European
Commission

eGovernment in Cyprus

ISA

This document is meant to present an overview of the eGoverment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

eGovernment in Cyprus, February 2016, Edition 18.0

Country Profile
Basic data and indicators

Basic Data

Population (1 000): 847, 008 inhabitants (2015)

GDP at market prices: 17,394 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 82 (2014)

GDP growth rate: - 2.5% (2014)

Inflation rate: - 1.6% (2015)

Unemployment rate: 15.6% (2015)

General government gross debt (Percentage of GDP): 108.2% (2014)

General government deficit/surplus (Percentage of GDP): -8.9% (2014)

Area: 9 251 km^2 (2012)

Capital city: Nicosia

Official EU language: Greek, English

Currency: EUR

Source: Eurostat (last update: 08 February 2016)

Political Structure

The Republic of Cyprus was established in 1960. It is an independent, sovereign republic, with a presidential system of government.

The executive branch is headed by the President, who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The Council of Ministers is appointed by the President. The last presidential elections were held on 17 February 2008.The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

Legislative power is held by a unicameral Parliament, the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriot parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 22 May 2011.

The Administration of Justice is exercised by the island's separate and independent judiciary and is autonomous in its sphere of competencies, authority and jurisdiction. The Judicial Power is vested in the Supreme Court and Inferior Courts established by law.

By the Constitution of the Republic of Cyprus, the Attorney General's Office, the Auditor General and the Central Bank of Cyprus are Independent Services and do not come under any Ministry.

The Republic of Cyprus acceded to the European Union on 1 May 2004.

Head of State: President Nicos Anastasiades (since 24 February 2013).

Head of Government: President Nicos Anastasiades (since 24 February 2013).

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Cyprus
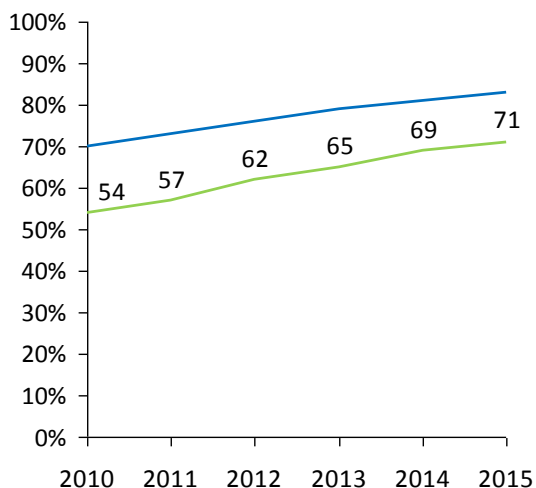
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Cyprus

Source: Eurostat Information Society Indicators

—— Cyprus
—— EU

Percentage of individuals using the internet at least once a week in Cyprus
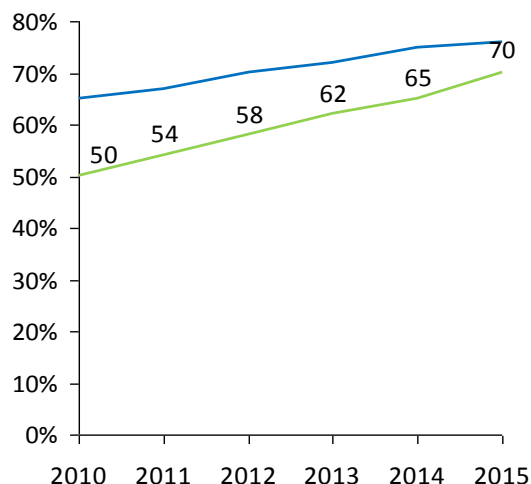
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Cyprus
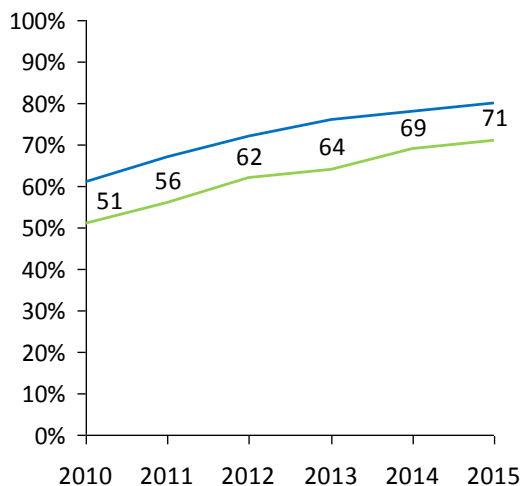
Source : Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Cyprus
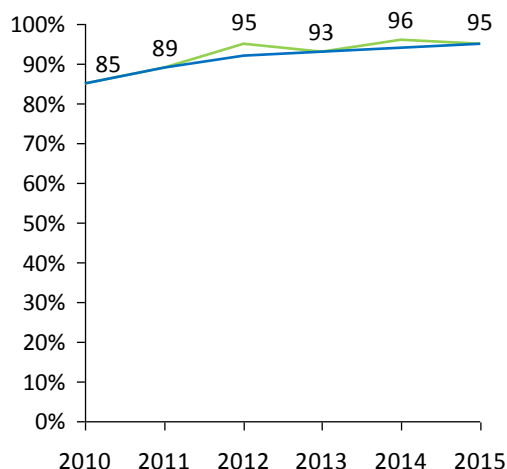
Source : Eurostat Information Society Indicators

