



European
Commission



Digital Public Administration Factsheet 2020 Greece

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1

Country
Profile

1 Country Profile

1.1 Basic data

Population: 10 724 599 inhabitants (2019)

GDP at market prices: 187.456 million Euros (2019)

GDP per inhabitant in PPS (Purchasing Power Standard EU27=100): 69 (2019)

GDP growth rate: 1.9% (2019)

Inflation rate: 0.5% (2019)

Unemployment rate: 17.3% (2019)

General government gross debt (Percentage of GDP): 176.6% (2019)

General government deficit/surplus (Percentage of GDP): 1.5% (2019)

Area: 131 957 km²

Capital city: Athens

Official EU language: Greek

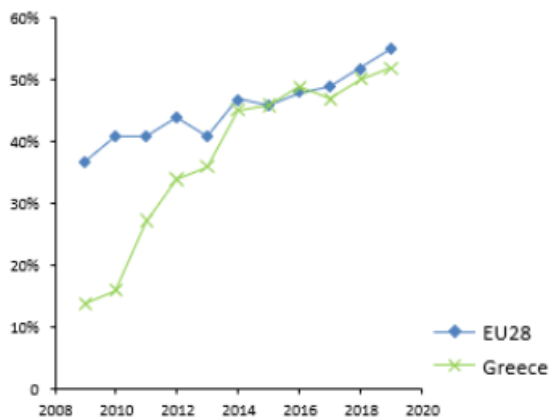
Currency: EUR

Source: Eurostat (last update: 24 April 2020)

1.2 Digital Public Administration Indicators

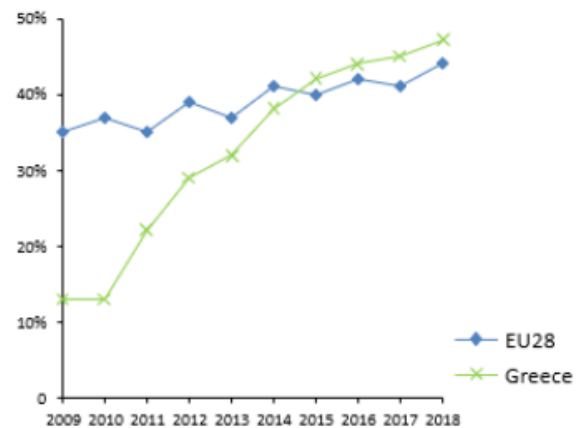
The following graphs present data for the latest Generic Information Society Indicators for Greece compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



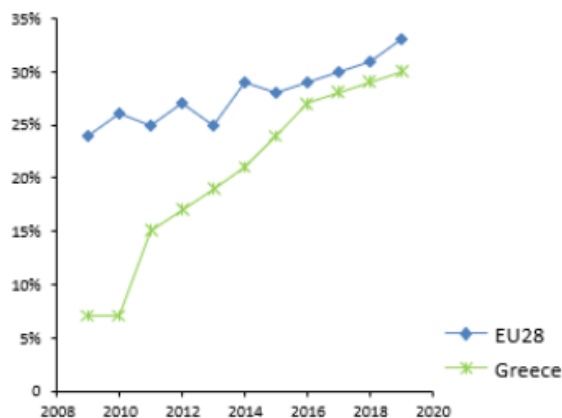
Source: Eurostat Information Society Indicators

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



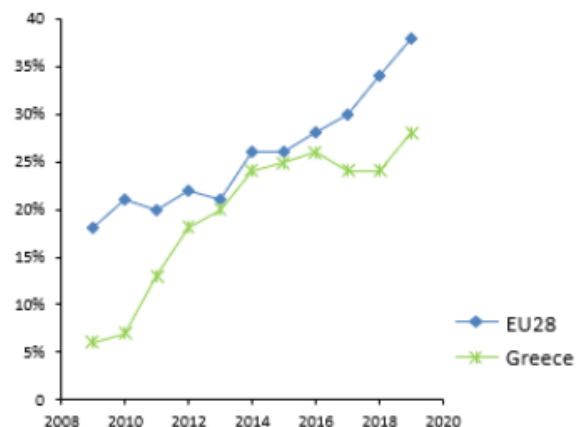
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

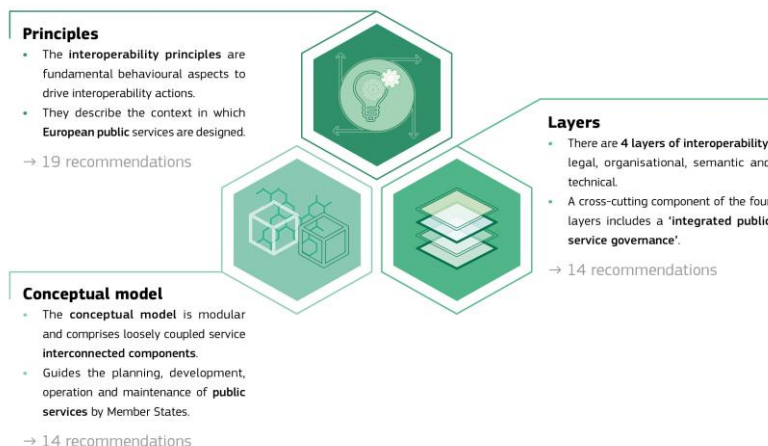
Percentage of individuals using the internet for sending filled forms to public authorities in Greece



Source: Eurostat Information Society Indicators

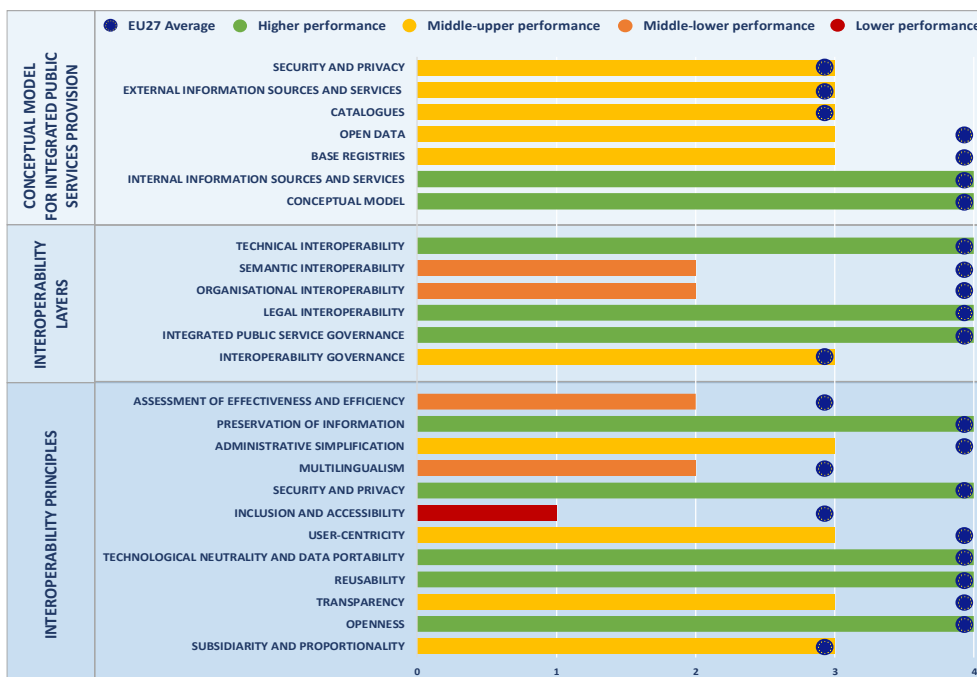
1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Greece in 2019. It is possible to notice an overall average performance of the country. The areas of improvements are related to principle of inclusion and accessibility, assessment of effectiveness and efficiency, and multilingualism.



