: Physical presence is required because the service is not online.

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

Responsibility: Central Government, Cyprus Police

Website: <http://www.police.gov.cy/police/>

Description: Information only, no online declaration possible.
According to current legislation, citizens must declare crimes such as theft, in person.

Housing (building and housing, environment)

Responsibility: Central Government, Ministry of the Interior, Town Planning and Housing Department, Municipalities

Website: <http://www.moi.gov.cy/tph>

Description: Information and forms to download. The related procedure involves a number of authorities.





In general, before any development is realised, it is necessary to secure first a planning permit (unless such a permit is considered as given) and subsequently a building permit. Planning permits are issued by Planning Authorities and building permits are issued by Building Authorities. The municipalities of Nicosia, Limassol, Paphos and Larnaca and the regional Officers of the Town Planning Department are Planning Authorities. All municipalities as well as all District Officers are Building Authorities.

For developments in communities, a planning application is submitted to the Planning Authority (regional Officers of the Town Planning Department) and once it is approved, a building application is submitted to the Building Authority (the District Officer).

Similarly, for developments within municipal limits, a planning application is submitted to the Planning Authority (the regional Officer of the Town Planning Department or the municipality itself) and once the planning permit is granted a building application is submitted to the Municipality.

In December 2014, the responsible department signed the relevant contract for the development of an integrated information system aiming at covering the IT needs and demands of the department, as well as managing the building permits from the district administration offices. The project duration is 52 months. The project does not cover municipalities. The integrated information system is expected to be a powerful tool for the upgrading of the services offered by the Department, with purpose that of improvement in the bureaucratic procedures as well as of the average response time to citizens' requests, and therefore the better and more effective public service. The system was up and running in the first quarter of 2019.

Procedures relating to immovable property

Responsibility: Departments of Land and Surveys, Ministry of Interior

Website: <http://portal.dls.moi.gov.cy/en-us/homepage>

Description: The Department is solely responsible for the provision of services in connection with all the rights related to immovable property – registration, valuation, general assessment (for tax purposes), tenure, surveying, cartography, geodesy and hydrography, as well as the management of all property belonging to the State.

Passport

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <http://www.moi.gov.cy>

Description: Information and forms to download.
Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online.





Elections

Participation in elections

Responsibility: Ministry of Interior, Central Election Service

Website: <http://www.moi.gov.cy>

Description: Citizens living abroad can submit electronically a declaration for exercising their right to vote. This service becomes available online only for a few months, prior to an election (please note that no dedicated url address exists; it is specified accordingly, and the relevant link is displayed on the official government websites of the Ministry of Interior and Press and Information Office).

Education and youth

School

Enrolment in higher education/university

Responsibility: Central Government, higher education institutions

Website: [University of Cyprus](#); [Open University of Cyprus](#); [Cyprus University of Technology](#); [Higher Hotel Institute](#); [The Cyprus Forestry College](#); [The Police Academy](#)

Description: Information and forms to download, using the websites of the individual institutions.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Local Government

Website: http://library.ucy.ac.cy/ENGLISH/index_en.htm;
<http://www.cypruslibrary.gov.cy/>;
<http://www.cln.com.cy/opac2/zConnectENU.html>;
<http://www.cut.ac.cy>

Description: Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.

Student grants

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance.

Website: <https://cge.cyprus.gov.cy>;
<http://www.mlsi.gov.cy/>

Description: Information and forms to download. Alternative delivery channels for the service are available via the Citizen Service Centres.





Researchers

Information and assistance to researchers

Responsibility: EURAXESS Cyprus

Website: <http://www.euraxess.org.cy/>

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Local Government

Website: http://library.ucy.ac.cy/ENGLISH/index_en.htm;
<http://www.cypruslibrary.gov.cy>;
<http://www.cln.com.cy/opac2/zConnectENU.html>;
<http://www.cut.ac.cy/>

Description: Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.