━━ Cyprus
━━ EU

Percentage of individuals having purchased/ordered online in the last three months in Cyprus
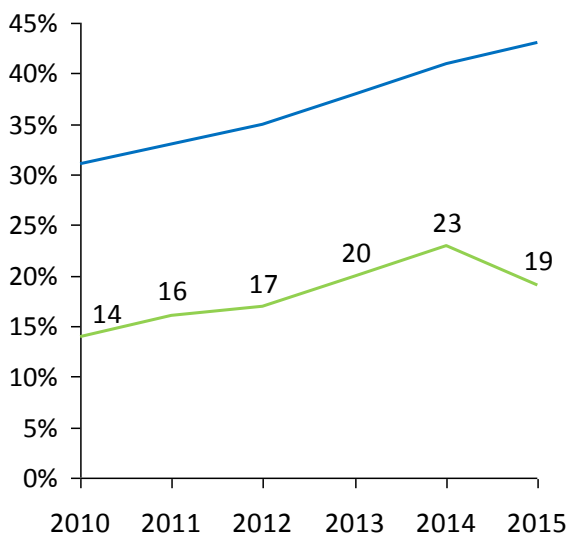
Source : Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Cyprus

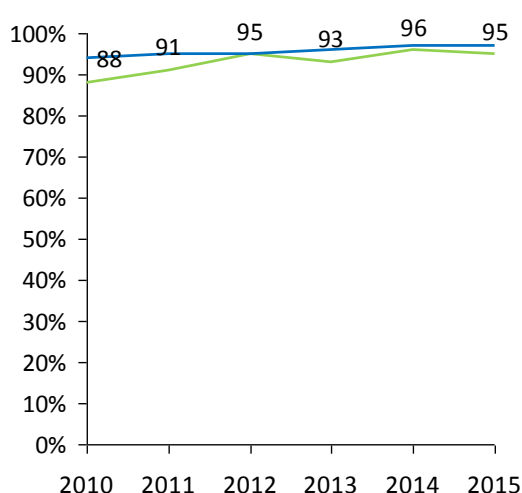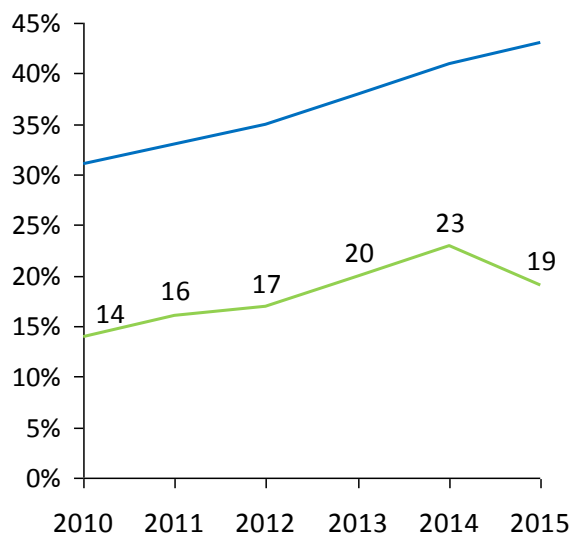Source : Eurostat Information Society Indicators

eGovernment Indicators

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

Percentage of individuals using the internet for interacting with public authorities in Cyprus
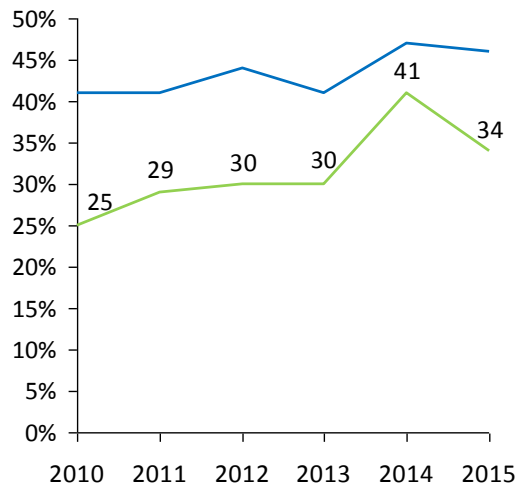
Source : Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Cyprus
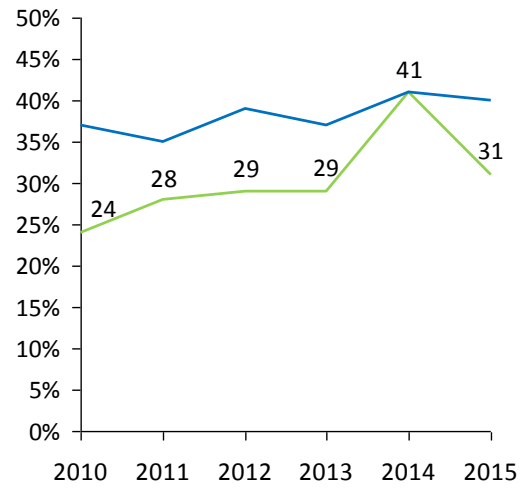
Source : Eurostat Information Society Indicators

