European
Commission

eGovernment in
Romania

ISA

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 19,942,642 inhabitants (2014)

GDP at market prices: 144 282 million Euros (2013)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 54 (2013)

GDP growth rate: 3.4 % (2013)

Inflation rate: 1.4 % (2014)

Unemployment rate: 7.1% (2013)

General government gross debt (Percentage of GDP): 37.9% (2013)

General government deficit/surplus (Percentage of GDP): -2.2% (2013)

Area: 238.392

Capital city: Bucharest

Official EU language: Romanian

Currency: RON

Source: Eurostat

Political Structure

Romania is a **semi-presidential republic**. The legislative branch of the Romanian Government consists of two chambers, the Senate (*Senatul*), which is comprised of 137 members (as of 2004), and the Chamber of Deputies (*Camera Deputatilor*), with 332 members (as of 2008). The members of both chambers are elected every four years by direct, popular vote on a mixed election system.

Executive functions are shared between the President and the Prime Minister. The President of Romania is also elected by popular vote every five years. The President appoints the Prime Minister, who heads the Government, and the members of the Government chosen by the Prime Minister. The Prime Minister is a member of the party or the coalition that holds the majority in Parliament. The President is able to appoint a Prime Minister of his choice only if no party holds a parliamentary majority. The Government itself is subject to a parliamentary vote of approval.

Judicial power belongs to a hierarchical system of courts. The Supreme Court of Justice is comprised of 11 judges appointed for three-year terms by the President in consultation with the Superior Council of Magistrates. A separate body, the Constitutional Court, validates elections and makes decisions regarding the constitutionality of laws, treaties, ordinances and internal rules of the Parliament; it is composed of nine members serving nine-year terms, with three members each appointed by the President, the Senate and the Chamber of Deputies. The Romanian judicial system is an inquisitorial system, of strong French influence.

Administratively, Romania is divided into 41 counties (*judeţe*), and the municipality of Bucharest. Each county is administered by a county council (*consiliu judeţean*) responsible for local affairs, as well as a prefect who is appointed by the central government under the condition that s/he cannot be a member of any political party. The country is further subdivided into 2 686 communes, which are rural localities, and 265 towns. Communes and towns have their own local councils and are headed by a mayor (*primar*).

Romania became a member of the European Union on 1 January 2007.

The current Romanian Constitution was adopted in 1991 and last amended in 2003.

Head of State: President Klaus Werner IOHANNIS (since 21 December 2014).

Head of Government: Prime Minister Victor Ponta (since 7 May 2012).

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Romania
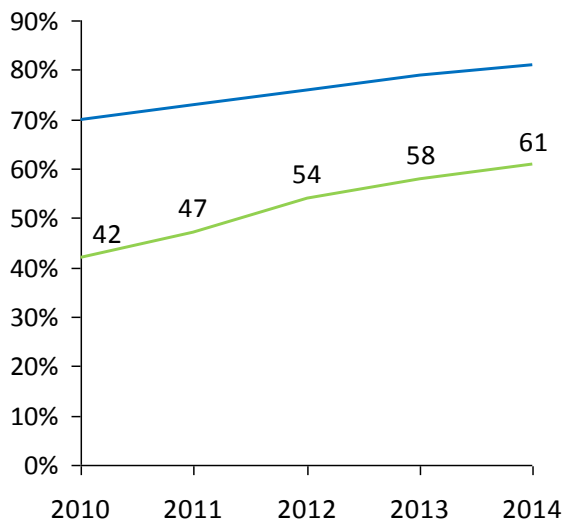
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_h&lang=en

Percentage of enterprises with Internet access in Romania

Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_in_en2&lang=en

Percentage of individuals using the internet at least once a week in Romania
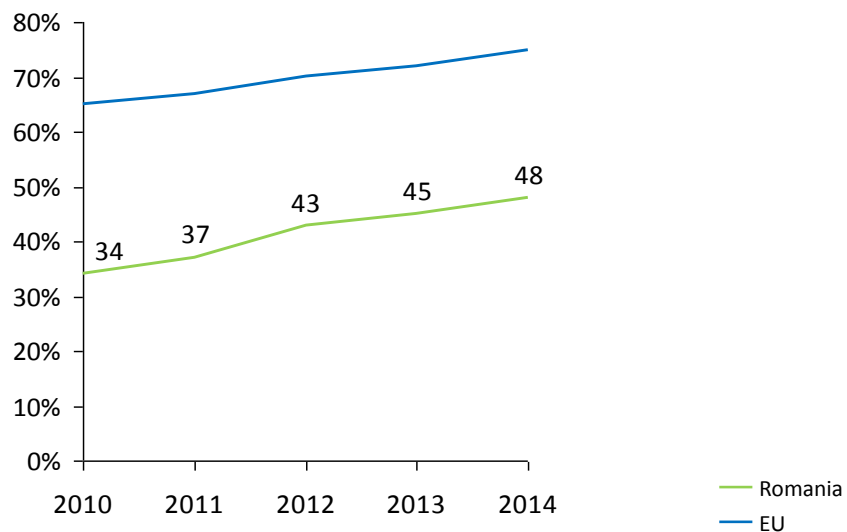
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bdek_di&lang=en

[4]

Percentage of households with a broadband connection in Romania
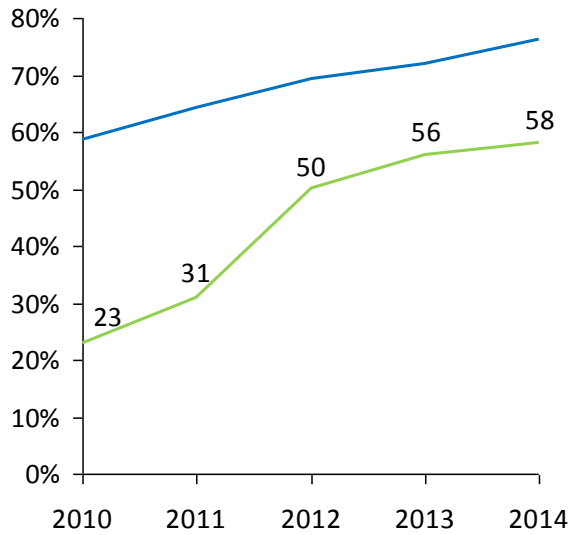
Source :
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_r_broad_h&lang=en

Percentage of enterprises with a broadband connection in Romania
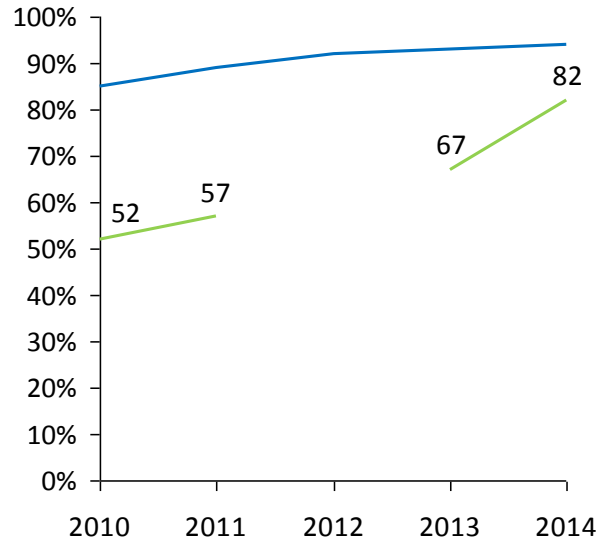
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_e&lang=en

Percentage of individuals having purchased/ordered online in the last three months in Romania

Source:
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00067&plugin=1
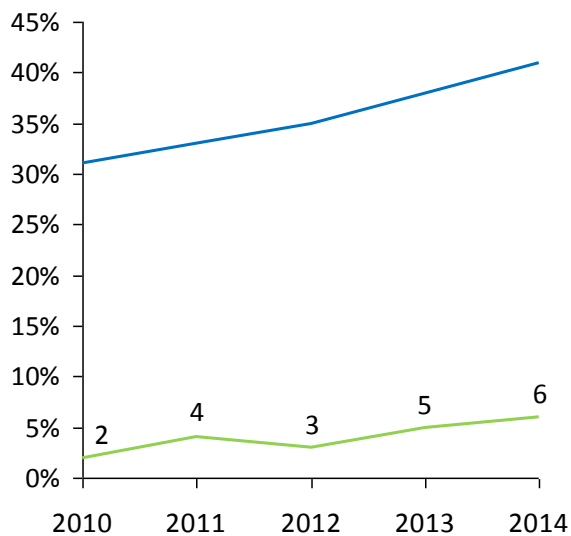
Percentage of enterprises having received orders online within the previous year in Romania