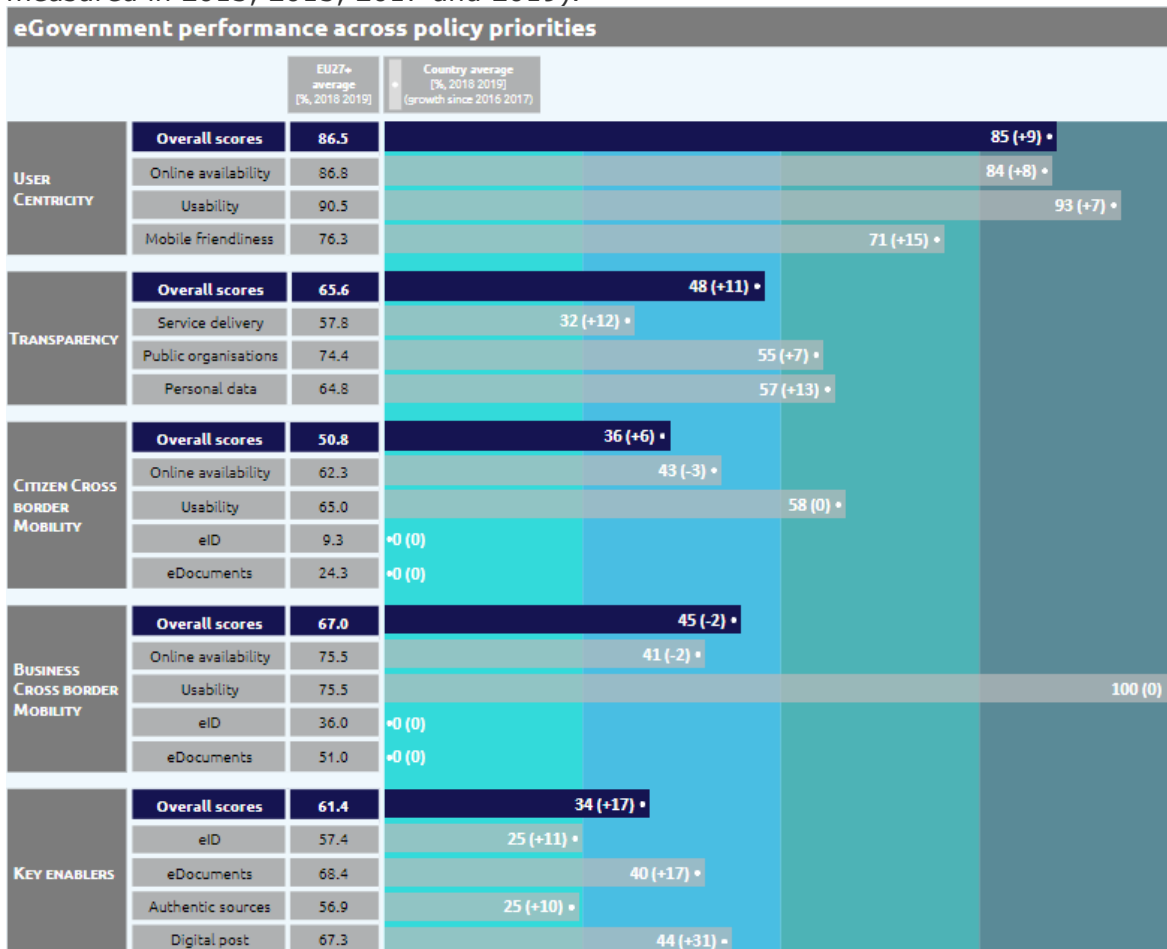
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets



2

Digital Public
Administration
Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The **National Program for Process Simplifications (NPPS)** established by law 4635/2019 provides the central intergovernmental framework, under the high supervision of the Prime Minister, aiming at the reduction of administrative burdens e.g. via the redesign and simplification of administrative processes, the modification, adaptation and simplification of the regulatory framework, the digitization of procedures and the improved interoperability of information systems, the improvement of information provided to citizens and enterprises about administrative procedures as well as the upgrading of physical service points.

The 'Digital Transformation Bible', to be launched in the first semester of 2020, is the new national digital strategy. It builds upon the five DESI chapters, combined with a strong governance model to coordinate the implementation with all actors concerned. It also foresees the coordinated implementation of major IT projects, some in a short-term, the so-called "Quick-win" projects; some will need a longer-term preparation.

Digital Public Administration Legislation

Under the law 4635/2019 is foreseen the development of a Single digital public administration portal, the so-called 'gov.gr', which will gather all digital public services under one single portal, and the development of the open Single Digital Map which will collect and centralise geospatial data such as land use and building planning.

With law 4623/2019 Ministry of Digital Governance is designated to co-ordinate the processing of all non-personal data of the public sector. Thanks to the Information System Interoperability Centre, a faster and easier interconnection between registries can be achieved.

The law 4624/2019 establishes additional measures for the implementation of the General Regulation Data Protection ("GDPR") and incorporates Directive (EU) 2016/680.

Digital Public Administration Governance

The **Ministry of Digital Governance** is a new element in the Greek government bringing together all the Information Technology and Telecommunications infrastructure, related to the provision of digital services to citizens and businesses in the country. Its strategic target is to provide the necessary framework for citizens and businesses in Greece to truly benefit from an inclusive Digital Single Market in the European Union, having the ability to both design and use effective digital services in a broad range of sectors including public administration, justice, health, energy, and transportation.

Digital Public Administration Infrastructure

The first version of the **central governmental portal** (gov.gr) was launched in March 2020 by the Ministry of Digital Governance and collects all the 507 services provided digitally by the State. Each new service that will be digitized in the future will be integrated in the platform. Citizens can access eServices using their TAXISNET credentials, which will be transformed and enhanced by a two-factor authentication (OTP) horizontal mechanism in the near future.



3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

National Digital Strategy

Greece's National Digital Strategy (NDS) (2016–present) focuses on seven intervention areas and objectives:

1. developing next generation national connectivity infrastructures;
2. accelerating the digitisation of the economy;
3. promoting the ICT industry to develop the digital economy and employment;
4. empowering human resources with digital skills;
5. thoroughly reviewing the provision of digital public services;
6. eliminating exclusion and disseminating the benefits of the digital economy; and
7. enhancing security and trust.

Following the Greek elections in July 2019, the Ministry of Digital Governance was set up, for the first time bringing together all information technology and telecommunications structures with the responsibility to coordinate at national level all efforts towards the digital transformation of the country. Greece's National Digital Strategy is now under assessment to be updated and replaced in early 2020 by the so-called Digital Transformation Bible.

The key vision of the Digital Transformation Strategy, the new national digital strategy, is to harness the transformative power of digital as a means of growth, to re-invent 'Digital Greece' and to create new sources of value by 2023. The main objectives include:

- serving citizens' needs rapidly and efficiently;
- increasing digital literacy and awareness to unlock the Greek human capital;
- transforming Greece into an attractive destination for incubating new digital businesses;
- supporting every Greek business in the transition to digital;
- mobilizing isolated data silos to produce added value; and
- providing 24/7, mobile, anticipatory, personalized and secure digital services to the Greek society and economy.

To effectively achieve its goals, the Digital Transformation Strategy is underpinned by a set of structural guiding principles, including: digital by default; omni-channel services (with primary focus on the mobile channel); citizen-centered approach in digital service design; inclusiveness and accessibility; transparency, integrity and accountability; facilitating cross-border services; once-only; interoperability by default; trustworthiness and security; and reuse of building blocks and solutions.

To effectively execute the digital transformation, Greece will structure its efforts and act towards the accomplishment of the following seven key goals: improving connectivity; enhancing digital skills and human capital; increasing the use of Internet services; enabling the digital transformation of businesses; providing digital public services; undertaking vertical digital interventions; and enhancing security and trust.

According to Article 35 of Law 4623/2019 (Government Gazette 134/A/9-8-2019), a Digital Transformation Coordination Committee is established as coordinating body to support the implementation of the national digital transformation policy. The Committee is composed of the relevant Directors from all Ministries and the Heads of the relevant organizations.

Strategy for Digital Growth 2014–2020

The vision of the Strategy for Digital Growth is 'to transform the productive model in a sustainable way with broad and effective use of ICT everywhere, while Greece will become a technological regional centre of innovation, excellence and service with international orientation, and friendly to humans and investment'.

The main areas of improvement are:

- open data;
- interoperability;
- smart applications and services;
- access;
- critical mass;
- digital skills; and
- IT governance and change management.

The main strategic objectives are the following:

- ensuring access to advanced digital infrastructures;
- creating a smart and viable ecosystem for a better quality of life;
- ensuring competitive entrepreneurship in the international digital environment;
- ensuring smart operation and interconnection of the state; and
- ensuring digital cohesion to tackle social challenges.

Strategy for eGovernment 2014–2020

The main vision of the Strategy for eGovernment is to promote the use of Information and Communication Technologies (ICT) as catalyst for development and modern governance tool. The Greek public administration will regain the trust of society and become more efficient and productive by providing citizens and businesses with more user-centric online services that will be constantly upgraded.

The strategy highlights the following principles:

- interoperability;
- comply or explain;
- consolidation;
- non duplication;
- once-only;
- feasibility and viability;
- transparency;
- accessibility;
- security and privacy; and
- participation of citizens.

The strategy has the following three main strategic objectives:

- modernisation of the state and public administration;
- reconnection of citizens with the state and public administration; and
- coordination of horizontal ICT policy in public administration.

National Programme for Process Simplifications

The National Programme for Process Simplifications (NPPS) was established by Law 4635/2019. Under the high supervision of the Prime Minister, the NPPS is the central intergovernmental framework aiming at the reduction of administrative burdens through (i) the redesign and simplification of administrative processes; (ii) the

modification, adaptation and simplification of the regulatory framework; (iii) the digitisation of procedures and improved interoperability of information systems; (iv) the improvement of information provided to citizens and enterprises about administrative procedures; and (v) the upgrading of physical service points. The NPPS is strongly connected to the overall development strategy of the country aiming at increasing competitiveness, productivity, openness, investment and employment stimulation, and citizen engagement. The effective simplification of processes and the reduction of administrative burdens on citizens, businesses and public administration is the biggest challenge of the new digital governance.

To reduce red tape in the new digital environment, Greece will also set up a Bureaucracy Observatory based on Article 47 of Law 4635/2019 under the Ministry of Digital Governance, and in particular the General Secretariat of Digital Governance and Simplification of Procedures. The core mission of the Bureaucracy Observatory will be to identify and measure administrative burdens on citizens, enterprises and civil servants deriving from legislation and administrative regulatory acts, as well as to draft annual reports on bureaucracy in Greece with qualitative and quantitative analyses.

Fourth National Action Plan on Open Government 2019–2021

Greece has been participating in the international collaborative initiative known as Open Government Partnership since 2012. In this context, the [Fourth National Action Plan on Open Government](#) from June 2019 to August 2021 was developed in cooperation with civil society organisations. The Action Plan promotes the further implementation of the national policy consisting of circulars towards all public service institutions, open access and re-use of public documents, and information and data. In particular, data management is a priority for the Greek public administration. The commitments undertaken in the [Action Plan](#) are structured in three main directions:

- public participation;
- open public data; and
- integrity and accountability.