─── Cyprus

─── EU

Percentage of individuals using the internet for downloading official forms from public authorities in Cyprus
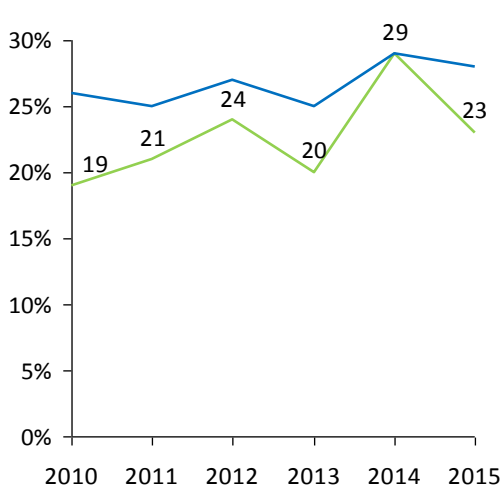
Source : Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Cyprus
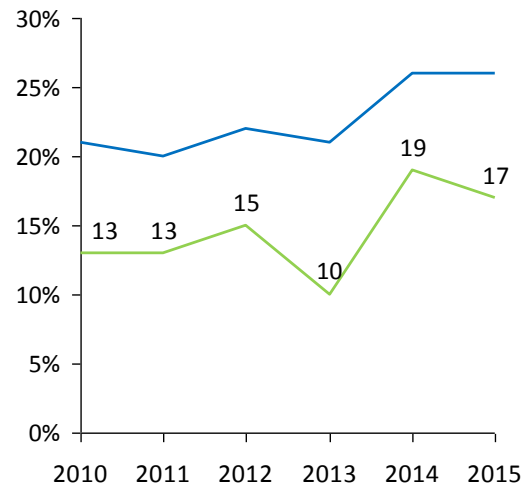
Source : Eurostat Information Society Indicators

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 is 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 Cyprus compared to the EU average score.
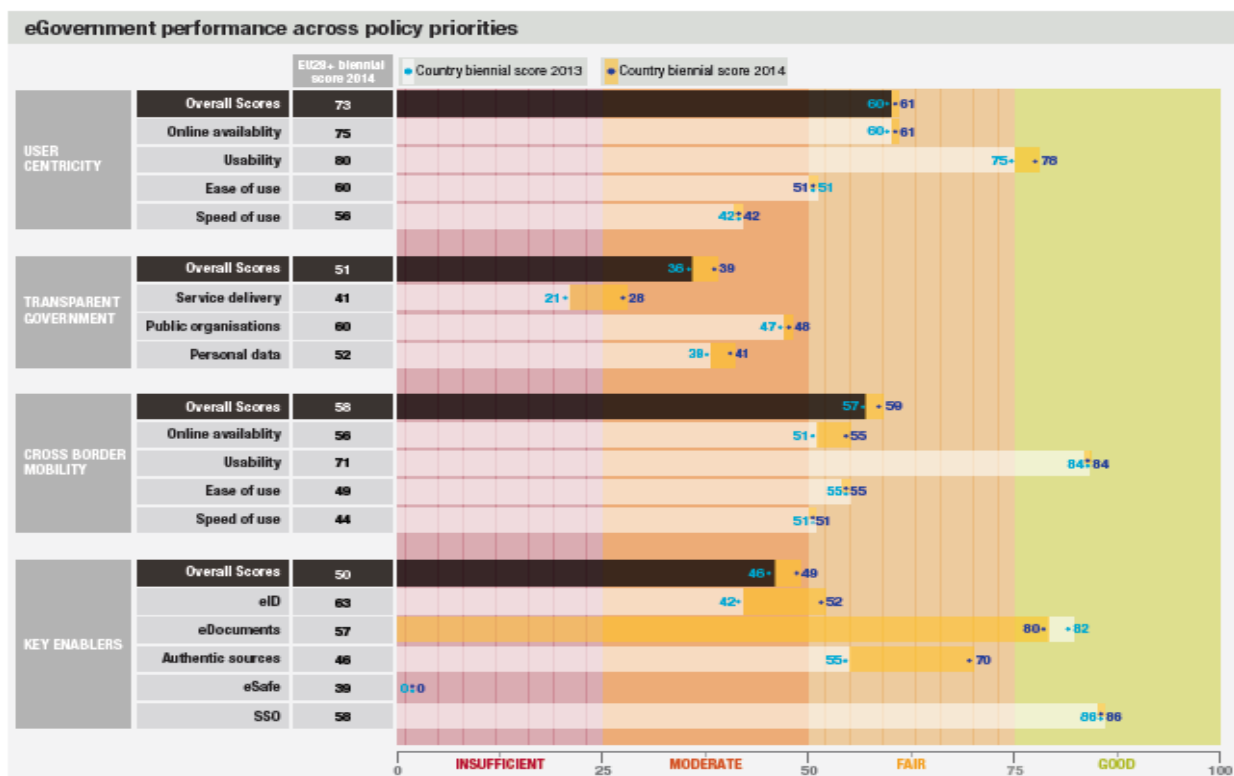
Source: eGovernment Benchmark Report 2015[2] Country Factsheet Cyprus

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[1] eGovernment Benchmark Insight Report

[2] The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

December 2015

The creation of a Government Data Warehouse is completed (central repository of data) aiming at enabling easy access to accurate, consistent and integrated government data for better and faster decision making and for statistical purposes. The Government Data Warehouse contains selective transactions and inter-related information from various Government Information Systems, specifically structured for dynamic queries and analytics. This data can be further analysed through special Decision Support Systems, providing thus the Government executives with a global view of the Civil Service operation and the facility to effectively monitor the tendencies to various matters, to derive useful conclusions and take quick decisions, based on accurate and reliable information.