Research funding support Research Promotion Foundation (RPF) (currently N/A)

Responsibility: Research Promotion Foundation (RPF)

Website: <http://www.research.org.cy/>

Description: The Electronic Proposal Submission System of the RPF is currently under construction. Until the completion of the electronic system, all research proposals should be submitted in printed form.

Volunteering

Voluntary social involvement I

Responsibility: Central Government, Office of the Commissioner on Volunteerism and NGOs

Website: <http://www.volunteercommissioner.gov.cy>

Description: The Commissioner's office supports voluntary initiatives that encourage the active participation of citizens, especially the youth, in environmental awareness issues, education, culture, sport, etc., always respecting the autonomy and independence of voluntary and non-governmental organisations. The website of the Commissioner on Volunteerism and NGOs allows citizens to apply online for becoming volunteers and provides information regarding the activities planned (current/future) under the supervision of the Commissioner for Volunteerism and NGOs.





Voluntary social involvement II

Responsibility: Youth Board of Cyprus

Website: <http://onek.org.cy/>

Description: The Youth Board of Cyprus acknowledges the importance of volunteerism not only on the personal development of young people but also on the cultivation of collective consciousness and social solidarity developed a Youth Volunteer Team, in order to actively contribute in the promotion of volunteerism amongst young people.

Health

Healthcare

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

Responsibility: Central Government, Ministry of Health

Website: <http://www.moh.gov.cy>

Description: Information and forms to download.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health

Website: <http://www.moh.gov.cy/>

Description: Information and forms to download for an application to obtain a medical card.
With regard to medical costs, no application for reimbursement of the citizen is required because citizens are charged according to what they are entitled to, i.e. according to their medical card category. Depending on entitlement status, medical costs to the citizen for government medical services can vary from zero fees, to reduced fees, to payment of full cost.

Family

Children and Couples

Child allowances

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance.

Website: <http://www.mlsi.gov.cy>

Description: Alternative delivery channels for the service are available via the Citizen Service Centres. Information and forms to download





Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <https://cge.cyprus.gov.cy>
<https://ecivil.ccmd.moi.gov.cy/>

Description: The following related eServices are offered through online application submission:

- Re-issuance of Birth Certificates and Consular Birth Certificates;
- Re-issuance of Election Booklets (due to loss);
- Re-issuance of Permanent Residence Certificate.

Sign on for accessing as well as payment for the above services are achieved through Ariadne portal.

Consumers

Shopping

VAT refunds and excise duties

Responsibility: Ministry of Finance (Department of Customs and Tax Department)

Website: <http://www.mof.gov.cy/customs;>
[http://www.businessincyprus.gov.cy/.](http://www.businessincyprus.gov.cy/)

Description: Several related online services are available from the websites of the responsible departments or from the Cyprus Business Portal. The portal serves businesses and entrepreneurs, whether established in the Republic of Cyprus or in other EU member states, interested in pursuing their business aspirations in the services sector of Cyprus. The portal provides comprehensive information relating to the procedures and formalities required for the access to, and the exercise of, service activities in the Republic of Cyprus, online submission of application forms, tracking the progress of applications submitted, and receipt of decisions.

Consumer protection

Responsibility: Competition and Consumer Protection Service, Ministry of Energy, Commerce, Industry and Tourism, Cyprus Consumers' Union and Quality of Life

Website: [http://www.mcit.gov.cy/;](http://www.mcit.gov.cy/)
[http://www.consumersunion.org.cy/;](http://www.consumersunion.org.cy/)
http://www.mcit.gov.cy/mcit/cyco/cyconsumer.nsf/index_gr/index_gr?opendocument

Description: These websites allow consumers to fill in an online form in order to submit a complaint and find information regarding their rights as consumers.

Postal Codes, Postal rates, Track & Trace of postal items, and Location of Post Offices and Citizen Centers (KE.PO.)

Responsibility: Cyprus Post

Website: <https://www.cypruspost.post/>





Description: As far as the online postal services are concerned, new Application Programme Interfaces (APIs) have been built to facilitate the easy integration to online systems for Postal Codes, Postal rates, Track & Trace of postal items, and Location of Post Offices and Citizen Centers (KE.PO.).