3.2 Interoperability

eGovernment Interoperability Framework

The implementation of the Greek [eGovernment Interoperability Framework](#) (Greek eGIF), institutionalised by [State Law 3882/2010](#), begun on 28 October 2006. The project was carried out within the framework of the Operational Programme of the Information Society (OPIS) and aimed at defining standards, specifications and rules for the development and deployment of web-based front- and back-office systems for the Greek public administration at national and local level.

Digital Authentication Framework

The [Digital Authentication Framework](#) aims at effectively supporting eGovernment at central, regional and local level, and contributes to achieving interoperability at information system, procedure and data level. More specifically, the Framework sets the standards, procedures and technologies required for the registration, identification and authentication of eGovernment services users, including citizens, businesses, public authorities and civil servants. It also aims at creating an integrated and coherent set of policies regarding digital certificates and public key infrastructures.

Certification Framework for Public Administration Sites and Portals

The [Certification Framework for Public Administration Sites and Portals](#) specifies the directions and standards to be followed by public agencies at central or local level

when designing, developing and deploying the eGovernment portals of the public administration, and supporting eGovernment services.

Interoperability and Electronic Services Provisioning Framework

The **Interoperability and Electronic Services Provisioning Framework** defines the basic principles and the general strategy to be followed by public agencies when developing eGovernment information systems. It also provides organisational and semantic interoperability guidelines, as well as technical specifications and communication standards.

Based on Article 13 of **Law 4623/2019 (Government Gazette 134/A/9-8-2019)**, the Department of Electronic Governance and Interoperability of the Ministry of Digital Government is responsible for policy, organizational and legal issues regarding interoperability. Differently, the Interoperability Centre has now exclusive competence regarding the implementation of the overall framework for interoperability between actors of the Greek public administration, sectors and the individual registers of public administration bodies.

3.3 Key enablers

3.3.1 Access to public information

Di@vgeia Programme (CI@rity)

CI@rity is one of the major transparency initiatives of the Ministry of Digital Governance. Henceforth, decisions by public entities cannot be implemented unless they are uploaded on the CI@rity website, and each document is digitally signed and assigned an automatic and unique **transaction number**. CI@rity covers all public institutions, regulatory authorities and local governments. For the first time in Greece, the CI@rity Programme introduces the obligation to publish all decisions on the Internet, with the exception of decisions that contain sensitive personal data and/or information on national security.

3.3.2 eID and Trust Services

Cross-checking process

Recently the General Secretariat of Public Administration Information Systems undertook the process of cross-checking and correlating base registries as a key step in achieving the implementation of eID and trust services. The cross-checking process is specified in Articles 48 and 53 of **Law 4623/2019 (Government Gazette 134/A/9-8-2019)**.

3.3.3 Security aspects

National Cybersecurity Strategy

The **Greek National Cybersecurity Strategy** sets out the strategic objectives, the priorities, and the appropriate policy and regulatory measures to ensure a high level of protection of IT systems at national level. The **National Cybersecurity Strategy** is implemented centrally through the establishment of a specialized Directorate within the Ministry of Digital Governance (General Directorate of Telecommunications and Post). The Directorate aims at filling the organization and coordination gap among agencies operating in Greece in the field of cybersecurity, within both the public and private sector. In addition, the National Cybersecurity Strategy is evaluated, reviewed and updated, if necessary and no later than every three years, by the National Cybersecurity Authority.

Moreover, a ministerial Decision was issued regarding the safety of operators of essential services (OES) and digital service providers (DSP), aiming at establishing a unique framework for organizational and technical measures, compliance with basic safety requirements, communication with competent authorities and the methodology for determining service providers, in accordance with the provisions of Directive 2016/1148/EU of the European Parliament and of the Council of 6 July 2016 (OJ L 194) and Greek Law 4577/2018.

3.3.4 Interconnection of base registries

No political communications have been reported in this field to date.

3.3.5 eProcurement

Ministerial Decisions on eProcurement

Through Law 4412/2016 (Government Gazette 147/A/8-9-2016), the Ministry of Development issued a series of ministerial Decisions regulating the functioning of the National Electronic Procurement System and the Central Electronic Public Procurement Register.

3.4 Domain-specific political communications

Single Digital Map

With the adoption of Law 4635/2019 titled 'I invest in Greece and other provisions', any interested investor or citizen is able to know electronically what terms and conditions apply to a particular investment. The Single Digital Map, based on cadastral information, will unify geospatial data, namely:

- terms and restrictions of construction;
- land use;
- city plans;
- plot and building lines;
- land parcels;
- forests;
- Natura 2000 areas or special habitat protection areas;
- seashore, beach and port areas;
- waters, streams, wetlands, navigable rivers and large lakes;
- archaeological sites or historical sites; and
- traditional settlements or protected areas.

Once land registration is complete, the boundaries of all plots will be added. Should a public service refuse to grant their approval, a draft law is being prepared to protect the rights of citizens with a legitimate interest in geospatial data.

National Action Plan for Gender Equality 2016–2020

The National Action Plan for Gender Equality (NAPGE) 2016–2020 serves as a reference for a special category of electronic services that will be provided to mitigate digital inequalities and increase the availability of enabling services specific to persons' that are experiencing strenuous conditions. It includes a series of horizontal interventions across public policies, as well as vertical specialized policies aimed at women and men in areas where inequalities are identified. The combination of the interventions follows the strategy established in 1995 at the UN Beijing Platform, as well as the Communication of the High-level Group on Gender Mainstreaming (European Commission). The priority axes of the NAPGE follow the guidelines of the European Commission to Member States, adapting to the particular circumstances of Greece and covering the following policy areas:

- social inclusion and equal treatment of women who suffer multiple discrimination;
- gender-based violence;
- labour market, family and work-life balance; and
- education, training, culture, sports and media.

3.5 Emerging technologies

Memorandum of Understanding on Cooperation and the Exchange of Best Practices in the field of Distributed Accounting Technology

In October 2019, Greece signed the [Memorandum of Understanding on Cooperation and the Exchange of Best Practices in the field of Distributed Accounting Technology \(DLT\)](#) between the Republic of Cyprus, the French Republic, the Hellenic Republic, the Italian Republic, the Republic of Malta, the Portuguese Republic and the Kingdom of Spain.

Declaration on Cooperation on AI

Greece signed the [Declaration on Cooperation on AI](#) during the Digital Day 2018. Following that, Greece has been actively participating, jointly with the Ministry of Development and Investment and other stakeholders, in all relevant working groups at EU level, addressing AI from different perspectives, from the Digital Single Market to skills.

In this context, Greece's goal is to develop the National Strategy on Artificial Intelligence, followed by the relevant Action Plan, by the end of 2020. To that end, Greece is now identifying all relevant stakeholders that can contribute to defining the Strategy at all levels to start consultations with them. Issues that are now being investigated are:

- necessary legislative interventions;
- ethical dimension of AI;
- data collection and quality;
- skills for AI; and
- AI for the public sector.

A person in a blue suit is holding a pen, standing behind a desk. On the desk, there is a laptop, a stack of books, and a scale of justice. The person is looking down at an open book they are holding. The background is a blurred office setting.

4

Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Law 'I invest in Greece and other provisions'

Law 4635/2019 (Government Gazette 167/A/30-10-2019) contains numerous provisions regarding government digital services, such as:

- the creation of the open Single Digital Map which will collect and centralise geospatial data, such as land use and building planning;
- the creation of a single digital public administration portal, "gov.gr", which will gather all digital public services under one single portal;
- the implementation of the National Programme for Process Simplifications by the Ministry of Digital Governance to simplify administrative processes; and
- the precise procedure to be followed from 1 January 2021 for the compulsory electronic submission of applications to Administrative Courts.

Ministry of Interior regulations, digital governance provisions, pension arrangements and other urgent issues

Law 4623/2019 (Government Gazette 134/A/9-8-2019) provides, inter alia, for the following:

- where the provisions of Articles 1 to 40 of Law 3979/2011 (A '138) refer to the Minister of Administrative Reconstruction, hereinafter referred to as the Minister of Digital Governance;
- the Ministry of Digital Governance is designated to coordinate the processing of all non-personal data of the public sector within the meaning of Article 3 of Law 3979/2011 (A '138) and specifies the purpose and means of processing, in particular with a view to the strategic planning and processing, use and storage of data owned by such entities through the use of new technologies, such as interoperability of information systems and applications, transmission of data between bodies, cloud services, and high availability and re-use of public sector information and data at the conditions specified by PD 28/2015 (A 34) and Regulation (EU) 2018/1807 of 14 November 2018 on a framework for the free flow of non-personal data in the European Union (Article 47);
- the General Secretariat of Digital Governance and Simplification of Procedures (Article 21) is mandated to design and implement the government's digital transformation policy, promote digitisation and the use of eGovernment practices throughout the public sector, promote digital skills and provide related training opportunities to state employees. It is also responsible for undertaking all necessary initiatives for simplifying administrative procedures across the public sector and transforming them into digital processes, avoiding the development of digital red tape;
- the Digital Transformation Bible shall be introduced to update and replace the National Digital Strategy (Article 49); and
- the General Secretariat of Public Administration Information Systems is responsible, inter alia, for the electronic identification and authentication of citizens and for the Single Central Portal of the Hellenic Republic, i.e. a public access portal, as well as the cross-sectoral interoperability, and the interoperability of individual registers of the public sector and the public sector within the meaning of Article 3 of Law 3979/2011 (A '138).