November 2015

Point of Single Contact (PSC) Cyprus was connected to the Government Secure Gateway (Ariadne) thus increasing the number of applications provided by PSC from 71 to 93. The new application forms (11 of them) are related to Cyprus Tourism Organization and to the Institute of Certified Public Accountants of Cyprus. With the interconnection of the two systems PSC is able to accept application forms without the use of digital signature, by using the username and password of the applicant. The user can navigate in both systems with the use of the same credentials (Single Sing On). PSC can also use the payment tools that Ariadne has developed for online payment for all applications forms.

October 2015

A system for submitting electronically applications for trademarks for the Department of Registrar of Companies and Official Receiver of the Ministry of Energy, Commerce, Industry and Tourism went live. Specifically the registered users of the system can submit the following applications:

Application for the Registration of a Trade Mark, Additional Fees to accompany the Renewal Fee, Fees for the Registration of a Trade Mark, Renewal of the Registration of a Trade Mark.

The users must first register through Ariadne and be validated by the Department of Registrar of Companies and Official Receiver in order to be able to use the system.

September 2015

A web application, through Ariadne platform, as well as a mobile application is available aiming at providing fuel information to the public (fuel prices (all types), location of the petrol station (including a map), the cheapest price of a specific fuel type in a specific

district, town, village or area). Information related to the price is real time. The link to the application is available at the Ministry's webpage and through Ariadne Webpage.

August 2015

In August 2015 Deloitte Cyprus, is commissioned with the project "Support for bodies of the public sector in the implementation of the revised Directive 2013/37/EU and promote the re-use of public sector information". The Project, which is financed entirely by the European Commission (Structural Reform Support Service), has duration of 14 months (August 2015 - October 2016). The overall objective of the Project is to provide the necessary technical support to the Ministries / Departments / Services to identify, register and publish their data through the National Portal of Open Data, www.data.gov.cy, and to promote the reuse of such data in private sector by implementing the communication strategy designed for this purpose.

March 2015

Cyprus Procedure Information Portal: A new site is available aiming at providing information regarding the Government Procedures/Services of five main areas (Labour and Social Insurances, Transportation, Immigration/Nationality and Citizenship, Health, Justice/Public Order and Defense). Specifically, the site provides to the public important information on various procedures/services (such as description, necessary documentation, fees required, relevant legislation, required certificates, service points, etc.).

November 2014

Cyprus launches the Government Open Data Portal, based on the Directive on the re-use of public sector information (PSI Directive). The portal's aim is to serve as a one-stop-shop for the provision of public sector information and a platform for public sector bodies to publish their data in a user-friendly/ easy to access environment. The portal which currently hosts 160 datasets is expected to host more than 500 datasets by the end of 2016. Among others the portal hosts geographical, demographic, statistical, environmental data, etc.

The Government Secure Gateway (Ariadne), the platform through which government eServices will be centrally offered to the public, completes its pilot operation.

The Department of Registrar of Companies and Official Receiver is connected to the centralized access point "Designview" of the European and Trade Mark Network of the Office of Harmonization in the Internal Market (OHIM). Through this portal, users are able to search and view industrial design data, from all the National Offices, in a unique presentation format, independently of which office the data is coming from.

April 2014

The eGovernment Strategy of the Republic of Cyprus for 2014 - 2020 is completed aiming at the enhancement of public sector capacity while reducing operational costs; delivery of additional eServices, which will be flexible, accessible, complete, easy and secure; and facilitation of cross-border collaboration at European level. The eGovernment Strategy is also complemented by a) the National eGovernment Interoperability Framework, which describes the principles, recommendations and technical standards that shall be taken into account by government organisations when designing, developing or operating information systems that support the provision of eServices to citizens and businesses both at the national and international level and b) the Government Security Policy that ensures a high

common level of network and information security across Government information and communication systems.

As from April 2014 the meetings of the Council of Ministers (COM) are supported by electronic means via the e-Communication platform. This platform enables the automation of the processes related to the COM meetings (e.g. electronic submission of proposals by Ministers) and facilitates the communication and collaboration between all the involved parties, aiming at increasing the efficiency of the public sector and minimising the cost, particularly the print/paper related cost.

March 2014

As of 1 March 2014, the publication of the intention of Contracting Authorities to publish a competition prior to the actual official procurement process, has become mandatory in order to assist SME's participation in public procurement competitions. This is implemented online via a new functionality introduced on the eProcurement System.

The Government Secure Gateway starts its pilot operation. The Government Gateway Portal is given the name Ariadne (from the Greek Mythology. Ariadne gave to Theseas a ball of thread, so that he could find his way out of the Minotaur's labyrinth). It enables users to access the electronic services (eServices) that are made available by the Government of Cyprus over the Internet. Through Ariadne citizens can be served quickly and easily, 24x7. The system aims to the full electronic completion of a service, by retrieving required information from the interconnected back-end systems, thus minimising or completely avoiding any bureaucratic procedures. Individuals, organisations, and agents need to register in order to login to the system. Ariadne will provide the platform with the necessary common core services enabling the delivery of eServices and the execution of online transactions in a secure manner (e.g. user identity management, security infrastructure, transaction routing and processing, application integration, certificates and other information, payment engine, etc.). Initially 33 eServices are provided. Using the common reusable components of the platform, deployment of additional eServices in the future is expected to be expedited.