Source :
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00111&plugin=1
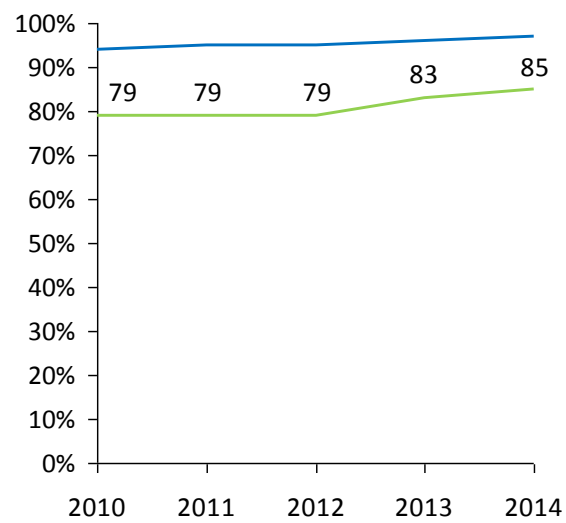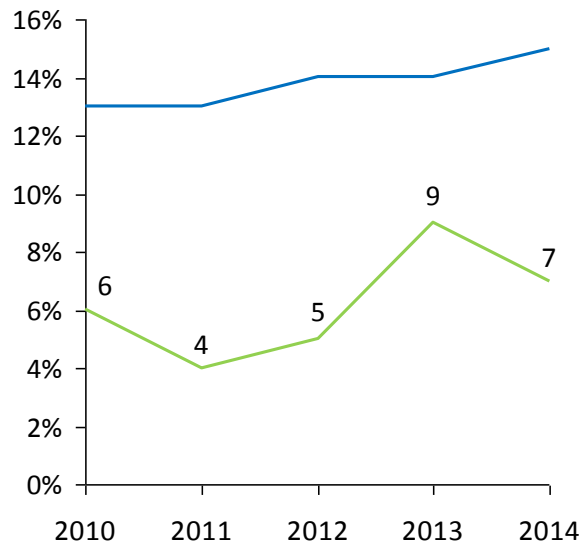
Romania
EU

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Romania 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 Romania
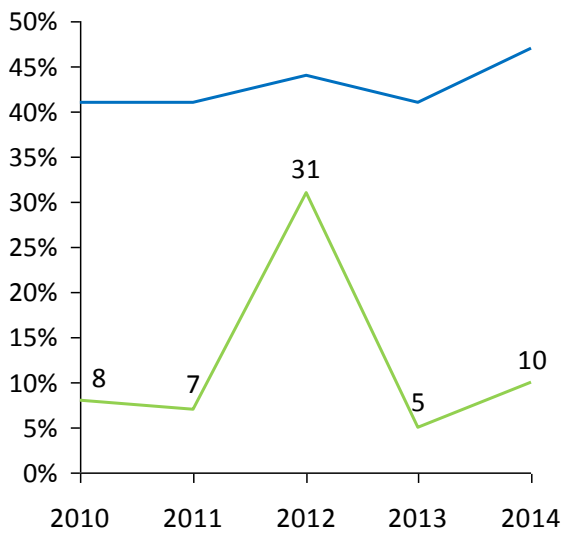
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

Percentage of individuals using the internet for obtaining information from public authorities in Romania
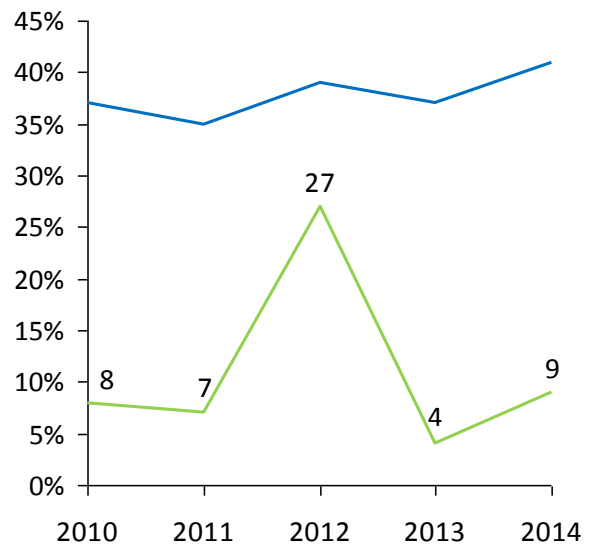
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

— Romania
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Romania
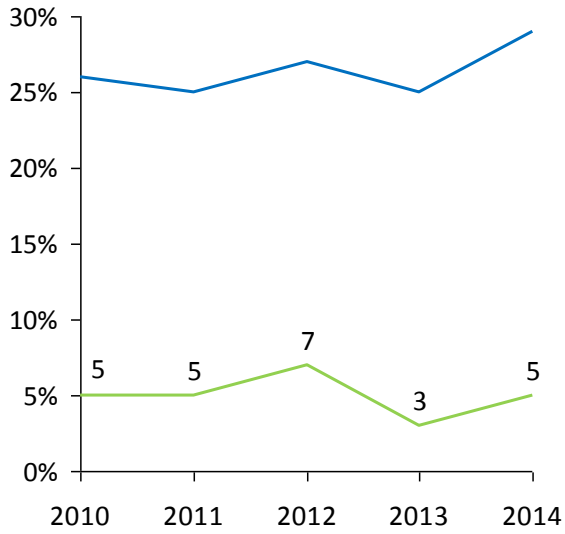
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

Percentage of individuals using the internet for sending filled forms to public authorities in Romania
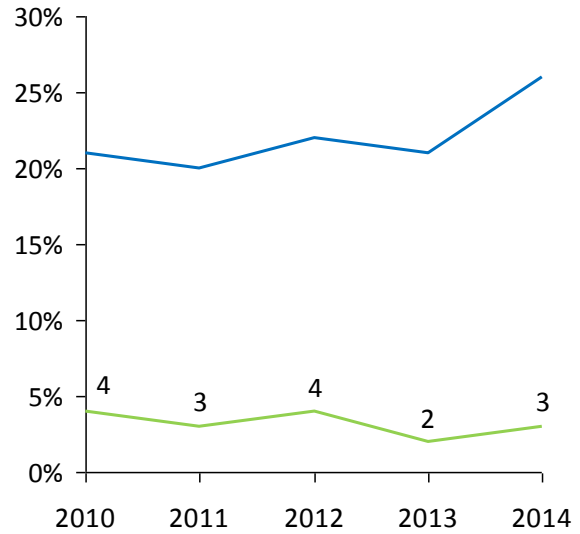
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

—— Romania
—— EU

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)[1] study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Romania compared to the EU average score.
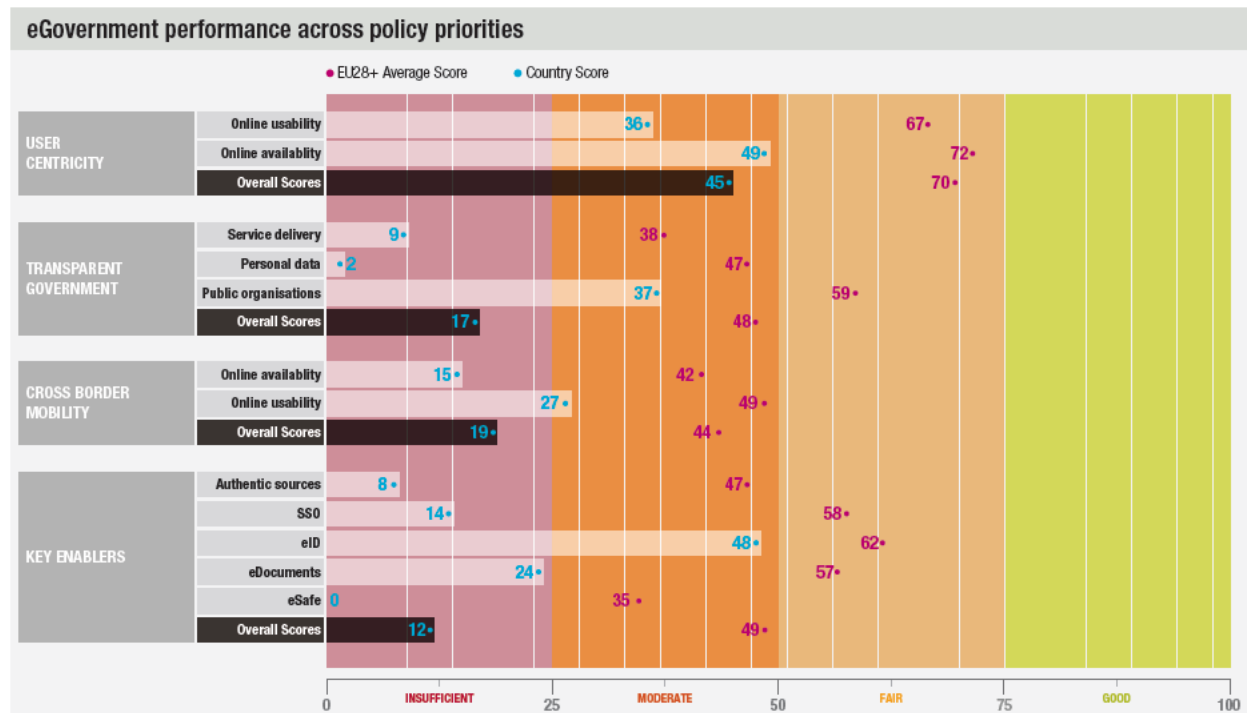
Source: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5567