Law on eGovernment

Law 3979/2011 (Government Gazette 138/A/16-6-2011) establishes a general framework for eGovernment in public administration, setting out: (i) the definition of

the basic principles, as described in Article 4; (ii) the obligations of the public sector for the use and exploitation of new technologies, as described in Article 6; (iii) the provision to citizens of the rights related to the processing of personal data and the use of ICT, as described in Articles 7, 8 and 9; and (iv) the regulation of matters concerning the storage and transmission of electronic copies, files and protocols, and issues related to the authentication of users of services, as described in Articles 14, 15 and 16. The Law places particular emphasis on:

- electronic communication and data exchange between natural/legal persons and the public sector;
- electronic submission of applications, statements and documents;
- dissemination of public sector information, as well as disclosure of documents to citizens and businesses by electronic means;
- engagement of citizens in eGovernment services;
- authentication;
- issuance, storage and types of digital certificates;
- online payments; and
- privacy and privacy issues.

Law on Urgent Measures to address the Consequences of COVID-19 and the Risk of Spreading

Law 4683/2020 (Government Gazette A '83/10.04.2020) establishes – among other things - the legal framework for urgent measures to i) address the consequences of the COVID-19 spread; ii) provide support to the society, in general, and entrepreneurship, in particular; and iii) ensure the smooth operation of the market and public administration.

In the third section, the Law contains arrangements for the digital operation and the response to urgent needs of public administration, including the issuance of documents via the national digital gateway of the public administration (“gov.gr” Portal), the submission by citizens of applications to public administration, the possibility for citizens to complete and electronically sign authorization documentations and declarations of honour, and the electronic submission of applications through Citizens’ Service Centres (KEP in Greek).

Law on the Unified Mobility System in Public Administration and Local Government

Law 4440/2016 (Government Gazette 224/A/2-12-2016) establishes permanent voluntary mobility of public sector personnel based on an electronic database and an evaluation procedure for submitted applications.

Law on the Democratisation of the Administration

Law 4325/2015 (Government Gazette 47/A/11-05-2015) extends Law 3979/2011 (Government Gazette 138/A/16-6-2011) regarding Electronic Identification (Article 10) and Electronic Exchange of Public Documents – Security of Information Systems of the Public Sector (Article 13), and amends Law 2690/1999 on the Ex Officio Internal Search of (Electronic) Certificates (Article 12). Specifically, Article 10 states that the authentication method for electronic services should comply with Regulation (EU) No 910/2014 (eIDAS) and technical issues relating to base registry authentications will be resolved through ministerial decisions.

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

Law on Web Content Accessibility Guidelines

The recent Law 4591/2019 transposes into Greek legislation Directive 2016/2102 to ensure the right to active and equal access of all users to websites and applications for mobile devices of public sector organisations.

Law on the Ratification of the Administrative Procedure Code and other Provisions

Law 2690/1999 on the Ratification of the Administrative Procedure Code and other Provisions specifies that 'interested persons have a right to access administrative documents created by government agencies'. The request must be in writing. Administrative documents are defined as 'all documents produced by public authorities such as reports, studies, minutes, statistics, administrative circulars, responses, opinions and decisions'. In addition, the 1999 Law allows citizens with a 'legitimate interest' to obtain 'private documents' relating to an administrative case. Documents relating to the personal life of an individual are not subject to the Law. Sensitive information, as defined by law, including that related to national defence, public order and taxation, cannot be released. Disclosure can also be restricted if documents relate to discussions of the Council of Ministers or could substantially obstruct judicial, military or administrative investigations of criminal or administrative offences. The Law was also a starting point for eGovernment initiatives in the area of transparency with regard to citizens' requests and the subsequent handling of their data.

Law on the Re-use of Greek Public Sector Information

The legislative framework on the re-use of public sector information comprises a set of laws implementing EU directives aiming at reusing different types of public sector information and increasing transparency in the activities of public sector authorities. In particular, in 2003 Greece implemented Directive 2003/98/EC of the European Parliament and of the Council. The transposing law was then amended by Law 4305/2014 in 2014.

Law on the Ratification of the Pension Rules of the Draft Financial Assistance Contract

Law 4336/2015 (Government Gazette 94/A/14-08-2015) provides for the creation of a portal ensuring easy access to legislation for citizens, both in published form and in codified version. The aim is for citizens to be able to trace all legislation relevant to their case in a clear and concise manner.

4.3.2 eID and Trust Services

Electronic Signatures

Presidential Decree 150/2001 came into force on 25 June 2001, implementing European Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures. In addition to defining electronic signatures and advanced electronic signatures, the Presidential Decree also deals with the legal consequences of electronic signatures, the liability of suppliers of certification, the obligation to protect personal information, the specific terms for recognised certificates and suppliers, the liability for the creation of a signature and recommendations for the verification of the signature. The matter is expected to be reformed by 2020.

Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), adopted on 23 July 2014, provides a regulatory environment for secure and seamless electronic interaction between businesses, citizens and public authorities in the context of electronic services.

4.3.3 Security aspects

Law on the Protection of Individuals with regard to the Processing of Personal Data

Law 4624/2019 (Government Gazette 137/A/27-8-2019) establishes additional measures for the implementation of the General Data Protection Regulation (GDPR) and incorporates Directive (EU) 2016/680. The Law must be complied with by all public and private sector bodies/organizations that process personal data in the context of their activity. The GDPR imposes a number of new obligations on editors, which derive from basic principles and in particular the enhanced principle of transparency in the way data is collected, processed and stored, and the new accountability principle, according to which the data controller is responsible to demonstrate compliance with all principles governing the processing of personal data. Also, new rights are introduced such as 'the right to be forgotten' and the right to data portability.

Law on the Protection of Personal Data and Private Life with regard to Electronic Telecommunications

Law 3471/2006 was adopted on 28 June 2006, revising Law 2472/1997 and aiming at setting preconditions with regard to personal data processing and the assurance of confidentiality in telecommunications. Law 3471/2006 was amended by Law 3917/2011 and Law 4070/2012.

The purpose of Articles 1 to 17 of this Law is the protection of the fundamental rights of individuals, in particular that to privacy. To that end, conditions are established for privacy in the context of personal data processing, and security and privacy of electronic communications.

Law on a High Common Level of Security of Network and Information Systems

Greece transposed Directive 2016/1148/EU of the European Parliament and of the Council concerning measures on a high common level of security of network and information systems across the Union into Greek legislation with Law 4577/2018 (Government Gazette 199/A/3-12-2018).

4.3.4 Interconnection of base registries

General Secretariat of Public Administration Information Systems

Pursuant to Articles 38-41 of Law 4623/2019 (Government Gazette 134/A/9-8-2019), the General Secretariat of Public Administration Information Systems has undertaken the technical implementation of all interoperability-related initiatives and the development of services. Key elements contained in the National Citizens Registry of the Ministry of Interior have started to be made available to the Secretary-General of Public Administration Information Systems. That way, the recognition of citizens in multiple state registries is improved, reducing bureaucracy and thus ensuring a better, faster and more efficient public service delivery.

Law on the National Register of Minors

The Greek government adopted [Law 4538/2018 \(Government Gazette 85/A/16-5-2018\)](#) of the Ministry of Labour, Social Security and Social Solidarity on foster care and adoption, and the creation of a digital National Register of Minors. The Law aims at improving the transparency of and speeding up the adoption and foster care processes. The entire life cycle of the service will be fully digitised.

In addition, the Law establishes the National Register of Candidate Parents and Approved foster parents of Minors under the supervision of the [National Centre for Social Solidarity \(EKKA\)](#) and the maintenance of a National Register of Minors and Special Registers by all child protection and care units operating as non-profit organisations, listing the details of the minors they are hosting.

4.3.5 eProcurement

Law on Public Procurement

[Law 4412/2016 \(Government Gazette 147/A/8-9-2016\)](#) on Public Procurement amends [Law 4155/2013 \(Government Gazette 120/A/29-5-2013\)](#), extends the provisions for eProcurement and sets the provisions for the adaptation of Greek procurement law to Directives 2014/24/EU and 2014/25/EU.

Among other provisions, the Law stipulates that public authorities are required to use the [National Electronic Public Procurement System](#) at all stages of the procurement process for contracts with an estimated value in excess of EUR 60 000, excluding VAT.

Law on Electronic Invoices

[Law 4601/2019 \(Government Gazette 44/A/9-3-2019\)](#) on Corporate Transformations and the Harmonisation of the Legislative Framework was adopted, including provisions transposing Directive 2014/55/EU on electronic invoicing in public procurement.

4.4 Domain-specific legislation

Law on eHealth

[Law 4600/2019 \(Articles 83, 84 and 101\)](#) on the Modernisation and Reform of the Institutional Framework of Private Clinics, the Establishment of a National Public Health Organisation and the Establishment of a National Institute of Neoplasia includes provisions relating to eHealth.

Presidential Decree 131/2003 on eCommerce

[Presidential Decree 131/2003 on eCommerce](#) was adopted on 16 May 2003 and transposes [Directive 2000/31/EC](#) of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

Law 4635/2019 on Geospatial Data

[Law 4635/2019 on Geospatial Data](#) provides for the creation of the open Single Digital Map, which will collect and centralise geospatial data, such as land use and building planning. Public sector bodies will be obliged to provide competent authorities with electronic access to all geospatial data they hold within their competence in digital form. Public agencies are also required to ensure accurate and up-to-date information on geographic data and arrange for the conversion of all their geospatial data into digital form.