February 2014

Since February 2014, the Inland Revenue Department (IRD) allows the online submission of applications for the electronic registration to the Taxisnet service. All Public Officials and Officials of the General Government Sector are invited to register online and submit their tax return for the fiscal / calendar year of 2013, before 31 July 2014 due to the several advantages of the Taxisnet, system, which is up and running since 2004. The benefits of the system include the improvement of the service provided by the IRD and also a reduction in its operational cost for the state budget. A necessary condition of electronic submission is that the citizen already has a Tax Identification Code (TIC) with the IRD and must have received at least one Income Tax Assessment to enable their identification.

January 2014

As of 1 January 2014, it has become mandatory for contracting authorities to publish tender documents electronically (for all published public procurement competitions) via the eProcurement System and handle the clarifications requested during the tendering process electronically.

October 2013

Cyprus Police launches a new online application which allows citizens to be informed whether they have pending warrants (fines) against them.

September 2013

The Council of Ministers approves the proposal for an Integrated Information System that will computerise the Justice sector supporting the automation of all processes of Courts (eJustice). eJustice aims to accelerate court awards while at the same time relieving citizens and professionals (lawyers and law offices) of bureaucratic burden by providing digital services through the web. Some of the main expected benefits for the Government are to:

▶ Increase of operational ability of courts due to process automation (case and documents electronic registration, exchange and update);

▶ Increase in productivity of administrative personnel by time savings due to automation of supporting tasks (case archiving, data search and retrieval, evidences administration, fees/penalties accounting etc.);

▶ Enhance access of citizens and businesses to Justice and related services.

July 2013

As from July 2013, all the Council Decisions that are published in the official Gazette are also available electronically through the Council of Ministers website. The electronic publication of the decisions aims at increasing the transparency and minimising the bureaucracy due to the fact that information is available and accessible electronically.

The Department of Registrar of Companies and Official Receiver is connected to the centralised point "TMView" of the European and Trade Mark Network of the Office of Harmonization in the Internal Market (OHIM). Through this portal, users are able to search and view Trade Mark data from all the European Offices.

January 2013

On 3 January 2013, the Cyprus Press and Information Office (PIO) announces the digitisation of another 32 000 pages of press releases, as part of its archives digitisation programme.

The press releases cover the period from 1 January 1962 to 30 April 1990, while the statements of the Government Spokesman (period 1976-1996), the press releases of the House of Representatives (period 1981-2009) and the statements of the Greek - Cypriot Negotiator for the period 1979-1984 have also been digitised. The total targeted number of digitised pages is 192 000 pages.

The digital press releases have been uploaded and they can be accessed through the following website www.piopressreleases.com.cy, which is bilingual (Greek and English) and also provides a search tool.

November 2012

The Ministry of Finance, the Productivity Centre and the Department of Information Technology Services announce the launch of the campaign called 'Do it electronically',

which promotes the eGovernment services of public administration. Furthermore, incentives will be provided to all age groups aiming to increase the use of the eGovernment services. The main services that can be performed online include:

- Submission of VAT and income tax return;

- Application for registering a new business entity and for name approval;

- Posting and searching for a job vacancy;

- Paying income tax, contributions to the social insurance company, annual property tax and extrajudicial fines;

- Subscription for free training programmes;

- Renewing vehicle registrations and hunting licenses;

- Publishing and managing public procurement tenders;

- Lodging complaints about products and services;

- Handling several other transactions with the public administration.

February 2012

The Council of Ministers approves the **Digital Strategy for Cyprus**. The Digital Strategy is a comprehensive plan for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus, including actions aiming at a 'paperless' government and at improving supply and demand for eGovernment services.

The National Excise Movement and Control System (full fledge) is completed and automates the procedures related to the movement of excise goods under duty suspension between the Member States of the European Union. EMCS improves the functioning of the internal market, by simplifying intra-Community movements of excisable products, enforcing monitoring of flows in real time and the carrying out of checks.

January 2012

The 7th Citizen Service Centre (CSC) is established in Famagusta, in accordance to the government's strategy for operating at least one CSC in every district of the island.

The Road Transport Department (RTD) introduces of **direct briefing** system via SMS messaging for mobile phones. As of January 2012, registered users can be continually informed/updated, via sms, on issues related to their vehicles and road safety, such as a reminder for the date of expiry of a vehicle roadworthiness test (MOT), the road tax renewal date, and the date of cancellation of the registration of a vehicle, among other issues.

December 2011

In December 2011, a study concerning better implementation of the Public Sector Information (PSI) Directive in Cyprus is completed. Funded by the Ministry of Finance and commissioned to Deloitte Cyprus, the study reviews licensing, charging, turnover, data available and enterprises, investigates practices of other Member States and offers recommendations on the requirements of the public sector and the broader business environment of Cyprus. Following the study, a PSI web portal was developed to act as a single point of access to data sets produced and held by public service bodies.

In the same month, the **Accounting eService** provided by the [Department of Merchant Shipping](#) goes live and allows authorised users (ship owners, lawyers) to have access to their accounting statements and view their outstanding financial obligations.