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[1] http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5812

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

November 2014

▸ On 25 November, the Ministry for Information Society (MSI) published ["National Strategy for the Digital Agenda for Romania 2014-2020"](#), the final version in Romanian. The National Strategy for the Digital Agenda for Romania is not only an instrument of convergence of Romania to the European Union in the field of ICT, but an opportunity to accelerate economic growth and sustainable development in Romania. This framework document will ensure alignment of information society intelligent development with the neighbor countries of the region and establish prerequisites for sustainable and inclusive integration of Romania, in terms of technology, to the digital single market in Europe.

June 2014

▸ On 3 June, a grant on financing the establishment of a Centre for Innovation in cyber security awarded by the Trade and Development Agency of the US Government (USTDA) for the Romanian National Computer Security Incident Response Team (CERT - RO) was signed at the Ministry for Information Society (MSI). The project aims to identify the best architecture of a Centre for Innovation in cyber security in Romania, taking into account all stakeholders, both public institutions and private organizations. This study will analyze future investments to be made in the creation of the Centre for Innovation and will identify means for training of cyber security specialists through specialized courses and research visits.

February 2014

▸ On 21 February, more than 500 000 registered SMEs in Romania have a portal with 31 dedicated applications, which they can access at http://imm.msinf.ro/wps/portal. The project was launched to provide a secure gateway for SMEs in a wide range of information and online services and to interconnect the databases of public institutions. The project is part of a series of projects and initiatives launched by the Ministry for Information Society in order to ensure interoperability of information systems of public administration. It contains 31 applications for SMEs and public administration, grouped into three categories, depending on the area of interest: Business to Business (B2B), Government to Business (G2B), Government to Government (G2G).

December 2013

▶ On 23 December, the Ministry for Communication and Information Society (MCSI) organises the presentation of starting the necessary procedures for launching, evaluation and testing in operating conditions of the online portal promoted under the name e-Romania - Participatory Democracy portal (the official project name: eRomania 2). Real environmental testing phase lasts until 31 March 2014 and is designed to gather feedback from the public administration, citizens and the media on current functionality, potential future developments and the necessary training for institutions that would like to use the functionality provided by the portal. e-Romania portal is a portal of national significance, designed to contain the largest informational content about Romania, a space for discussion and interaction between citizens and public authorities, as well as a collaborative platform between officials from across government.

October 2013

▶ On 15 October, the Ministry for Information Society launched the project 'Development of infrastructure for interoperability and secure access to Central Administration` or 'PKI-BRIDGE Development`. The project has as main objective the development of interoperability information security infrastructure, allowing secure transactions between organisations using PKI technology (Public Key Infrastructure) from different companies. The project's goal is a public administration aimed at providing support to citizens for intensive exchange of information and data, both within the system and in relationship with the exterior, with business and NGOs.

June 2013

▶ On 19 June, the Strategy regarding the transition from analogue terrestrial to digital terrestrial and implementation of digital multimedia services at national level was approved during the Government's meeting. Its main objective is to achieve full and effective transition from analogue terrestrial TV services to digital terrestrial television services and to suspend completely the analogue transmissions before 17 June 2015, in accordance with international obligations.

News 2012-2001

2012

▶ On *4 September,* Ministry of Communications and Information Society (MCSI) successfully finalises three art camps for teachers from rural schools. The actions took place at Sinaia between 13 August and 3 September and are part of the Knowledge-Based Economy project (KBE). Within these activities were created 72 interdisciplinary projects that are using the virtual environment. The purpose of these creation camps was to converge to replicating the approaches of educational practices at European level. KBE program operates in rural areas with 229 schools, 900 teachers being mentored by educational facilitators.

▶ On *5 June*, the Ministry of Communications plans to launch a web application through which companies may seek reimbursement of value added tax (VAT). Called e-invoice, the project will be developed in collaboration with the Ministry of Finance and the

National Tax Administration Agency. At European level, the project is a priority and has been developed in six countries, including Italy, Sweden and Spain. Funding will be provided from European funds and is estimated at €2-3 million. The application will be useful to SMEs, which will not require private consultation to complete the form for VAT refund.

▸ On *23 January 2012*, Valerian Vreme, the Minister for communications signed together with Daniel Funeriu, the Minister for education, the agreement for funding the project "Internet in your school. Broadband Internet connection to schools in rural and small urban" through Priority Axis III "ICT for private and public sectors", managed by the Intermediate Body for the Promotion of Information Society. The overall objective is to facilitate public access to educational institutions in the areas of market failure - small rural and urban disadvantaged in terms of access to modern means of communication - the increased use of ICT to support broadband connection and strengthening ICT infrastructure.

2011

▸ An event held on *2 August 2011* in Bucharest marks the completion of the project 'Braşov City Hall just a click away' ('*Primăria Braşov la UN click distanţă*'). The initiative enables Braşov citizens to use a range of public eServices. Three components of the project have been offered to citizens and businesses since 4 August 2011: a call centre system; web portal services and electronic payment. Citizens are able to pay local taxes, rent, fees, fines, documents issuance fees and other fees for services provided by City Hall online by credit card on a 24-hour basis. In addition, they can submit online documentation for permits and certificates, as well as check the progress of applications submitted to City Hall.

▸ On *1 February 2011*, the Minister for Communications and Information Society, Valerian Vreme, signs a contract for financing the project 'Development of electronic services for citizens and businesses in the county of Tulcea' from structural funds. The project will enable citizens to gain access to **electronic public services**. To develop and increase the efficiency of public services for citizens and businesses in Tulcea, the project implements an integrated information management system and internal flow of resources.

2010

▸ The Biblionet programme starts promoting **easier access** to **eGovernment services** through public libraries in *December 2010*. The Minister for Communication and Information Society, Valerian Vreme, sign a memorandum of cooperation aiming to promote the Biblionet programme in an effort to turn public libraries into centres of information resources and access points to eGovernment services.

▸ On *24 November 2010*, the Government approves a Decision on the development and implementation of the National Information System for Tax Payment Online. The main purpose of the ePayment platform is to facilitate the taxpayer by eliminating queues at the taxation office desks, thus saving time and cost, even though citizens can still pay their taxes by traditional means.

▸ On *24-25 November 2010*, Romania and Slovenia agree to promote further their **eGovernment cooperation**. The two countries met in Bucharest with the purpose to enhance ICT and eGovernment cooperation and exchange eGovernment experiences.

▸ On *14 September 2010*, ICT Minister, Valerian Vreme, reveals that the Government sought to develop an IT strategy in order to increase public administration's use of **open source software**, as a means to reduce government spending. Furthermore, he declares the start for drafting rules on interoperability to ensure that governmental institutions using open source can communicate with those using proprietary applications.

▸ On *10 September 2010*, the National Centre 'Digital Romania' ([CNRD](#)), a public body affiliated to the Ministry of Communications and Information (MCSI), starts running the project 'Platform for the integration of the eGovernment services in the National Electronic System (SEN)'. The overall objective of the project is to improve the quality of central government's services for citizens, businesses and public institutions.

▸ In *June 2010*, the Ministry of Communications and Information Society (MCSI) embarks on the '[National Programme for Supercomputing](#)' whose aim is to **modernise** the services and the information systems of the **public administration**. This technology allows public institutions to benefit from the equipment and infrastructure of the next generation services and better control their expenditure, avoiding costly ICT purchasing and maintenance.

▸ During the same month, the Ministry of Communications and Information (MCSI) and the National Centre of Management for the Information Society (CNMSI) launch a proposal open to all central and local authorities, to **modernise ICT infrastructures** by using computing resources of high performance available in the '[National Programme for Supercomputing](#)'.