4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public
Administration
Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of Digital Governance

The Ministry of Digital Governance is a new department in the Greek government bringing together all information technology and telecommunications structures related to the provision of digital services to citizens and businesses in the country. The strategic target is to provide the necessary framework for citizens and businesses in Greece to truly benefit from an inclusive Digital Single Market in the European Union, by both designing and using effective digital services in a broad range of sectors, including public administration, justice, health, energy and transportation.

More in detail, the Ministry has been mandated to:

- design and implement the government's digital transformation policy;
- promote digitisation and eGovernment practices throughout the public sector; and
- promote digital skills and provide related training opportunities to state employees.

The Ministry is also responsible for undertaking all necessary initiatives for simplifying administrative procedures across the public sector and transforming them into digital processes, avoiding the development of digital red tape. Moreover, the Ministry is mandated to coordinate activities with all other Ministries, government agencies and bodies to ensure interoperability across the board with regard to hardware, software and processes.

Several ICT entities operate under the Ministry of Digital Governance, i.e. Information Society S.A., Hellenic Post, the Hellenic Space Centre, National Centre of Audiovisual Media S.A., Electronic Governance of Public Insurance S.A., National Network of Infrastructures for Research and Technology S.A. and the National Documentation Centre. Moreover, the establishment of the Management and Implementation Authority for Information and Communication Technologies, an entity at Directorate level serving as sectoral executive authority of the Ministry, is of great importance, as it provides the necessary funding mechanism for the implementation of ICT projects.



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General Directorate for Cybersecurity

Under the responsibility of the General Secretariat of Telecommunications and Post of the Ministry of Digital Governance, the newly established **General Directorate for Cybersecurity** prepares the National Cybersecurity Strategy, setting out strategic objectives, priorities, and policy and regulatory measures for high-level IT security at national level.

5.1.2 Coordination

Ministry of Digital Governance

The Ministry of Digital Governance brings together all critical information technology and telecommunications structures related to the provision of electronic services to citizens and the country's broader digital transformation. In particular, the purpose of the Ministry is to simplify the digitisation of bureaucracy before converting any process to digital.

Until now, digital policies, eGovernment and citizen service resided in different units. At the same time, critical state information systems were scattered, resulting in parallel or conflicting planning, overlapping projects and waste of public money in general. From now on, a single structure at operational level helps to overcome the fragmentation of units and systems affecting the quality and cost of services provided. The scheme also presupposes continuous and uninterrupted cooperation among Ministries and agencies, as the purpose of the Ministry is precisely interoperability at all levels. The process is ongoing and requires interventions and coordination in areas such as policy, organization and legal.

5.1.3 Implementation

General Secretariat of Public Administration Information Systems

The mission of the **General Secretariat of Public Administration Information Systems** is to design, develop, produce and use Information and Communication Technologies (ICT) for the Ministry of Digital Governance, the Ministry of Finance and the public administration in general.

The General Secretariat of Public Administration Information Systems manages the information systems of all services of the Ministry of Digital Governance and the Ministry of Finance. It also hosts the systems of the Independent Public Revenue Authority, pursuant to Article 37 of **Law 4389/2016 (Government Gazette 94/A/27-5-2016)**, as well as those of other public administration entities.

In addition, the General Secretariat ensures the proper and uninterrupted operation of electronic services provided to citizens, businesses and public administrations through

its central, regional and backup computing infrastructures and applications, and the implementation of the required security and protection measures to infrastructure, software and data to avoid malicious attacks.

Pursuant to [Law 4389/2016 \(Government Gazette 94/A/27-5-2016\)](#), the General Secretariat of Public Administration Information Systems can design, develop, expand and productively operate central government cloud infrastructures for the whole Greek public administration. As a result, the General Secretariat is in charge of administering and managing the central government cloud and other infrastructures supporting the Cloud information system of Information Society S.A. It also has the mission to monitor the exclusive implementation and provision of electronic citizen identification services and the eGov Portal for public administration eServices by designing, developing and productively operating the necessary information systems.

Also, the General Secretariat has the power to exclusively provide digital certificates to all public agencies, either through contracts, agreements and partnerships existing at the time of the entry into force of the relevant agreement or through its organisational structures.

Furthermore, the General Secretariat is in charge of:

- exclusive implementation of overall interoperability between actors of the public administration, sectors and individual registers of public administration bodies, as sole responsible body for the development and production operation of the Interoperability Centre, and the coordination and implementation of all relevant actions in cooperation with the relevant bodies;
- planning and centralisation of commercial software licensing management by all public bodies, concluding centralised government agreements with companies providing software to save resources and ensure economies of scale in terms of cost of acquiring and maintaining software, as well as defining and implementing policies aimed at software piracy;
- coordination of technological directions and utilization options of the SYZEFXIS National Public Administration Network in the context of the information system design responsibilities for the wider public administration;
- development and management of the single system for the provision of electronic services and the necessary information systems under the heading 'Public Sector Network', pursuant to Article 39 of [Law 3979/2011 \(Government Gazette 138/A/16-6-2011\)](#);
- acting as the sole invoice reception point for public procurement and the routing node of data to the information systems of competent bodies through the Interoperability Centre;
- any other action necessary for the framework to exercise its responsibilities; and
- the overall design of the information systems necessary for its areas of competence.

The General Secretariat of Public Administration Information Systems has been designated as PEPPOL National Authority in charge of facilitating eProcurement and eGovernment at regional and national level in Europe and defining the eInvoicing policy at national level, including the rules for the exchange of invoices and the relevant technical standards.

The General Secretariat of Public Administration Information Systems operates daily and around the clock to exercise its responsibilities.

Interoperability Centre

The **Interoperability Centre**, i.e. the information system of the General Secretariat of Public Administration Information Systems of the Ministry of Digital Governance, is the

single electronic platform for interoperability and data exchange between public entities. The Interoperability Centre is responsible for the procedures for the approval and availability of electronic services between the information systems of public agencies, the public service and the private sector.

Information Society S.A.

Information Society S.A. is a key staff contribution to the implementation of the strategy, projects and actions of the Ministry of Digital Governance in the context of the digital transformation of the public administration of the country.

With great know-how and experience in designing, implementing and managing innovative eGovernment projects and actions, its purpose is to assist the Ministry of Digital Governance in all actions and projects that:

- upgrade the electronic service of citizens and businesses;
- increase transparency;
- boost entrepreneurship and healthy competition;
- enhance interoperability at all levels; and
- increase the productivity and efficiency of public organizations and the general improvement of the Greek public administration.

eGovernment Units

Following the adoption of Law 3979/2011 (Government Gazette 138/A/16-6-2011), each Greek Ministry shall create a single unit responsible for all matters related to eGovernment. These units dedicated to eGovernment are meant to replace all existing organizational units of the entity with responsibilities for ICT, simplification of procedures and, more generally, implementation of eGovernment actions, in accordance with the principles, framework and guidelines of the Digital Transformation Bible.

Hellenic Cybersecurity Incident Response Team (CSIRT)

The Hellenic Cybersecurity Incident Response Team (CSIRT) has the mission to report cybersecurity incidents and related information. The CSIRT is in charge of reducing risks in terms of systemic cybersecurity and communications challenges in Greece.

5.1.4 Support

National Network of Infrastructures for Research and Technology S.A. (GRNET)

The National Network of Infrastructures for Research and Technology (GRNET) is a consultant to the Ministry of Digital Governance on the design of advanced information systems and infrastructure. It contributes to digital transformation with in-depth analyses, technological studies, standard solutions and special know-how. GRNET provides networking and cloud computing services to academic and research institutions, to educational bodies at all levels, and to agencies of the public, broader public and private sector. It is responsible for promoting and disseminating network and computing technologies and applications, as well as for promoting and implementing Greece's digital transformation goals. Thus, GRNET leverages educational and research activity in the country towards the development of applied and technological research in the fields of telecommunication networks and computing services.

National Documentation Centre

Under the supervision of the Ministry of Digital Governance since June 2019, the National Documentation Centre (NDC) aims at collecting, documenting, managing,

disseminating and preserving quality digital content and data produced by the Greek scientific, research and cultural communities. The national infrastructure developed by the NDC ensures access to reusable knowledge, the collection of data and the production of indicators and statistics for research, development, technology and innovation in Greece.

With the aim of supporting research and technology, the NDC provides infrastructures and services to use and disseminate Greek scientific and cultural digital content, placing emphasis on open availability and re-use. In particular, it aims at making digital information exploitable for users from a variety of communities, not only effectively contributing to the improvement of scientific and cultural productivity, but also fostering competitiveness in the public and private sectors.

5.1.5 Interoperability coordination

Ministry of Digital Governance

The **Ministry of Digital Governance** is a new department in the Greek government bringing together all information technology and telecommunications structures related to the provision of digital services to citizens and businesses in the country. The strategic target is to provide the necessary framework for citizens and businesses in Greece to truly benefit from an inclusive Digital Single Market in the European Union, by both designing and using effective digital services in a broad range of sectors, including public administration, justice, health, energy and transportation. In addition, the Ministry is the governmental body in charge of interoperability activities.