November 2011

On 1 November 2011, the results of the project on the reduction of the administrative burden are announced in an [event](#) organised by the Ministry of Finance and the contractor KPMG Ltd. The project, which lasted from November 2009 to the beginning of 2011, is part of the [Better Regulation initiative](#). Its purpose is to serve the national target of a 20 % reduction by the end of 2012 in the administrative burden caused by legal obligations on businesses. Three phases comprised the study: The first included the mapping of around 5 500 different legal obligations imposed on businesses, the second concerned the selection of 8 areas of priority and the third included the cost estimates of the legal obligations in the 8 areas of priority selected in the previous phase. Based on the results of the third phase, the contractor has submitted over 30 proposals targeting the reduction of the administrative burden in the 8 priority areas. The majority of these proposals were implemented by June 2013, reaching a total of about 19% reduction of administrative burden. A very small number of proposals is, either under implementation in the context of the Memorandum of Understanding signed with Troika, or could not be implemented due to the severe fiscal conditions as a result of the economic crisis.

October 2011

On 10 October 2011, an internet-based collaboration platform starts its live operation. The platform enables government and quasi-government organisations (in Cyprus and abroad) to communicate and collaborate effectively and efficiently towards the achievement of the common goals of the Presidency of the Council of the EU, to be undertaken by Cyprus during the second half of 2012.

September 2011

On 14 September 2011, the Treasury of the Republic receives the [Cyprus Innovation Award](#) under the 'public sector' category for the development of its [eProcurement system](#). The Innovation Award competition is a yearly event established by the Cyprus Employers and Industrialists Federation in 2006. The interoperable web-based application serves as a unique European model covering all contracting authorities (public services, local authorities and governmental/non-profit semi-governmental organisations) in a Member State. It includes all tender procedures, as laid down by the provisions of European and Cypriot public procurement law, and provides assistance to SMEs. The eProcurement system was developed with the support of the Department of Information Technology Services under the Ministry of Finance, and it is managed by the Public Procurement Directorate of the Treasury of the Republic.

August 2011

In August 2011, the [Cyprus Productivity Centre](#), through its '[Keep me informed](#)' online system, offers a personalised email service. Registered users can define issues/matters of their interest (subsidy schemes, vocational trainings, etc) and receive email messages corresponding to their stated preferences.

March 2011

The [Cyprus Pollutant Release and Transfer Register](#) (PRTR) goes live on 9 March 2011. It is a publicly accessible electronic database that provides key environmental data from industrial facilities operating in Cyprus. More specifically, the PRTR enables the public to have access to environmental information concerning the annual amounts of pollutant releases to air, water and land, as well as off-site transfers of waste and of pollutants in waste water from several facilities operating in Cyprus. PRTR lies under the responsibility of the Ministry of Agriculture, Natural Resources and Environment, and the Ministry of Labour and Social Insurance.

February 2011

The '[e-Filing](#)' project, which will allow the complete online registration of a new company, shows its first results in February 2011. The project was approved for co-financing by the European Regional Development Fund of the European Union. eSearch was the first module to go live, whereas the complete system went live gradually. The e-Filing system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information.

January 2011

January 2011, candidate drivers can pay online for their examination fee and can select the examination date, time and centre for their driving licence test, via a **road transport** web-enabled system.

During the same month, Cyprus police announce the launch of a new system for paying extrajudicial fines for traffic violations through the Internet. The system is available on a 24x7 basis and fines can be paid using a credit card through the website of the [Cyprus police](#).

Furthermore, the 'VIRGIN' project - renamed to '[VIPI](#)' project - aiming at providing a 'one-stop-shop' interactive portal and learning environment, targeting trainers and trainees, with particular attention towards people with disabilities, was launched in January 2011. The project partnership brings together organisations and businesses from Belgium, **Cyprus**, Greece, UK and Lithuania. The project will develop an interactive online platform where those disabled can access a wide variety of ICT training courses and serious games for acquiring ICT skills. Trainers will be able to upload and download various learning objects, using a semantically enriched environment which significantly improves the search experience and the relevance of search results.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy
Main strategic objectives and principles

eGovernment Strategy (2014-2020)

The eGovernment Strategy of the Republic of Cyprus refers to the period 2014-2020 and applies to all ministries, departments and services of the Cyprus Government focusing on technical, operational and organisational aspects of the provision of eServices to citizens and businesses. Interventions at the back-office systems or government ICT infrastructures are also foreseen by the eGovernment Strategy, provided that they assist the Cyprus Government to achieve its objectives up to 2020, whilst being in line with the EU policies and directives. From the implementation of the eGovernment strategy, the following objectives are sought to be achieved:

▸ Enhancement of public sector capacity while reducing operational costs;

▸ Delivering additional eServices, which will be flexible, accessible, complete, *easy* and secure;

▸ Facilitate cross-border collaboration at European level.

Digital Strategy for Cyprus (2012-2020)

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

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

▸ **Target 1:** Broaden coverage (infrastructure rollout); expand broadband and establish regulatory framework of networks;

▸ **Target 2:** Modernisation of public administration and provision of more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;

▸ **Target 3:** Inclusion of all (including vulnerable groups) into digital Cyprus**.** Increase penetration and participation of all citizens and businesses in the digital society;

▸ **Target 4:** Education and Learning**.** Improvement of eSkills and digital literacy;

▸ **Target 5:** Promotion of digital entrepreneurship;

▸ **Target 6:** ICT for the environment. Promotion of green ICT.

Public Administration Reform

The political responsibility and supervision for issues of Public Administration Reform (PAR) has been assigned to the Deputy Minister to the President, under the overall initiative of the Growth Strategy (Unit for Administrative Reform). Public Administration Reform is considered to be a very important structural change aiming at creating a flexible, modern and productive public service for the benefit of both citizens and businesses.