▸ On *4 May 2010*, Romania signs the European Union's Memorandum of Understanding (MoU) to implement the [eCall](#) in-car emergency system. This life-saving in-car system automatically dials [Europe's single emergency number 112](#) in the event of a serious accident and a 'Minimum Set of Data' is sent to the nearest emergency service including the exact location of the accident, as well as other essential information.

▸ On *12 April 2010*, Cătălin Marinescu, the President of the National Authority for Management and Regulation in Communications (ANCOM), announces the launch of the Romanian eGovernment Forum, based on the premise that access to broadband communications is an essential requirement for the provision of eGovernment Services.

▸ On *2 April 2010*, the Ministry of Education, Research, Youth and Sports publishes at http://admitere.edu.ro/2010/ the 'Electronic Admission Guide 2010', as well as the algorithm used for high school repartitions in 2010. With this guide's help, pupils are able to learn about the steps that need to be taken in order to be admitted at the high school of their preference.

2009

▸ In *July 2009,* the project 'Platform for the integration of eGovernment services in the National Electronic System (PISEG)' run by the Agency for Information Society Services (ASSI), is selected and approved for EU funding. It aims to increase the quality of eGovernment services provided by the central public administration for citizens and business, by introducing the [electronic Point of Single Contact](#) (*Punctului de Contact Unic electronic* - ePCU) and the One-Stop Shop concept in eGovernment.

▸ Since *19 May 2009*, small and medium business taxpayers of Bucharest and the Ilfov county have had the option of submitting online their 'Declaration regarding the payment duties towards the social insurance budget and the unemployment budget of the National Employment Agency' through the National Electronic System (SEN), 'www.e-guvernare.ro'.

▶ Pursuant to the 'Emergency Ordinance on the service providers' freedom to establish and provide services in Romania', the **points of single contact** called for by the EU 'Services Directive', become operational as from *November 2009* in Romania. Through these points (ePCU), service providers from the EU would be able to easily complete electronically the necessary procedures and formalities for accessing and exercising service activities in Romania.

▶ The Prime Minister, Emil Boc, and the Minister of Communications and Information Society, Gabriel Sandu, launch the '[eRomania](#)' project on *16 June 2009*. The project is designed to include general facts on Romania's history, geography, and administrative structure; demography, culture and religion; education, healthcare, justice and tourism. Furthermore, it seeks to provide real time online services for citizens and businesses, tax payment, issuance of legal documents, criminal records and certain authorisations.

▶ In *March 2009*, the research and demonstration 'Centre for Advanced Studies on Electronic Services', [e-CAESAR](#), is created to carry out research in the eService arena, as well as to set up an eService platform in Romania and its southern European neighbours. e-CAESAR's main topics of interest include international interoperability in eGovernment and standardisation, service-oriented infrastructure, increased security in administrative processes and cross-border exchange of services.

2008

▶ In *November 2008*, the Ministry of Communications and Information Technology (MCIT) launches two new projects: the 'www.nomenclator.ro' portal which manages unified classified lists of general interest, enabling the coherence of the content of the information systems in the national economy; and the 'eDonatii.mcti.ro' portal which is designed to enable donations of used IT equipment to people that might otherwise have no access to computers.

In the same month, the Agency for Information Society Services (ASSI) finalises the project 'Platform for the integration of eGovernment services in the National Electronic System (SEN)'. It aimed to increase the quality of eGovernment services provided by the central public administration for citizens and business by introducing the Point of Single Contact (electronic) and the One-Stop Shop concept in eGovernment.

In *November 2008*, the Agency for Information Society Services (ASSI) publishes its strategy for eGovernment in Romania. The document defines the mission of the Agency: to increase the citizen's comfort by improving the public institutions' performances. It also summarises the principles of the Agency to three generic ones (added value orientation, protection of competition mechanisms and orientation on positive effects) and three specific ones (centralised access, re-use of data and unique provider).

▶ One of the most significant action paths is put into practice for simplifying the modernisation procedures in the payment of fiscal duty through electronic payment (by card). The action is implemented on *1 October 2008* in the **Virtual Payment Office** ('[www.ghiseul.ro](#)') and is operated by ASSI.

▶ Aiming at ensuring equal access for the blind and partially sighted, people diagnosed with dyslexia and those who did not have proper access to education, the [Ministry of Communications and Information Technologies](#) (MCSI), launches in *September 2008* a speaking version of its website. Demonstrating its full support and commitment to the **'access for all' concept**, the MCIT also publishes a guide for the development of public authority websites, highlighting the meaning of accessibility issues.

▶ In *May 2008*, the [Romanian National Regulatory Authority for Communications and Information Technology](#) (ANRCTI) reports almost 5.8 million **Internet access**

connections, a 76 % increase in 2007 as compared to 2006, while the number of broadband Internet connections (excluding dial up and mobile access) reaches 2.1 million, thus doubling the penetration rate.

▸ On *16 April 2008*, the Government approves the memorandum regarding the implementation of **Point of Single Contact** (electronic) requested by the [Services Directive 2006/123/CE](#). According to this memorandum, the Agency for Information Society Services (ASSI) would be assigned with the conceptualisation, implementation and operation of the Electronic Point of Single Contact. Romania is given the opportunity to interact in a single electronic contact point with the Public Administration, providing the completion of specific procedures to authorise or perform the delivery of a service by electronic means.

▸ On *27 February 2008*, the Government approves Decision no.198 for the amendment and completion of the norms to enforce provisions **pertaining** to **public procurement** contracts assigned through electronic means. Following its adoption, contracting authorities are compelled to **use electronic means** for at least 20 % of public procurement.

During the same month, the Ministry of Communication and Information Technology's **Knowledge-Based Economy** project releases its first public service which enables businesspeople to register their businesses and apply for permits and other documents online.

2007

▸ In *December 2007*, Romania sets up the Local Domain Contact Point (LDCP-RO) allowing connection to [sTESTA](#) – the European Union's secure telecommunications network. The LDCP-RO infrastructure aims to enable the use of pan-European information applications such as [EuroDAC](#) (a system which includes fingerprints of asylum applicants), [PROCIV-NET](#) (Civil Protection and Environmental Emergencies European Network), [EUCARIS](#) (European car and driving licence information system), [SIGL](#) (integrated system for the management of licences for imports of textiles, clothing, footwear and steel to the EU) and [TachoNET](#) (communication infrastructure for exchanging information on tachograph cards for trucks).

In the same month, the authorities launch the first community information network in Roata de Jos, in the Giurgiu region. The Local Community Electronic Network (LCeN) forms an integral part of the Romanian Knowledge-Based Economy project. The service provides information and services for the benefit of public authorities, private citizens, small businesses, schools and public libraries, with access nodes in public administration units, public libraries, public information points and secondary schools.

▸ In *September 2007*, the [Ministry of Communications and Information Technology](#) (MCSI), in collaboration with the Town Hall of the city of Brasov carry out two high-speed hotspots covering a public space of the city.

▸ The Government adopts in *June 2007* the [Emergency Ordinance no. 73/2007](#) which regulates the organisation and function of the Agency for the Information Society Services (AISS). Its main tasks are the implementation and operation, at national level, of the IT systems that provide eGovernment services and the regulation of the eGovernment domain.

▸ On *12 April 2007*, the Association of Electronic Networks of the Local Communities (RECL) is founded as part of the Knowledge-Based Economy project, the most important action for promoting Information Technology in rural and small urban communities in Romania. The project's core objective is the implementation of Electronic Local Community Networks, facilitating local communities' **access to information**.

▸ The Minister for Communications and Information Technology (MCSI), Zsolt Nagy, announces in *January 2007* the extension of the country's **'Knowledge-Based Economy'** project to some 251 rural communities and small towns throughout the country.

2006

▸ In *November 2006*, the [Ministry of Communications and Information Technology](#) (MCSI) launches the [Virtual Payment Office](#). Its aim is to facilitate citizens' interaction with Public Administration institutions by providing the **online payment** of **taxes**, fines and other financial obligations in a fast, transparent, efficient and safe way via bank cards.

▸ In *June 2006*, the Government approves legislation requiring all employers to comply with a new **digital registry** of employee records. Employers were required to release copies of an employee's file upon written request from the employee.

▸ In *March 2006*, the Romanian [eProcurement system](#) is extended to manage the online auctions of over 1 000 public authorities and more than 82 product categories.

▸ On *19 January 2006*, an existing ordinance is amended to legally regulate **electronic payments** between the government and its citizens. It allows for the electronic payment of fines, taxes and other fiscal obligations, and is intended to improve conditions for electronic payments via bank cards.

2003

▸ In *September 2003*, the Government launches its **eGovernment portal**, '[e-guvernare.ro](#)', which provided a one-stop shop to public services online. The portal, also called 'Electronic National System', gives 24/7 **access to information** from central and local government institutions, official forms and interactive services.