5.1.6 Base registry coordination

General Secretariat of Public Administration Information Systems

The **General Secretariat of Public Administration Information Systems** coordinates base registries. Pursuant to Article 48 of **Law 4623/2019 (Government Gazette 134/A/9-8-2019)**, the **Interoperability Centre**, i.e. the information system of the Ministry of Digital Governance's General Secretariat of Public Administration Information Systems, is the responsible body for the interconnection of base registries, aiming at improving public sector's productivity and eGovernment services to citizens, and providing joint databases.

Interoperability Centre

Based on Article 13 of **Law 4623/2019 (Government Gazette 134/A/9-8-2019)**, the Department of Electronic Governance and Interoperability of the Ministry of Digital Government is responsible for dealing with policy, organizational and legal issues regarding interoperability, while according to Article 48 of the same Law the Interoperability Centre acts as solution provider regarding interoperability for the Greek public sector. In this context, the Interoperability Centre is in charge of interconnecting base registries to improve public sector productivity and eGovernment services to citizens, and provide joint databases.

The Interoperability Centre is the only electronic platform for interoperability and data exchange between entities (**Government Gazette 3990/B/1-11-2019**). The Interoperability Centre fully complies with the current Information Systems Security Framework of the General Secretariat of Public Administration Information Systems. In this regard, priority is given to the interconnection of the following national registries:

- National Registry of the Insured, Employed and Pensioners (Social Security Number);
- Police Registry (Identity Card Number);
- Tax Registry (Tax Identification Number); and

- National Citizens Registry.

The interconnection of the aforementioned base registries will lead to a series of improvements, such as acceleration of the issuance of ID cards and passports through data stemming from the National Citizens Registry.

The specific sub-actions identified by the Information Systems Security Framework are as follows:

- develop functional interfaces of four national registries;
- develop functional interfaces of registries;
- undertake a study to determine the interconnection model of registries;
- regulate the interconnection of registries; and
- interconnect commercial registries.

5.1.7 Audit

Hellenic Court of Audit

According to Article 98 of the Greek Constitution, the [Hellenic Court of Audit](#) is responsible for auditing the expenditure of state and local agencies or other entities subject to its audit based on special laws, including contracts of great financial value made by state entities, and the accounts of public accounting officers and local government agencies. The Hellenic Court of Audit also provides an expert opinion on laws on pensions, presenting to Parliament a report on the Annual Financial Statement and the Balance Sheet of the state and adjudicating on pension cases as well as cases related to the audit of public accounts and the liability of civil or military public servants.

5.1.8 Data Protection

Hellenic Data Protection Authority

The [Hellenic Data Protection Authority](#) is an independent administrative body operating since November 1997. Its mission is to supervise the implementation of [Law 2472/1997](#) on the Protection of Individuals with regard to the Processing of Personal Data. The Authority is answerable to the Minister of Justice.

Data Protection Officer (DPO)

Any public body managing personalised information should ensure that its internal audit system and websites comply with the [General Data Protection Regulation](#). The Data Protection Officer (DPO) should in particular: (a) inform and advise the controller and the processor about their obligations under the General Data Protection Regulation and other EU provisions, and national regulations on data protection; (b) provide advice, when requested, on the assessment of data protection impacts and monitor implementation in accordance with Article 35 of the General Data Protection Regulation; and (c) cooperate with the supervisory authority and act as a point of contact with the supervisory authority and data subjects on all processing-related issues.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Regional Administrations, Prefecture Administrations and Municipalities

The Greek state is highly decentralised. The main regional and local administrative units, namely the 13 peripheries and the 325 municipalities, are self-governed and thus responsible for the administration of local issues, including their eGovernment strategic organisation.

5.2.2 Coordination

National eGovernment Bodies

National eGovernment bodies are responsible for the coordination of projects at regional and local levels.

5.2.3 Implementation

Regional Administrations, Prefecture Administrations and Municipalities

Under the Kalikratis Programme, many competences related to eGovernment implementation have been transferred to the municipal level. For instance, since 2010 some services of the Urban Planning Authorities, along with some social protection services, have been transferred to the municipal level.

5.2.4 Support

Information Society S.A.

Information Society S.A. is a key body for the implementation and management of Information and Communication Technologies (ICT) systems and infrastructures of public administration bodies. The IT and telecommunications projects implemented by Information Society S.A. throughout Greece cover all areas of public administration and are of great complexity, pan-Hellenic and uniquely innovative, both technologically and operationally, for the Greek reality.

General Secretariat of Public Administration Information Systems

The Interoperability Centre, i.e. the information system of the General Secretariat of Public Administration Information Systems of the Ministry of Digital Governance, is the only electronic platform for interoperability and data exchange between public entities. It is responsible for the procedures for the approval and availability of electronic services between the information systems of public agencies, the public service and the private sector.

Hellenic Agency for Local Development and Local Government (EETAA)

The Hellenic Agency for Local Development and Local Government, operating as a joint-stock company, provides local government agencies, the public sector and social agencies with the professional and technical IT support they request.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

General Secretariat of Public Administration Information Systems

The General Secretariat of Public Administration Information Systems has the responsibility of coordinating base registries, including at subnational level. According to Article 48 of the new Law 4623/2019 (Government Gazette 134/A/9-8-2019), the Interoperability Centre, i.e. the information system of the General Secretariat of Public Administration Information Systems of the Ministry of Digital Governance, provides for the interconnection of base registries to improve public sector productivity and eGovernment services to citizens, and provide joint databases.

5.2.7 Audit

Hellenic Court of Audit

The Hellenic Court of Audit is responsible for auditing expenditure and monitoring the revenue of the state, as well as of local administration agencies and other public corporate bodies.

5.2.8 Data Protection

Independent Security Department

In accordance with Article 30 of Law 4623/2019, the Independent Security Department is responsible for drawing up guidelines for the IT security framework of public administration bodies and taking the necessary technical and organizational data protection measures, in cooperation with the other organizational units of the Ministry of Digital Governance.



6

Digital Public
Administration
Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National portals

Greek National Portal

The single digital public administration portal, 'gov.gr', is gradually replacing ERMIS and gathers all digital public services under one single portal. Progressively, the Portal will host all digital services of Ministries, agencies, organizations and independent public authorities which are already provided via the Internet. In other words, the Greek National Portal aims to provide integrated and secure eGovernment services at all levels, from a central point. Users can search directly for the service they are interested in or find it through relevant categories. Users can also search all available services by Ministry, agency, organization or independent public authority. In addition, the Portal provides, from a central point, complete information to citizens and enterprises with regard to all transactions with the public administration (physical or electronic).

The Greek National Portal functions as an electronic shop of the public administration, running in three key areas:

- provision of information, by reliably informing citizens and businesses on their transactions and interactions with the state apparatus;
- interoperability, by providing the necessary infrastructure to fully support interoperability between information systems of public administration bodies; and
- security of transactions, by providing secure eGovernment services at every level with the use of modulated digital authentication methods.

The Portal has become the benchmark of the National Authentication System. Through the new authentication system, users, citizens or enterprises can submit a request to the Portal with an electronic signature. The request will then be identified and initiated by the appropriate agency. That way, the security, validity and legality of digital transactions are being ensured.

The Portal has already contributed to the reduction of bureaucracy and the facilitation of transactions with the state in the midst of the Covid-19 pandemic and hosts the official information website for the measures taken by the Greek government in the context of the above-mentioned pandemic. In addition, the Portal now offers the option of issuing intangible prescriptions, authorizations and a statement of electronic registration in TAXISnet.

Covid19.gov.gr

The Covid19.gov.gr platform is the official information website containing legislative and other measures adopted by the Greek government, as well as all information needed by citizens and businesses, to deal with the Covid-19 pandemic, categorized by governmental sector area.

TAXISnet

TAXISnet is a Greek online tax and customs services portal, including eFiling of VAT forms with payment through banking services, eFiling of income tax forms, personalised information for income tax assessment and eDelivery of tax certificates. Through the portal, citizens and professionals can interact with tax offices to declare sales, value added taxes and income, and obtain tax certificates.

AADE portal

The Independent Public Revenue Authority was established by Law 4389/2016 on 1 January 2017, in line with international standards regarding tax administration autonomy, and replaced the GSPR. **AADE** is a new portal which provides eServices to citizens, businesses and public sector bodies, facilitating transactions, reducing red tape, simplifying processes and achieving tax fairness and transparency.

Interoperability Centre

Pursuant to Article 39 of the law **L4623/2019**, the General Secretariat of Public Administration Information Systems established the **Interoperability Centre** of the Ministry of Digital Governance. The Interoperability Centre aims at interconnecting public administration electronic services and provides a unified environment (infrastructure) for the deployment and use of online services through which operational data is exchanged between the Ministry of Digital Governance and government agencies.

Online services are data exchange services between information systems or applications, available to public agencies 24 hours a day for seven days a week, contributing to the provision of valid, prompt and up-to-date information to public bodies, as well as to the achievement of financial figures through the proper processing of information by the body responsible for its management.

The key online services that are in production are:

- user authentication service in third party information system (oAuth2.0 standard);
- Tax Registry services;
- confirmation of natural person data;
- tax record information;
- vehicle owner data service;
- information from the National Citizens Registry;
- data on real estate from the tax administration;
- legal entity data from the General Electronic Commercial Registry (GEMH);
- identity and passports data from the Greek Police;
- unemployment data from the Greek public employment service (OAED);
- data from the Criminal Registry from the Ministry of Justice;
- employment data from the employee system 'Ergani';
- data on foreigners from the Ministry of Immigration and Asylum;
- data for public employees; and
- administrative fee service:
 - creating an administrative fee and recovering a fee type structure;
 - searching / reserving / returning an administrative fee from public bodies; and
 - finding the details of an administrative fee to public bodies.