PAR includes horizontal and sectoral issues. As regards the horizontal/cross-cutting issues these relate to human resource management across the Public Service. More specifically, the Government has submitted to the House of Representatives a set of draft Bills aiming at institutionalizing the HRM related reforms in respect of performance appraisal, promotion, Public Service Commission governance, mobility etc., as well as at introducing a mechanism in regulating salary increases that will ensure the affordability and sustainability of the public wage bill.

With regards to the sectoral issues, functional reviews have been completed or are being carried out, within the civil service (Ministries and Constitutional/Independent Services) aiming at the reorganization of structures within the various Ministries and Independent Authorities, and generally the provision of better services to businesses and citizens.

Better Regulation

In view of the Cyprus Government's renewed efforts to promote growth through structural and administrative changes, a new Unit for Administrative Reform has been created under the Deputy Minister to the President, which will address, inter alia, issues related with Better Regulation. The aim is to render the public service more flexible and improve the quality and speed of services provided to citizens and businesses, by alleviating all processes from unnecessary administrative burden and eliminating the relevant costs. This will be achieved through simplification of procedures and legislations and abolishment of the duplication of processes performed by the various departments of the public sector. Furthermore, the current Impact Assessment mechanism will be enhanced, placing more emphasis on the impact of new legislation on SMEs.

In order to promote actions in this context, the Better Regulation Unit has drafted an Action Plan on Better Regulation, which was approved by the Council of Ministers on 29/10/15. The actions under this Action Plan have been identified around 3 priority axes, namely:

▸ Simplification of procedures and legislation and reduction of administrative burden.

▸ Better legislation and impact assessment of new legislation.

▸ Embedding the culture and enhancing capacity in relation to Better Regulation.

Further to the above 3 axes, the Action Plan also includes actions that are being promoted under the pillar of e-government, which go hand in hand with the other Better Regulation initiatives.

Partnership Agreement 2014 - 2020

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

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

Operational Programme Competitiveness and Sustainable Development 2014 - 2020

The Promotion of ICT Use is one of the seven axes of the Operational Programme (OP) "Competitiveness and Sustainable Development 2014-2020". The budget of the Axis is around €86,5mln (13% of the OP's total budget), which will be co-financed by the European Regional and Development Fund (ERDF) by €73,5mln. Almost 70% of this budget has been allocated for strengthening ICT applications for e-government, e-learning and e-health.

Previous Strategies

National Strategic Reference Framework for Cohesion Policy (2007 – 2013)

The National Strategic Reference Framework for Cohesion Policy, 2007-2013, was a strategic programme document, which presented a **development strategy** for the utilisation of resources allocated to Cyprus from the Structural Funds and the Cohesion Fund for the period 2007-2013. The preparation of the NSRF was introduced for the first time in the 2007-2013 programming period and, among other elements, included an analysis of the strategic vision and the objectives related to the development of the information society in Cyprus and, in particular, eGovernment services and eHealth.

Interventions of the NSRF for strengthening eGovernment aimed at further extending public services offered via the Internet and at improving their safe use. Actions are to be co-financed by the Structural Funds for the period 2007-2013.

eGovernment Vision (2002 – 2011)

The previous strategy on eGovernment dates back to 2002. Commonly referred to as the **eGovernment Vision (2002)**, it set the delivery of one-stop-shop services as its main target. This was to be realised either via the web, or via other channels, namely, kiosks, call centres, citizen support centres and other channels.

The architecture of such systems was based on three main **building blocks**:

▸ A **front end**, realised as a government portal aggregating all information and services in one place, based on the life-event-cycle.

▸ A **middleware tier**, in the form of a government gateway, called the 'Government Secure Gateway', to provide interoperable, secure and authenticated web-based interconnection of back-end systems.

▸ A **back-end**, realised as web-enabled information systems and processes involved in service delivery.

To date, the eGovernment Vision has resulted in services such as the electronic submission of tax returns, the renewal of road tax licences using credit cards, the payment via direct debit of social contributions and other related services. All government ministries and departments have maintained their own websites, which are either informative and provide downloading of forms and other documents, or support user interaction. Another achievement was the development of the Government Data Network (GDN), which currently interconnects all government information systems and organisations.

Government Computerisation Master Plan (1989 – 1997)

The '**Government Computerisation Master Plan**' for the period 1989-1997 identified 80 priority projects such as batch applications, revenue collection and payment systems. A revised version of the plan was adopted in 1998 to include new infrastructure and strategic projects in accordance with the EU accession requirements. This resulted in the launch of the Information Systems Strategy (ISS), and the Data Management Strategy (DMS) aiming to provide a guide for interconnection and interoperability of the information systems under development.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment
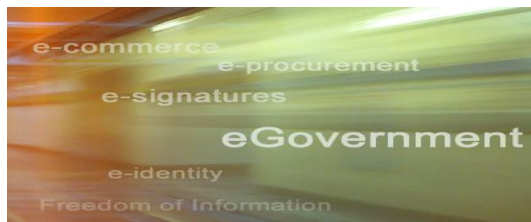
eGovernment Legislation

Current status

There is currently no specific eGovernment legislation in Cyprus.