▸ In *July 2003*, [Law no. 304/2003](#) comes into force regarding the universal service and the users' rights related to the networks and electronic **communications services**. It implements principles such as the interdiction to grant any special or exclusive rights for the provision of directory services.

▸ In *March 2003*, the Ministry of Public Finance's **IT Strategy document** for 2003-2006 is published. The IT strategy underlines the present status of the domain within the ministry, its achievements and failures, and makes proposals regarding the services it must offer to all interested parties.

2002

▸ In *July 2002*, the National Regulatory Authority for Information Technology and Communications (ANRC) is established and is tasked with the elaboration and adoption of regulations, their enforcement and general authorisations or individual licences.

▸ In *March 2002*, the Romanian **eProcurement system**, '[www.e-licitatie.ro](#)', is launched in a bid to improve transparency and control of the public procurement process, offer better access to public contracts and reduce bureaucracy.

2001

▸ In *October 2001*, [Law no. 544/2001](#), on Free Access to Information of Public Interest, is published. As defined by this Law, citizens were provided with free and unrestricted access to any information of public interest.

eGovernment Strategy

Main strategic objectives and principles

National Strategy on Digital Agenda for Romania 2014-2020

The National Strategy on Digital Agenda for Romania targets directly the ICT sector, aims to contribute to the economic growth and increase competitiveness in Romania, both by direct action and support of development of effective Romanian ICT and through indirect actions such as increasing efficiency and reducing public sector costs in Romania, improving private sector productivity by reducing administrative barriers in relation to the state, improving the competitiveness of the labor force in Romania and beyond. The Strategy was developed in alignment with the Digital Agenda for Europe as framework of reference to define an overview on how to boost the digital economy for the 2014 – 2020 period.

As a result, some of the objectives set by the European Digital Agenda were taken and adapted to the current context of Romania in order to ensure the alignment of the Romanian ICT development with the level recorded by the countries in the region, to establish premises of Romania's integration in terms of ICT, in the European digital single market.

Taking into consideration the 7 pillars that form the basis of the Digital Agenda for Europe 2014 – 2020, Romania has adapted them to the current context and has defined 4 major fields of action that will be pursued as Romania's vision of the ambitious program that will drive the economic growth and increased competitiveness, for covering the underpinning principle stated above in pursuit of sustainable long-term economic growth. These 4 fields of action are summarized as follows:

- **Field of action 1 - eGovernment, Interoperability, Cyber Security, Cloud Computing, Open Data, Big Data and Social Media** – increase efficiency and reduce the public sector costs in Romania by having a modern administration

- **Field of action 2 – ICT in Education, Health, Culture and eInclusion** – support at a sectorial level that will ensure ICT investments create a positive impact in the social context.

- **Field of action 3 - eCommerce, Research & Development and Innovation in ICT** – builds on the comparative advantages of regional Romania and supports economic growth in the private sector.

- **Field of action 4 – Broadband and Digital Services Infrastructure – ensures social inclusion and enables the benefits across all other fields of actions.**

National Programme for Supercomputing (2010-present)

A key strategic step for promoting eGovernment strategy in Romania was taken in June 2010 with the realisation of the 'National Programme for Supercomputing', whose aim is to modernise the services and the information systems of the public administration. This

technology allows public institutions to benefit from the equipment and infrastructure of the next generation services, and better control their expenditure, avoiding costly ICT purchasing and maintenance.

Main tasks

▸ process submitted information and provide advanced technical solutions to prevent any actions that threaten to disrupt electronic systems;

▸ examine and test solutions from the perspective of advanced ICT;

▸ provide ICT technical solutions which ensure that nuclear complex simulation conditions are as close to real ones;

▸ submit proposals on the MCSI's acts to improve the legislative framework for its activities;

▸ provide expert advice to institutions at the national, regional and international levels.

Previous eGovernment Strategy

Government Programme 2009-2013 ('eRomania')

The policy paper '<u>eRomania</u>' aims at leading the entire public sector to the information and knowledge-based society. The eGovernment system is to be the main tool for building a **national integrated system** for online public services designed for citizens and businesses. It is designed to provide a unitary interface, reliable and user-friendly, between the public administration and the citizens, or the business sector.

The national priorities and goals are based on the current requirements of the Romanian society, in accordance with the European provisions and making use of cooperation and financing mechanisms.

Main priorities

The main priorities set in 'eRomania' are:

▸ modernise the Public Administration;

▸ adopt the large scale use of IT in the business environment in relation with citizens and the Public Administration;

▸ increase the competitiveness of the ICT sector;

▸ promote economic and social development through the use of ICT in the eGovernment system;

▸ provide high quality public services;

▸ increase capacity of the Government to make decisions regarding the participative and consultative process;

▸ promote a responsible and efficient approach, together with lowering the costs of all parties involved;

▸ apply transparency in implementing, designing, maintaining and revising policies.

Main goals

'eRomania' centres around three groups of goals:

Public institutions

▸ develop information infrastructure and the digital content required for the implementation of eGovernment at national level, and coordinate national eGovernment projects with regional and pan-European eGovernment projects;

▸ improve the quality and efficiency of public electronic service delivery, based on simplification of administrative procedures and conversion to electronic format;

▸ raise trust among beneficiaries of electronic public services;

▸ cooperate within the Public Administration for providing integrated secure electronic public services through a central point of access;

▸ develop interoperability for the national electronic public services and promote local interoperability;

▸ build the national electronic registers;

▸ increase the role of the information society mechanisms needed for governance;

▸ raise the performance of public administration employees in the field of ICT;

▸ audit and certify the quality and general performance of all eGovernment services.

Community recommendations or specific legislative provisions for Romania

▸ delivery of specific services, depending on their quality;

▸ information on setting up a private company;

▸ processing of public procurement;

▸ electronic voting (eVoting);

▸ accessing the geo-data, geo-services and cartographic applications through a national geo-portal;

▸ submitting data to statistical offices;

▸ submitting VAT/income/fiscal declarations;

▸ accessing legislative information;

▸ a unique mechanism for person identification;

▸ a unique mechanism for business identification;

▸ personal data standardisation;

▸ business data standardisation;

▸ harmonisation of national registers;

▸ infrastructure for licensing digital certificates;

▸ eInvoicing and reimbursement of payments.

Specific characteristics of eRomania service

▸ increase citizens' trust towards the Romanian State and eGovernment services;

▸ ensure citizens easy and efficient access to information and public services;

▸ build a unitary and interoperable system, laying emphasis on decentralising the services;

- decrease administrative costs and render the governance process more efficient;
- save citizens' time in dealing with public services and provide quality services at minimum cost;
- simplify the administrative procedures and decrease bureaucracy.

ASSI (*e-guvernare*) Strategy

In November 2008, the Agency for Information Society Services (ASSI) published its strategy which provided an overview of eGovernment strategy in Romania. It summarised the generic and specific principles of the Agency and proposed ways to proceed towards the fulfilment of its mission. In the following year, ASSI was dissolved by Law No. 329/2009.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

The Romanian Government has focused its efforts in recent years to develop a legal framework facilitating the development of Information Society and eGovernment.

Government Decision no 271/2013

The aim of this Government Decision is to approve the Romanian strategy for cyber-security and the action plan regarding the implementation of national system of cyber-security

Government Decision no. 1085/2003

The aim of this Government Decision is to implement certain provisions of Law no. 161/2003, regarding measures for ensuring transparency in the exercise of public dignities and functions in the business environment, thus pursuing the prevention and punishment of corruption, related to the implementation of the National Electronic System. Furthermore, public administration authorities are obliged to register in the National Electronic System.

Decision no. 139 on the establishment, organisation and functioning of the National Centre for Supercomputing

Under the republished Article 108 of the Constitution of Romania and Article 42 of Law no. 90/2001, on the organisation and functioning of the Romanian Government and ministries, the Government of Romania adopted on 23 February 2010 Decision no. 139. It thus established the National Centre for Supercomputing (CNS) as a specialised body of central public administration, a legal entity subordinated to the Ministry of Communications and Information Society, which aims at modernising the services and information systems of the public administration.

Government Decision no. 922/2010 on the organisation and operation of Electronic Point of Single Contact

The decision, which aims at regulating the operation of Electronic Point of Single Contact, was published on 15 September 2010, and is based on Law no.49/2009 concerning freedom of establishment and provision of services by electronic means in Romania. The Electronic Point of Single Contact portal (electronic PCU), is designed and established to facilitate online interaction between public institutions and service providers in Romania. By publishing information and useful links, facilitating online obtainment of permits, approvals and certificates needed for market penetration, the procedures for both domestic and foreign businesses will become easier and more transparent. According to the Ministry of

Communications and Information Technology, electronic PCU will serve a total of over 500 000 visitors per month.