Internet and telecoms

Telecommunication service comparison tool

Responsibility: Office of Electronic Communications & Postal Regulations (OCECPR)

Website: <http://www.ocecpr.org.cy/>

Description: The tool allows customers to compare different products and services offered by telecommunication providers operating in Cyprus.

Energy supply

Living facilities and energy

Responsibility: Electricity Authority of Cyprus

Website: <https://www.eac.com.cy>

Description: The website of the Electricity Authority of Cyprus provides the following online services: bill payment, meter reading, submission of complaints about street lighting, tree punning or other complaints and suggestions.





Digital Government Services for Businesses

The information in this section presents an overview of the basic public services provided to the Businesses. These were identified taking inspiration from Your Europe, a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for businesses are as follows:

- Running a business
- Taxation
- Selling in the EU
- Human Resources
- Product requirements
- Financing and Funding
- Dealing with Customers

Running a business

Intellectual property

Intellectual property right

Responsibility: Central Government, Ministry of Energy, Commerce, Industry and Tourism
Department of Registrar of Companies and Official Receiver

Website: <http://www.cyprus.gov.cy>

Description: Information on the patent process in Cyprus is freely available at the web portal of the Republic of Cyprus, as well as several forms available for download and reuse.

Front Office for Trade Marks (Electronic Filing of Trade Mark Applications)

Responsibility: Central Government, Ministry of Energy, Commerce, Industry and Tourism – Department of Registrar of Companies and Official Receiver

Website: <https://cge.cyprus.gov.cy/>

Description: System for submitting electronically applications for trademarks. The service is now offered through the Cyprus Government Gateway Ariadni, provided that a citizen has been registered to the system as a user.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Ministry of Finance, Statistical Service of Cyprus (CYSTAT)

Website: http://www.mof.gov.cy/mof/cystat/statistics.nsf/index_en/index_en





Description: Information and downloads of statistical data, results of surveys and publications.
Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

Start-ups

Registration of a new company

Responsibility: Central Government, Ministry of Energy, Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver

Website: <http://www.businessincyprus.gov.cy/>
<http://www.mcit.gov.cy/>

Description: The eFiling system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. Available eServices allow for search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies and submission of applications for approval of company names; reservation of a company name.
The above web services can be also accessed through the Point of Single Contact.

Taxation

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Department

Website: <http://taxisnet.mof.gov.cy/>

Description: The TaxisNet system allows all taxpayers - natural persons and businesses - to submit VAT tax returns, VIES and INTRASTAT declarations electronically.
Alternative delivery channels for the service are available via the Tax Department.

VAT

VAT: declaration, notification

Responsibility: Central Government Ministry of Finance, Tax Department

Website: <http://taxisnet.mof.gov.cy/>

Description: The TaxisNet system allows all taxpayers - natural persons and businesses - to submit V.A.T. tax returns electronically. As from May 2017 the electronic submission of the VAT declaration (form VAT4) is mandatory through TaxisNet. In 2018, the Taxisnet system was





updated to enhance users' experience and automatically calculate citizens' taxes.
Alternative delivery channels for the service are available via the Tax Department.

Selling in the EU

Public contracts

Public procurement / eProcurement

Responsibility: Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate

Website: <https://www.eprocurement.gov.cy/ceproc/home.do>

Description: The service is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law.

Selling goods and services

Customs declarations (eCustoms)

Responsibility: Central Government, Ministry of Finance, Customs & Excise Department

Website: <http://www.mof.gov.cy/mof/>

Description: The THESEAS system is the first fully integrated and web-enabled customs system in Cyprus. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. THESEAS includes several modules such as: import manifest system; import declaration system; tariff-traffic system; import control system (ICS); export control system (ECS); excise movement and control system (EMCS) among other modules.

License Applications

Responsibility: Department of Electronic Communications

Website: [SPECTRAweb](#)

Description: SPECTRAweb allows businesses to make license applications online through any WEB browser in a computer aided way. SPECTRAweb is an application that allows users to upload paper forms as data inputs. After logging in, all users have the possibility to view, edit and track their applications.