Diavgeia – Transparency Portal

All decisions of public administration bodies are published on the **Transparency Portal**. Since 2017 the Portal has become part of the G-cloud website.

Services Directive Portal

The **Services Directive Portal** is dedicated to provide the services covered by Directive 2006/123/EC.

eThemis - Online Legislation Portal

eThemis is a legislation portal developed within the framework of a project regarding the 'Design and implementation of a system for automating the administration,

archiving and dissemination of legislation to the broader public'. This project was initiated in December 2006 with a budget of EUR 2.3 million and was carried out by [Information Society S.A.](#) The eThemis Portal was then introduced in November 2008, providing online access to Greek legislation (including laws, decrees and regulative decisions as published in the Official Government Gazette) since the establishment of the Greek state. The service is offered free of charge and the content of the Portal is regularly updated. Within the Portal, legislation is clearly structured around 40 thematic areas and fields of interest, which are particularly tailored to meet the needs of different categories of users, including citizens, enterprises and lawyers. In addition, a keyword-based search facility allows users to easily locate the desired legal information. The service is complemented by a telephone line for the provision of support.

eJustice Portal

The [Central Information System](#) is fully operational and consists of individual applications (subsystems) to support the operational functioning of the civil and criminal courts of Athens, Piraeus, Thessaloniki and Chalkida as well as the country's Highest Court and its Provisional Bureau. The eJustice Portal is used by 41 judicial branches in total and aims at speeding up the delivery of justice and enhancing the quality of judicial services to citizens, lawyers and public sector bodies.

As part of the project, eServices were developed for the exchange of information between third party information systems (General Secretariat of Public Administration Information Systems, Hellenic Police Headquarters and Plenary of Bar Associations) and the Ministry of Justice (National Criminal Records Management System and Integrated Trial System). The eJustice system allows Greek courts to exchange documents and propose new online services, namely:

- [electronic filing of documents](#);
- [electronic monitoring of the status of each case](#);
- [online search of exhibits](#);
- [electronic submission of applications for certificates](#); and
- information.

Geodata Portal

The [Geodata Portal](#) is the Greek government's first attempt to provide free geospatial data of the wider public administration to all citizens of the country. Greece was one of the first eight countries in the world offering open data, together with the US, the UK, Australia and other countries, and was presented as an example of good practice on ePractice.eu.

Startup Greece

[Startup Greece](#), launched in April 2011, is an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece. It is supported mainly by the Ministry of Development, Competitiveness and Shipping, as well as the rest of the Greek government, in collaboration with communities of young entrepreneurs. Startup Greece is a one-stop-shop aimed at inspiring young people to believe in their own ideas, cultivate novelty and innovation, and start their own business.

6.1.2 Subnational portals

No particular infrastructure in this field has been reported to date.

6.2 Networks

National Public Administration Network (SYZEFXIS)

The SYZEFXIS Network is a project started by the Greek Ministry of Interior, Public Administration and Decentralisation which has evolved and is now competence of the Ministry of Digital Governance. In particular, the SYZEFXIS II project aims at the development and updating of the public sector's telecom infrastructure by satisfying all needs for communication through telephony (telephone communication between organisations), data (PC communication, Internet) and video (teleconference, training). The project's objectives are: (i) the improvement of public services' functions supported by the upgrade of the telecommunications infrastructure connecting them through the offer of advanced and low-cost telematics; and (ii) the provision of integrated services to citizens using modern and user-friendly government information and transaction systems.

The Network covers the entire Greek territory, linking approx. 6,000 bodies in 2010, and is the largest and most modern broadband network administration across Europe. Through SYZEFXIS, the most modern practices and advanced services in telecommunications and the Internet are being made available to public bodies. The Network ensures the infrastructure required to link the information systems to develop and provide electronic services to citizens and businesses. At the same time, it contributes to a drastic cost reduction for any telecommunications carrier and the Greek public sector in general. In July 2007, SYZEFXIS became the fourth national network (following those of Belgium, Luxembourg and Spain) to be connected to the modern European public administration network TESTA.

National Network of Infrastructures for Research and Technology (GRNET S.A.)

The National Network of Infrastructures for Research and Technology (GRNET S.A.) is a state-owned company with the mission to provide high-quality infrastructure and services to the academic, research and educational community of Greece, and to disseminate ICT to the general public.

More in detail, GRNET is the National Research and Education Network (NREN) provider, operating the Greek academic network connecting local universities and research institutions via dark fibre at speeds up to 10Gbps and offering to the Greek research and education community access to the pan-European GEANT network through 4x10Gbps links. GRNET also plays a key role at national level in the field of distributed and large-scale research infrastructures including grid, cloud and HPC. The company coordinates the Greek National Grid Initiative (HellasGrid), with more than 1,400 CPUs and 200 Terabytes of storage, and is member of European Grid Infrastructure (EGI). Finally, GRNET has developed and operates its own public IaaS cloud solution named Okeanos, offering cloud resources to the Greek universities.

6.3 Data Exchange

BI-Health

BI-Health is a modern information system strengthening the steady administrative information actions of the Ministry of Health. BI-Health has a central role in the organizational, operational and economic modernization of the National Health System through simplification of administrative information processes, effective management of resources and detailed control of operating and financial results.

The BI-Health system ensures the collection and processing of the analytical and aggregated data of the Territorial Public Health Units at a central operational level and allows for the dissemination of information to the management mechanisms with the ultimate aim of improving the quality of health services provided.

Geodata

[Geodata.gov.gr](http://geodata.gov.gr) is providing open geospatial data and services for Greece, serving as national open data catalogue, INSPIRE-conformant spatial data infrastructure and powerful foundation for enabling value added services from open data.

Operating since 2010, geodata.gov.gr was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed and maintained by IMIS/Athena RC, with the aim to provide a focal point for the aggregation, search, provision and visualisation of open geospatial information. Citizens can publish, discover, re-use and visualise all published data, for free. In 2017, the number of provided datasets increased, totalling over 6 400 datasets from 265 organisations.

Documentation Model for Public Administration Processes and Data

The [Documentation Model for Public Administration Processes and Data](#) is a practical guide defining the notation, rules and specifications for the design, implementation and documentation of public administration processes, documents and electronic data exchange messages.

Interface between the Independent Public Revenue Authority Information Systems and eGovernance Social Security S.A.

The Ministry of Digital Governance implemented through the Interoperability Centre the interconnection between the information systems of the Independent Public Revenue Authority and eGovernance Social Security S.A. to ensure faster response times and greater efficiency for the services provided. The initiative was launched after the publication of Ministerial Decree No 424/30-08-2019 regulating the interconnection of the Independent Public Revenue Authority's information systems and eGovernance Social Security S.A.

6.4 eID and Trust Services

Social Security Registration Number

The first stage of the plan related to the digital infrastructure for eID and trust services was accomplished with the allocation of the [Social Security Registration Number \(AMKA\)](#) to every citizen. That was key to implement the [Electronic \(Medical\) Prescription Programme](#) ensuring reliability, security and transparency of the information handled.

National Authentication System

In the public administration context, a large-scale project is now under implementation, namely the [National Authentication System](#).

Health eID

The **Health eID** is implemented through a Connecting Europe Facility call. A Memorandum of Understanding was signed between the Civil Registry, the Ministry of Interior, the Ministry of Administrative Reform and Electronic Governance of Social Security, the Aristotle University of Thessaloniki, Germany and Portugal. The action aims at developing, testing and delivering to the European Commission and the Member States a reference implementation of an eID connector, linking the national OpenNCP-based National Contact Point for eHealth (NCPeH) to the eIDAS node and the relevant attribute providers.

6.5 eProcurement

Promitheus

The **Single Public Procurement Authority** (SPPA) was set up to coordinate the national strategy on public contracts within the National Strategic Reference Framework 2007–2013 agreed with the EU, the IMF and the ECB, overseeing Greek reforms to reduce and control state expenditure on public contracts. The SPPA resides under the Ministry of Development, Competitiveness and Shipping. The Ministry of Environment, Energy and Climate Change is consulted for green public procurement. The legal framework surrounding the set-up of the Authority is still pending the update and finalisation of all necessary legal requirements.

Promitheus is the portal for public procurement aiming at facilitating and encouraging the participation of economic bodies involved in public tenders, and ensuring transparency in tendering procedures and compliance with the rules and principles of European and national legislation on public procurement.

Central Electronic Procurement Registry

The **Central Electronic Procurement Registry** is a key component of the National Electronic Procurement System, recording all public contracts with an estimated value of EUR 1 000 000 (excluding VAT) for products, services and public works, irrespective of the award procedure. The aim of the Registry is to foster transparency and accountability, and increase competition.

The **General Secretariat of Public Administration Information Systems** functions as the sole invoice reception point for public procurement and as the routing node of data to the information systems of competent bodies through the Interoperability Centre. It is also designated as **PEPPOL National Authority** with responsibility for facilitating eProcurement and eGovernment at regional and national level in Europe and setting eInvoicing policy at national level, including the rules for the exchange of invoices and the relevant technical standards.