Law no. 135/2007 on the archiving of documents in electronic form

Adopted in May 2007, this law establishes the legal regime applicable to the creation, preservation, consultation and use of administration's documents to be archived or stored in an electronic format. Processing operations of archival documents in electronic form shall be in compliance with the National Archives Law 16/1996, with subsequent amendments, and regulations on conservation, access and data protection to both public and private domains. This Law has been supplemented in June 2009 by Order no.493/2009 issued by the Ministry of Communications and Information Technology which clarified all technical and methodological applications.

Draft Law

Draft Law on National Interoperability Framework

With this draft legal document, the administration aims at regulating the interoperability of systems, namely the ability of computer systems to communicate and exchange data in a consistent and effective manner. It establishes the rights and obligations by system operators offering public services to accelerate the transition to electronic Information Society and Knowledge Economy. The basic principles of the law are to: increase the efficiency and effectiveness of information systems which provide eGovernment services; maximise the efficient use of public funds; improve collaboration among government institutions; promote web accessibility; increase the security of information systems of both local and central governments.

Freedom of Information Legislation

Law no. 544/2001 on Free Access to Information of Public Interest

This law was initially published in October 2001; however, it should be noted that methodological norms for applying the law were approved by Government Decision no. 123/2002 of 7 February 2002 and subsequently published on 8 March 2002.

The regulations of the law state that "free and unrestrained access to information of public interest shall be the rule and limitation of access shall be the exemption." It allows any person to request information from public authorities and state companies. The authorities must respond within 10 days. Public employees can be disciplined for refusing to disclose information. Authorities must also publish a wide variety of basic information on their structures and activities including their register of 'documents of public interest'.

Data Protection/Privacy Legislation

Law no. 677/2001 on the Protection of Persons concerning the Processing of Personal Data and the Free Circulation of such Data

The law allows individuals to access and correct personal information held by public or private bodies. It was complemented by recent additions such as Law no. 55, (OJ. no. 244/23.03.2005), which ratifies the Additional Protocol to The Convention for the Protection of Individuals with regard to automatic processing of personal data, referring to

control authorities and cross-border data flow. Furthermore, a National Supervisory Authority for Personal Data Processing was established in 2005 by Law no. 102/2005 (O.J. no. 391/ 09.05.2005). All of the data protection files previously kept by the Ombudsman have now been handed over to the Authority, which supervises and controls the legality of the personal data processing under Law no. 677/2001.

[Law no 506/2004 on the Processing of Personal Data and the Protection of Privacy in the Electronic Communications Sector](#)

This Law on the processing of personal data and the protection of privacy in the electronic communications sector replaced [Law no. 676](#) of 21 November 2001 on the Processing of Personal Data and the Protection of Privacy in the Telecommunications Sector. It closely follows [Directive 2002/58/EC](#) on personal data processing and privacy protection in the electronic communications sector.

Draft Laws

[Draft law on the minimum security measures of information systems in Public Administration](#)

The objective of this law is to safeguard public administration's information systems. The security measures consist of specifications and descriptions of the organisational, physical and IT security measures for data protection. However, the principles of the law do not apply to the data processing systems of state secrets.

[Draft Law on national electronic registers](#)

This law establishes the coverage, constitution, administration and operation of national electronic registers (REN). The main goal is to help reduce duplication of data used by the public sector, to prevent duplication of information collection from citizens, and thus create more reliable and secure data. The main beneficiaries of this law are persons and institutions involved in setting strategies for the Information Society in relation to electronic services and the design, or operation of electronic services.

eSignatures Legislation

[Law no. 455/2001 on electronic Signature](#)

The Law grants to eSignature the same legal status of a written signature. This effectively places electronic and printed data on an equal footing and allows electronic data to be admitted as evidence in court in the event of a dispute. The Ministry of Communications and Information Society (MCSI) is the authority in charge of eSignature regulation. By Order no. 54 of the Minister of Communications and Information Society, the procedure for approving, delaying and recalling the decision of accreditation of the certification services providers is also defined (OJ no. 209/ 11.03.2005).

[Law no. 589/2004 on the legal status of electronic notary work](#)

Passed on 15 December 2004, this law establishes the legal regime applied on electronic notarial acts. It presupposes that notary documents shall come in an electronic form, be signed by the notary public's electronic signature and be handled by the notary public. This Law has been supplemented in June 2009 by Order no. 500/2009 issued by the Ministry of

Communications and Information Technology, which clarified all technical and methodological applications.

eCommerce Legislation

Law no. 365/2002 on electronic commerce

This Law adopted in June 2002 and modified in May 2006 byLaw no. 121/2006, transposes the main provisions of Directive 2000/31/EC on eCommerce. It defines eCommerce and other basic concepts, such as electronic messaging or the exchange of data over the Internet. The main points addressed are: free movement of information society services, contracts concluded by electronic means, commercial communications through electronic means and ePayments forgery. Furthermore, it stipulates severe penalties for the possession of equipment for falsifying electronic payment instruments. It also establishes who and how one may start an eBusiness registered in Romania.

Law no. 260/2007 on electronic registration of commercial operations

This Act establishes the legal regime of electronic documents containing data on economic transactions of sale or exchange of goods or services between persons issuing and receiving invoices, tax bills or receipts in electronic form. It is supplemented by statutory provisions concerning the conclusion, validity and effects of legal acts, as well as those provided by Law no. 571/2003 as amended and additional normative acts.

eCommunications Legislation

Ordinance no. 34/2002 on access to the electronic communications networks, the associated facilities and their interconnection

Romania was the first country in Europe to transpose into national legislation the European Union regulatory framework for electronic communications. On January 2002, the Government approved the Ordinance on access to the electronic communications networks, associated facilities and their interconnection (no. 34/2002). Its provisions are organised around the following points of interest: defining new concepts related to electronic communications, rights and obligations of the operators, powers of the national regulatory authority and possibility for the regulatory authority to impose specific obligations on operators with significant market power. Special emphasis was laid on the obligations for unbundled access to the local loop. This law transposes EU's Access Directive 2002/19/EC into national legislation.

Government emergency ordinance no. 79/2002 on the general regulatory framework for communications

The Emergency Ordinance on the general regulatory framework for communications (no. 79/2002), as approved with amendments and completions by Law no. 591/2002, transposes into national legislation the European Directive 2002/20/EC (Authorisation Directive).

Law no. 304/2003 on the Universal Service and the Users' Right related to the Networks and Electronic Communications Services

The complete liberalisation of the telecom market on 1 January 2003 set the conditions for the availability of better and diversified services at lower costs for all citizens. In July 2003, the Law regarding the universal service and the users' right related to the networks and electronic communications services came into force. It implements principles such as the interdiction to grant any special or exclusive rights for the provision of directory services, and transposes EU's Universal Service Directive (2002/22/EC) into national legislation.

Law no. 506/2004 on the processing of personal data and the protection of privacy in the electronic communications sector

The Law on the processing of personal data and the protection of privacy in the electronic communications sector transposes Directive 2002/58/EC on privacy and electronic communications into Romanian law.

eProcurement Legislation

Government Emergency Ordinance no. 34/2006 on the Award of Public Contracts, Public Works Concession Contracts and Services Concession Contracts

Adopted in June 2006, this ordinance revoked all the previous acts containing provisions on public procurement and merged the two EC eProcurement directives (2004/17/EC and 2004/18/EC) into a single act.

Law no. 337/2006

This Law sets forth the approval of the Government Emergency Ordinance no. 34/2006 regarding the award of public procurement contracts, public works concession contracts and service concession contracts, and introduces amendments and supplements.

Government Decision no. 1660/2006

Decision on the approval of Application Norms for the award of public contracts by electronic means from the Government Emergency Ordinance no. 34/2006 concerning the award of public contracts, public work concession contracts and services concession contracts'. It focuses mainly on the application of Art. 21 (A) of Government Emergency Ordinance no. 34/2006 on public procurement contracts, in order to make available technical facilities for contracting authorities and apply fully electronic, open tendering procedures.

Government Decision no. 925/2006

Decision on the approval of the Application Norms for the provisions concerning the award of the public procurement contracts using electronic means, according to the G.E.O. no. 34/2006, regarding the award of the public procurement contracts, public works concession contracts and service concession contracts. This decision has been supplemented by Government Decision no. 1337/2006. The Decision mainly emphasises the approval of rules for implementing provisions represented in the Government Emergency Ordinance no. 34/2006.