Human Resources

Social security and health

Social contributions for employees

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance, Social Insurance Department

Website: <https://www.pay.sid.mlsi.gov.cy>

Description: The Social Insurance information system provides services for online payment of social contributions for employees or the self-employed, via direct debit. Registration as an authorised user requires an application and a direct debit order submitted to the District Offices, or the Citizen Service Centres. Upon submission of an application, a subscriber's number is given to the applicant. This number must be specified in the direct debit order prior to its submission to a bank. The order must be submitted by the applicant.

Product requirements

Standards in Europe

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Agriculture, Rural Development and Environment, Department of Environment

Website: http://www.moa.gov.cy/moa/environment/environmentnew.nsf/index_gr/index_gr?opendocument

Description: Information and relevant applications are available for download from the web sites of the relevant authorities involved, depending on the nature of the permit.

Chemicals (REACH)

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

Responsibility: Central Government; Ministry of Labour, Welfare and Social Insurance (Department of Labour Inspection)

Website: <http://www.cyprus.gov.cy>;
<http://www.mlsi.gov.cy>

Description: Laws and regulations regarding chemical substances are accessible on the dedicated part of the websites of the Government and Ministry of Labour, Welfare and Social Insurance (Department of Labour Inspection)





Finance and funding

Accounting

Comparison of fees by credit institution

Responsibility: Ministry of Finance

Website: <https://www.mof.gov.cy/mof/>

Description: A new website has been created to allow citizens and businesses to compare banks' fees linked to their bank accounts. This tool allows the public to be informed of current charges per service, thus increasing transparency and provide important information. The comparison includes 11 financial institutions operating in Cyprus. Through the website, consumers can learn in advance and before any transaction what the bank charges they are going to pay, and in particular the corresponding fees of other banks, to make informed decisions. It is an important and useful tool for promptly informing consumers about the fees charged in relation to the following representative services through the provision of clear, comprehensive and complete information: maintaining an account (current account, savings account, etc.), provision of debit cards, provision of credit cards, cash withdrawal, granting of a cheque book, SEPA credit transfers in euro, credit transfers outside SEPA in euro and in other currencies, standing orders, direct debits, return of checks due to inadequate balance, currency services, overdrafts, exceedances, and providing a copy of account statement.

Getting funding

The Cyprus Entrepreneurship Fund (CYPEF)

Responsibility: Central government

Website: <http://www.fundingprogrammesportal.gov.cy/>

Description: CYPEF is a fund established by the Republic of Cyprus to support and strengthen entrepreneurship in the country by enhancing access to finance to small and medium-sized enterprises (SMEs). Detailed information with regards to eligibility and financing terms can be obtained from CYPEF's financial intermediaries, which are commercial banks operating in Cyprus. The bank, which is solely responsible for receiving and evaluating loan applications, and subsequently disbursing and monitoring the SME loans, for the time being, is inside the Bank of Cyprus and is acting as an intermediary for CYPEF's purposes. It is expected that other banks will soon join the specific financing mechanism.

Funding Programmes Portal

Responsibility: Central government

Website: <http://www.fundingprogrammesportal.gov.cy/>

Description: The Information Portal for Funding Programmes serves as the first step in finding information about funding opportunities offered through both national and European Programmes and Schemes. It is supported by a help desk offering additional information by email, telephone or direct contacts. Enterprises, organisations and citizens





may also register as members of the Portal and receive email alerts whenever new calls are uploaded on the Portal, in the programme categories of their interest. They can also get alerts on new calls through the Portal's account on twitter at [@FundingPortalCY](#).

Dealing with customers

No public services were reported in this domain to date.



The Digital Government Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. There are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Chariclia Olymbiou and Christina Charalambidou, Department of Information Technology Services, Ministry of Finance.

 *The Digital Government Factsheets are prepared for the European Commission by Wavestone*

An action supported by ISA²

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