Electronic Invoices System

The **Electronic Invoices System** is the new information system supporting the reception of eInvoices for the entire central government, as well as the distribution of eInvoices to other public entities using the web services of the Interoperability Centre of the General Secretariat of Public Administration Information Systems.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

Opengov.gr

Opengov.gr is a portal dedicated to respond to the citizens' need for information and participation in shaping decisions, offering as much publicity as possible to all activities relating to government policy-making and the administrative chain to create good practices that will be introduced as a means of governance. The Portal is designed to serve the principles of transparency, deliberation, collaboration and accountability, and includes three initiatives:

- open calls for the recruitment of public administration officials: top-level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the opengov.gr website;
- electronic deliberation: almost every piece of draft legislation or even policy initiative by the government is posted on a blog-like platform prior to submission to Parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article; and
- Labs OpenGov: an open, innovative initiative has been launched bringing together ideas and proposals from citizens, and the public and private sectors. Labs OpenGov.gr attempts to unleash the power of decentralized knowledge and explore new ways to tackle modern public administration problems.

Citizen Service Centres (KEP) and their online platform (eKEP)

Citizen Service Centres (or KEP in Greek transliteration) are administrative one-stop-shops where citizens can have access to public service information and over 1,000 standardised administrative procedures. The network of KEPs is also supported by an online platform called eKEP. The Citizen Service Centres are linked together by an IP network and use the eKEP Platform to file and manage citizens' requests, create a relevant eDirectory, electronically register KEP mail and monitor requests' progress all the way through settlement. Accessible through KEPs across the country or through the Internet, the eKEP Platform supports the use of certified digital signatures, enabling real-time online transactions between public administrations.

The service is complemented by a 24/7/52 administrative information call centre (four-digit 1500 telephone service) where citizens and enterprises can request and obtain a large amount of different certificates. The Citizen Service Centre Internet Portal receives over 9 million visits each month. More than 60,000 citizens visit the Citizen Service Centres every day for their transactions with the government, while since March 2007 Greek enterprises have also been able to make transactions through the 59 National Chambers more quickly and easily using the Citizen Service Centres. The average service time usually does not exceed seven days.

Digital Greece 2020 Forum

The Digital Greece 2020 Forum is a horizontal action based on the participation in policy-making of active citizens from business, education, research and public administration. The Forum gives the opportunity to all interested parties to address policy proposals to central and local governments, representative organisations, and the academic-research community with regard to the initiatives that have to be undertaken and the targets that have to be set for Digital Greece 2020.

6.8 Cross-border platforms

No particular infrastructure in this field has been reported to date.

6.9 Base registries

National Citizens Registry (MP)

The National Citizens Registry (MP) is the new domestic information system of the Ministry of Interior, linking online registry and demographic services across the country. In operation since January 2018, the Registry includes all population data on demographic and registry events that are available to organisations certified in the system. Interoperability is ensured between municipalities and the National Citizens Registry information system for the provision of digital public services regarding: i) birth; ii) marriage or civil union; and iii) death. Interoperability is also ensured with Citizen Service Centres (one-stop-shops) to digitally provide citizens' birth and family status certificates. Citizens can submit their electronic certificate applications through the ERMIS information system. As a result, since January 2018 citizens no longer need to go to the town hall or Citizen Service Centres (KEPs) to obtain personal documents, as these are available online to other public agencies. Finally, the [National Citizen Registry Portal](#) reduces the number of signatures needed and relieves citizens from the need to produce multiple documents for simple administrative procedures.

The key elements of the Ministry of Interior's National Citizens Registry are available now to the General Secretariat of Public Administration Information Systems. Identification data will be continuously updated through an online service from the Ministry of Interior to the Interoperability Centre of the General Secretariat of Public Administration Information Systems. This action is part of a comprehensive national strategy for the electronic identification of citizens among the various registries in the state and is carried out for the first time in a coordinated manner, as entrusted to the General Secretariat of Public Administration Information Systems under the provisions of [Law 4623/2019](#).

COVID-19 Patient Registry

A single reference point has been created making all necessary data for the treatment and control of the pandemic available to all involved bodies. The [COVID-19 Patient Registry](#) will assist in the treatment of those who are and will be affected by coronavirus and at the same time provide the state with the appropriate tools to manage the pandemic in the long-run, taking appropriate measures in a timely manner.

With the implementation of the COVID-19 Patient Registry, cooperation between the National Public Health Organization (EODY) and the General Secretariat of Civil Protection becomes easier and more efficient. At the same time, communication between doctor and patient is simplified in the areas of eCounseling as well as intangible and remote prescribing. Entities involved are only provided with data directly related to their responsibilities and actions. The operation of the COVID-19 Patient Registry is fully compliant with national and EU law regarding personal data.

Online Media Registry

The [Online Media Registry](#) is an application to register in the Electronic Media Business Registry (Articles 52, 53 and 54 of Law 4339/2015). The Electronic Media Business Registry is part of the government's initiatives to promote transparency and legitimacy. Privileges of the members of the Registry include the right of access to state advertising, the free provision of anti-plagiarism services in cooperation with the Organisation for Collective Management of Speech Projects, collaborations in research and educational programmes of the National Audiovisual Centre, and accreditation of journalists.

Hellenic Republic Human Resources Registry

The Hellenic Republic Human Resources Registry has already been fully implemented in the digital world called *Apogرافي*, providing all necessary data and applications for a more efficient human resource management. Moreover, digital subsystems such as 'Digital Organisational Structures', 'Mobility' and 'Evaluation' have been added.

More in detail, Digital Organisational Structures are a complete digital organisational chart of the public administration reflecting the structure and staffing of all public bodies. Mobility refers to rotation, transparency, speed and efficiency, ensuring that the right employee is in the right place in the public sector. Evaluation means the evaluation of civil servants with the aim of improving their individual performance, aiming at the effective operation of public services.

Digital Vehicle Registry

The Digital Vehicle Registry is under development. Work on an information system for data observation and simplification is in progress for the life-cycle management of public vehicles by the Ministry of Interior. The initiative is carried out in the context of the Operational Program 'Public Sector Reform 2014–2020'. All public sector initiatives including registries will be coordinated by the Ministry of Digital Governance and make use of pre-developed solutions from the Interoperability Centre.

Business Registries Interconnection System (BRIS)

The Business Registries Interconnection System (BRIS) infrastructure aims to:

- enable access to information on EU companies for the public; and
- ensure safe and secure interconnection among EU Business Registries.

According to Directive 2012/17/EU as regards the interconnection of central, commercial and companies registers and Implementing Regulation (EU) 2015/884, Member States should establish an information system that interconnects their central, commercial and companies registers.

National Naturalisation Registry

Any alien may enter the system by entering his/her surname and passport number via the [dedicated Portal](#), allowing the Greek administration as well as the alien citizen to be informed at any time of the status of his/her case.

Immigration Registry

A third-country national applying for a residence permit in Greece can apply through a one-stop competent public service and be informed on the progress of the application via the [dedicated Portal](#).

General Commercial Registry & One-Stop Services for Business

The new digital **General Commercial Registry & One-Stop Services for Business** is a flagship project to facilitate eBusiness in Greece. The main objective of the project is the upgrade of the General Commercial Registry to modernise and complete the Registry for the benefit of business and administration. The project also foresees the development of interoperability with other public registries (e.g. Independent Public Revenue Authority, Single Social Security Institution and Police). The aim is to reduce the bureaucratic burden for businesses, while serving the need for an outward-looking general commercial registry in several languages and the design of new certificates.

Registry of Real Beneficiaries

The [Registry of Real Beneficiaries](#) allows all owners of legal entities and legal entities themselves to register on a public registry, in accordance with Directive 2015/849/EU

on the prevention of the use of the financial system for the purpose of money laundering or terrorist financing (Fourth Money Laundering Directive).

General Electronic Commercial Registry

A single framework for organising, informing about and using registries of the public administration has always been a standing requirement for transactions with public authorities and the broader public sector. The problems encountered, especially by the business community, included the duplication of data, nomenclature interpretation, different encodings, fragmented data collection by authorities and the lack of business historical data. For all these reasons, for many years the commercial sector of the country has been continuously asking to develop a single electronic commercial registry. The creation of a **General Electronic Commercial Registry** (*Geniko Emboriko Mitroo* - G.E.MH.) for all legal forms of businesses in Greece will assist in the monitoring of commercial enterprises by the state and lead to better service of firms themselves by the central government and its relevant authorities.

The project of the G.E.MH. aims at radically reforming the functioning of individual (fragmented) registries for all legal forms of businesses. The project provides for the transition from the current information processing method (primarily manual) and the current task management to a single automated processing environment with high efficiency.

When the entire project is completed, G.E.MH. will be - among other things - a body of publicity and statistical analysis at national level, and a means of protection for third parties, both for the General Secretariat of Commerce and the part of the G.E.MH. concerning it, and for the wider public sector.

The G.E.MH. provides the following digital public services (online completion):

- registering a company with the G.E.MH.;
- registering with central/regional/local governments; and
- publishing registration in the Official Journal or equivalent.

In addition, the General Electronic Commercial Registry provides two new distinct services, namely the electronic certificate and copy service, and the electronic application for registration in the General Commercial Registry.



7

Cross-border
Digital Public
Administration
Services

7 Cross Border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets 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 Nicholas Chronopoulos (Ministry of Digital Governance).



The Digital Public Administration Factsheets are prepared for the European Commission by [Wavestone](#)

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ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

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