Government Ordinance no. 94/2007

The Ordinance on the modification and completion of the Government Emergency Ordinance no. 34/2006 on the award of the public procurement contracts, public works concession contracts and service concession contracts was published on 4 October 2007, introducing important changes in the existing eProcurement legal framework.

Government Decision no. 198/2008

The main purpose of this Decision was to amend and supplement norms for the application of provisions regarding the award of procurement contracts electronically published by the Government Emergency Ordinance No. 34/2006 concerning the award of public contracts, public work concession contracts and services concession contracts', which was approved by Government Decision no. 1.660/2006. This legal act was the legislative expression of the Manchester Declaration of 2005 as agreed by ministers in charge for eGovernment politics from EU Member States, candidate and EFTA countries. The declaration set out a new strategic direction for European eGovernment up to 2010 with the aim to include every citizen, business and government in the social and economic benefits that IT-enabled public services can deliver.

Re-use of Public Sector Information (PSI)

Romanian Public Sector Information Law no 109/2007

Romania has notified full transposition of the Directive on the re-use of public sector information (2003/98/EC). The transposition is realised by Law no. 109, published on 5 May 2007.

ePayment Legislation

Law no 6/2006 on the issuance and use of electronic payment instruments and the relationship between users of such transactions

This Law lays down the provisions to regulate the issuance and use of ePayment instruments throughout Romania and to monitor the activities of such instruments, as well as the conditions to be met by providers, users and other institutions involved in the process.

Order no 389/2007 on the procedure for approval of payment instruments with remote access

This legislative initiative, which was published on 19 July 2007, applies to payment transaction in internet banking, home banking or mobile banking. The aim is to create an environment in which internet banking transactions will be accomplished with confidentiality, protection of personal data, safety and authenticity.

eTaxation Legislation

Government Ordinance no 24/2002 on the collection of local taxes by electronic means

This Ordinance sets, as an obligation for all municipalities and cities in Romania, the deployment of electronic systems for local tax collection. These systems provide citizens

with access to the relevant information on local taxes and offer a quick and comfortable solution to pay local debts.

Law no. 291/2002 on the electronic payment of local taxes

This Law stipulates that the local public administration authorities have to take all the necessary measures to inform citizens on electronic payment of local taxes.

Anti-corruption Legislation

Anti-corruption Law no. 161/2003

The law comprises stipulations concerning transparency in information management and public services' administration through electronic means by demanding that financial statements of public officials are published online. It also includes provisions for preventing and fighting cybercrime.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry for Information Society (MSI)

The MSI has executive control over eGovernment. This dedicated ministry is the main policy and strategy provider for the domain, and serves as the specialised body of central Public Administration in the ICT sector.

Ministry for Internal Affairs (MAI)

Political responsibility for eGovernment lies within the MAI which contributes to eGovernment policy and drafts strategic documents on Public Administration.

Coordination

Ministry for Information Society (MSI)

The MSI coordinates the Agency for Digital Agenda. This institution aims to improve the overall performance of Public Administration.

Agency for Digital Agenda

The Agency for Digital Agenda is a public institution and a legal entity tasked with coordinating all operating systems that are related to the provision of eGovernment services and the coordination of information systems through which electronic public services provided within the eRomania Programme.

National Institute for Research and Development in Informatics (ICI)

The ICI is Romania's main research institute in the field of ICT. The main activities in relation to eGovernment coordination focus on: application of research projects developed by national authorities and programmes financed by EU funds; assessment of IT projects; monitoring and auditing of scientific and technical activities for the implementation of ICT projects; and assessment of online services.

Implementation

Ministry for Information Society (MSI)

MSI is responsible for the implementation of policies and strategies, together with the subordinate agencies and departments in the eGovernment domain. Furthermore, it implements the Government's ICT policy.

Agency for Digital Agenda

The main responsibility of Agency for Digital Agenda is to provide eGovernment services by implementing information and communication systems at national level. It is in charge of the operation of the eGovernment Portal ('e-guvernare.ro'), the electronic System for Public Procurement ('e-licitatie.ro'), the Virtual Payment Desk ('www.ghiseul.ro') and the IT System for the electronic attribution of international authorisations on transport goods ('autorizatiiauto.ro').

Also, an important task of the Agency for Digital Agenda is the implementation of the 'Electronic Point of Single Contact' project, through which public administration seeks to become more efficient by simplifying the procedures applicable to services and service providers in order to achieve an interoperable platform at the national and European levels.

Support

National Authority for Management and Regulation in Communications (ANCOM)

ANCOM is the unique administrator of policies in the field of electronic communications and information technology. It assumed the role of national administration of the Top Level Domain (TLD), '.ro', and the Second Level Domain (SLD), '.eu' for the domain names reserved for Romania.

Electronic Payments Association of Romania (APERO)

APERO currently enumerates 31 members dispensing electronic payments within the country. In 2010 it launched, in co-operation with the Agency for Digital Agenda, the National Information System for Tax Payment Online with a view to facilitate taxpayers performing their transactions swiftly and at a minimum cost.

Security Incidents Response and Expertise Centre (CERIS)

CERIS, which operates within the Ministry is the Ministry of Communication and Information Society is in charge of promoting the information security culture within Public Administration organisations, such as formulating recommendations on means to protect IT systems against potential security issues by anticipating incidents and ensuring quick resolutions of such issues.

Audit/Assurance

Court of Accounts

The Court of Accounts exerts control over the State and public sector expenditure, the management of the public and private patrimonies of the State and of territorial administrative units.

Data Protection

National Supervisory Authority for Personal Data Processing

This independent public body supervises and controls the legality of personal data processing falling under the personal data protection legislation. Its competences are those of a control institution, including sanctioning, in case legal provisions are infringed by the personal data processors as a result of self-notification, or based on complaints filed by the person whose rights are infringed.

Regional & Local eGovernment

Coordination

Ministry for Internal Affairs (MAI)

Regional and local authorities are subordinate to the MAI which, by Law no. 161/2003, coordinates eAdministration.

Implementation

Ministry for Information Society (MSI)

The MSI implements the 'Sole-Central Permit' system and its administration, a one-stop service for issuing all certificates required for a building permit operated by certain Local Councils. It is expected that more local actors will emerge in the future thanks to the further development of these regions.

Support

Romanian Municipalities Association

The Romanian Municipalities Association promotes and safeguards the mutual interests of the local public authorities to satisfy and manage the public needs to the benefit of their local communities.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

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Minister of Information Society

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Head of eGovernment

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

eGovernment portal

The portal serves as a **one-stop shop** to central and local public services and forms online, while also incorporating a transactional platform. Users can register for interactive and transactional services. Links to all the departments of central and local government are also included in the portal, as well as information regarding the legislation and regulations related to the interaction with the Public Administration. Moreover, a Unique Form Service system gathers nine eServices for businesses. The eServices are designed for large contributors and provide unified access for eGovernment services.

Electronic Point of Single Contact

The target of the portal is to allow for convenient retrieval of all information, working procedures, as well as a set of interactive forms needed by service providers who wish to conduct their activity in Romania. Furthermore, it provides information about the national business context, objectives and benefits, the authorities concerned, legislation in the field and financing arrangements.

Networks

National Network

The construction of a national network linking all local and central government information systems is underway.

Local Communities Electronic Networks (LCENs)

The LCENs connect local communities (schools, public offices and libraries) to the Internet. Public Access Points have been set up in each area covered by the networks. The objectives are to reduce the rural-urban digital divide, stimulate the use of ICTs in schools, and facilitate the interaction between citizens and administration. The network has covered 255 rural communities and small towns throughout Romania, targeting over 1.7 million Romanian citizens (10 % of Romanian rural areas).

eIdentification/eAuthentication

'Integrated National System Introduction and Update of Information relating to Personal Records' project

'Integrated National System Introduction and Update of Information Relating to Personal Records' was approved on 1 March 2011, with an implementation period of 19 months. The creation of such a system presupposes the issuance and management of identity documents in accordance with Romanian legislation and EU recommendations. The project, by implementing IT, targets a number of breakthroughs:

▸ issue various certificates, like identity card, civil status certificate, passport, car registration and deregistration online;

▸ communicate to various public institutions and authorities of the identity data of certain persons;

▸ identify the changes occurring in the records of persons on the basis of data updates;

▸ provide Local Registry data for evidence of people, at the request of central and local institutions and authorities.

eProcurement

National eProcurement system

Romania has a central eProcurement platform ('*eLicitatie.ro*) that is under the responsibility of the Agency for Digital Agenda. All Romanian contracting authorities are required to publish their notices within the framework of public procurement procedures, and all businesses aiming at supplying products or services to a public authority have to access the platform.

Source: '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)'

This system simplifies procedures for both suppliers and purchasing agencies. Since 1 January 2007, it has been the national **single point** for the **transmission** of PP notices to the EU Official Journal (as OJS eSender). Furthermore, it offers **interactive** and **transactional services** dedicated to sustain 20 % of the total amount of public acquisition.

Knowledge Management

National Institute for Research and Development in Informatics (ICI)

The ICI is the most prominent research and development centre for **ICT innovation** in Romania, with extensive presence in knowledge management, either through the development of systems based on knowledge, application of communication networks, or other activities. ICI's mission is to develop scientific and technological support in ICT and the necessary structures to promote an information society based on knowledge. The institute's main areas of expertise include: communication networks and advanced technologies for application development in various environments; systems based on knowledge and learning; and ICT in areas of public interest.

Other Infrastructure

ePayment infrastructure

Virtual Payment Office

The 'Virtual Payment Office' (*Ghiseul Virtual de Plati*) project aims at facilitating citizens' interaction with the Public Administration by allowing for **electronic payment** of fines, taxes and other fiscal obligations via bank cards. New types of payments towards the State were added into the system, such as tax obligations related to salary income (where appropriate) and income from: commercial activities; liberal professions; intellectual

property rights; concession of the use of goods; transfer of securities; term buying/selling operations of the currency, on a contractual basis; agricultural activities; and real estate property transfer.

National Information System for Tax Payment Online

With Government Decision 1235/2010 of 6 December 2010, the Government, in co-operation with the National Centre for the Management of Information Society (CNMSI), established an ePayment platform to be used with credit cards. Its main purpose is the elimination of queues at taxation offices, thus enabling citizens, businesses and the Public Administration to save both time and costs.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The 12 services for citizens are as follows:

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

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Public Finance

Website: http://formulare.e-guvernare.ro/

Description: Forms may be signed electronically according to the legislation in force and sent to the relevant agencies through electronic means that guarantee delivery. Payment of local taxes via the Internet is currently used in 50 % of Romanian municipalities.

2. Job search services by labour offices

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly, Electronic Service for Job Mediation (*Serviciul Electronic de Mediere a Muncii*, SEMM)

Website: http://www.anofm.ro; http://www.semm.ro

Description: The online job search operates under the National Agency for Occupation and Labour (ANOFM).

3. Social security benefits [34]

a. Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly, National Agency for Occupation and Labour (ANOFM)

Website: http://www.mmuncii.ro/ro/; http://www.anofm.ro

Description: Online information and forms to download on unemployment insurance and benefits procedures.

b. Child allowances

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly - Department of Social Security, Social Assistance and Family Policy

Website: http://www.mmuncii.ro/ro/

Description: Online information.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, National House for Health Insurance

Website: http://formulare.e-guvernare.ro/; http://www.cnas.ro/

Description: Online information and forms. A project for a 'Computerised System for Health Insurance' (SIUI) is expected to raise the level of service when in operation.

d. Student grants

Responsibility: Central Government, Ministry of National Education

Website: http://www.edu.ro

Description: Information purposes only.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of Administration and Interior, Romanian National Police

Website: http://www.mai.gov.ro/ (section *Utile*)

Description: Online information and forms to begin the process of obtaining, or renewing a passport. This service is to become part of the currently developed National Person Identity System.

b. Driver's licence

Responsibility: Central Government, Ministry of Administration and Interior

Website: http://www.mai.gov.ro/ (section *Utile*)

Description: Online service available for driving licences on a pilot basis. This service is scheduled to become part of the future National Person Identity System.

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

Responsibility:	Central Government, Ministry of Administration and Interior, Road Authority of Romania
Website:	http://www.mira.gov.ro/ (section *Utile*); http://www.drpciv.ro/
Description:	Information on procedures and on required documents. This service is scheduled to become part of the future National Person Identity System.

6. Application for building permission

Responsibility:	Local Public Administration
Website:	N/A
Description:	Building permits are issued by the local Public Administration; however, they lack a full Internet presence. Before a building permit is issued, there is a set of other certifications that are required, such as the 'Certificate of Urbanism' obtained by other administrations. Some Local Councils have developed the 'Sole-Central Permit', a one-stop service for issuing all certificates.

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

Responsibility:	Central Government, Ministry of Administration and Interior, Romanian National Police
Website:	http://www.politiaromana.ro
Description:	There is information, but no online service at present.

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

Responsibility:	Central Government, Ministry of Culture, Department for Libraries and Written Culture, County Councils.
Website:	http://www.cultura.ro
Description:	Online catalogue search and reservation facilities are not offered by public libraries such as the National Library. Libraries, such as the Polytechnic University of Timisoara, offer a full list of eServices.

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

Responsibility:	Central Government, Ministry of Administration and Interior
Website:	http://www.mai.gov.ro/ (section *Utile*)
Description:	At present, there is no online service. It is expected, as part of the 'Knowledge-Based Economy' project, that the recently initiated Civil Information System - itself a part of the National Person Identity System - will allow for the issuance and renewal of civil information and documents for Romanian citizens (birth, marriage and death certificates).

10. Enrolment in higher education/university

Responsibility: Central Government, Ministry of National Education

Website: http://www.edu.ro

Description: Major universities offer the possibility to enrol online.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Administration and Interior, National Person Identity System

Website: http://www.mai.gov.ro

Description: Information online is available, but no online registration facility to date. The 'e-address' project implemented by the Ministry of Communication and Information Society aims to make the service fully available online.

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

Responsibility: Central Government, Ministry of Health

Website: www.ms.ro

Description: Information is available online, but there are no online services.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The 8 services for businesses are as follows:

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

1. Social contributions for employees

Responsibility: Central Government, National House for Pension and other Social Insurance Rights

Website: https://formularunic.e-guvernare.ro/ for large contributors
http://www.anaf.ro/ for other contributors

Description: The form 'Declaration regarding the payment obligations towards social insurance budget' for large contributors belongs to the 'Unique forms' supported by the eGovernment portal '[e-guvernare](#)'. The system was extended to all contributors through the web page of the [National Agency for Fiscal Administration](#) section on electronic declaration.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Public Finance

Website: https://formularunic.e-guvernare.ro, for large contributors
http://www.anaf.ro/, for other contributors

Description: Online submission of tax forms is available as form 'Declaration no 101 regarding the profit tax', for large contributors and is supported by the eGovernment portal '[e-guvernare](#)'. The system was extended to all contributors through the web page of the [National Agency for Fiscal Administration](#) section on electronic declaration.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Public Finance

Website: https://formularunic.e-guvernare.ro, for large contributors
http://www.anaf.ro/, for other contributors

Description: Online submission of VAT forms is available as form 'Deduction regarding VAT' – Declaration no. 300, for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

4. Registration of a new company

Responsibility: Central Government, Ministry of Justice, National Trade Register

Website: http://www.onrc.ro/; http://recom.onrc.ro/

Description: Online information and downloadable forms. Law No. 359 (2004) provides the list of assistance services to be supplied by the trade register's offices to individual entities, family associations and legal entities in order to offer assistance in the registration procedure. It also provides for simplified ways of granting the Unique Registration Code (CUI) for businesses and stipulates that the registration process should be completed within three days. The eForms service provides access to the intelligent forms that can be electronically signed and sent to the competent authority.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics

Website: http://www.insse.ro/

Description: The electronic collection system of statistical data e-statistica.ro is accessible through the National Institute of Statistics.

6. Customs declarations

Responsibility: Central Government, Ministry of Public Finance

Website: N/A

Description: The online customs' declarations service allows declarations to be filled in online for all types of businesses and agents that perform activities in this sector. This service ensures authentication of users through digital certificates. The next stage of development of the online customs declarations service will allow electronic payments through banks, which will offer remote payment services. This service currently functions in a restricted access regime.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Environment and Climate Change, Environmental Protection Authority (NEPA)
Website:	http://www.mmediu.ro
Description:	Online information and required documents can be downloaded.

8. Public procurement

Responsibility:	Central Government, Ministry for Information Society, Agency for Digital Agenda
Website:	www.e-licitatie.ro
Description:	The main eProcurement system modules available are: publication of notices within the framework of public procurement procedures; transmission of the notices to the EU Official Journal in order to be published (as OJS eSender); requests for quotation; direct purchases based on eCatalogues and eAuctions (as final phase for off-line contract award procedures, or on-line request for quotation); open and restricted procedures; document and user's profile management. All Romanian contracting authorities have to publish their public procurement notices on 'e-licitatie'.

An action supported by ISA

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

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Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

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More on the programme:

http://ec.europa.eu/isa/

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