Freedom of Information Legislation

Constitution of the Republic of Cyprus

Even though there is no specific legislation regulating freedom of information, section 19 of the Cyprus constitution protects, at the highest level, the 'right to freedom of speech and expression'. More specifically, paragraph 2 of the aforementioned section explicitly provides that the above right includes 'the freedom to hold opinions and receive and impart information'.

Data Protection/Privacy Legislation

The Processing of Personal Data (Protection of Individuals) Law (2001)

The 'Processing of Personal Data (Protection of Individuals) Law' (138(I)/2001) entered into force in November 2001, and was amended by Law 37(I)/2003. It is compliant to the *acquis communitaire*, and especially, the European Directive 95/46/EC on Data Protection. On 31 December 2007, the 'Retention of Telecommunication Data for Purposes of Investigation of Serious Criminal Offences Law' of 2007 (Law 183(I)/2007) was introduced harmonising Cypriot legislation with EU Directive 2006/24/EC of 15 March 2006. The law regulates the terms under which the retention of personal data for the purpose of crime investigation, detection and prosecution is legal.

eSignatures Legislation

Legal Framework for Electronic Signatures and Associated Matters (2004)

The law (188(I)/2004, as subsequently amended, implements the European Directive 1999/93/EC on electronic signatures. It effectively establishes the legal framework governing both eSignatures and certain certification services for the purpose of facilitating their use and their legal recognition. Based on the provisions of this law, supplementary regulations have been issued and include additional requirements for the use of eSignatures in the public sector.

The Department of Electronic Communications (DEC) is the competent authority for all matters pertaining to electronic signatures in the Republic and for the effective implementation of the relevant Law and Regulations. Amongst others, the DEC is responsible for the supervision and monitoring of the Certification Service Providers (CSPs) established in the Republic of Cyprus. [Legal Framework for Electronic Signatures and Associated Matters Law of 2004 (N.188(I)/2004-2012)].

eCommerce Legislation

Law on Certain Legal Aspects of Information Society Services, in particular Electronic Commerce and Associated Matters (2004) and its amendment in 2007

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

Law on Electronic Money (2012)

The Law on Electronic Money (81(I)/2012) regulates the rights to issue electronic money directly from the Cypriot Republic and defines which are the authorities to issue such money. Furthermore, it regulates the authorisation and supervision of institutions that are related to the issuance of electronic money.

eCommunications Legislation

Law on Regulation of Electronic Communications and Postal Services (2004)

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications (Law 112(I)/2004) and the modification of the 2002 law on radio communications (Law 146(I)/2002) – to transpose the new EU regulatory framework. It has also introduced four pieces of secondary legislation in the field of radio communications. The last amendment of the law was made in 2013.

eProcurement Legislation

Law on Coordination of Procedures for the Award of Public Works Contracts, Public Supply Contracts and Public Service Contracts and Related Matters (2006)

The EU Public Procurement Directive (2004/18/EC), which includes provisions related to the electronic submission of tenders, has been adopted in national legislation by Law 12(I)/2006, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The law was put into force at the beginning of 2006. Prior to the implementation of the eProcurement system and based on the provisions of this law, other supplementary eProcurement regulations were also issued. The Law was lastly amended in 2011.

Re-use of Public Sector Information (PSI)

Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies (2006)

The Cypriot transposition of European Directive 2003/98/EC is Law 132(I)/2006, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed. Cyprus expects to transpose the provisions of the revised PSI Directive (2013/37/EC) into the form of new comprehensive National Law, by the end of 2015.

eGovernment Actors
Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance

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

Ministry of Transport, Communications and Works

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

eGovernment Board

The Executive Computerization Board has been replaced by the eGovernment Board, with representatives at the highest level (Council of Ministers' Decision 13/5/2015).

The objective of the eGovernment Board is to approve and monitor the progress of the eGovernment actions, as well as to provide solutions on significant problems that affect their implementation.

Coordination

Department of Information Technology Services (DITS)

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

Digital Cyprus: Department of Electronic Communications (DEC)

The Department is responsible for coordinating the Digital Strategy for Cyprus , which is the country's national information society strategy. It coordinates activities that are related to the realisation of all six phases of the strategy, namely to connect Cyprus, modernise the public administration, provide electronic services, inclusion of all (including vulnerable groups) into digital Cyprus, Education and Learning, Digital Entrepreneurship and ICT for the environment.

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

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

Directorate of Administration and Finance

The Directorate is responsible, among others, for coordinating and monitoring the computerisation within the Public Sector.

Department of Information Technology Services (DITS)

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

Digital Cyprus: Department of Electronic Communications (DEC)

The decision of the Council of Ministers on 18 February 2009 also appointed the Department of Electronic Communications as the executive arm of the minister of Communications and Works to supervise the implementation of the national information society strategy (entitled 'Digital Strategy for Cyprus'). An information society coordinator from each ministry has furthermore been appointed to liaise with the department in matters of implementation of information society actions related to each specific ministry.

Individual Government Bodies

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

Department of Information Technology Services (DITS)

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

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

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

Department of Electronic Communications

The Department of Electronic Communications (DEC) is the competent authority for all matters pertaining to electronic signatures in the Republic and for the effective implementation of the relevant Law and Regulations. Amongst others, the DEC is responsible for the supervision and monitoring of the Certification Service Providers (CSPs) established in the Republic of Cyprus. [Legal Framework for Electronic Signatures and Associated Matters Law of 2004 (N.188 (I)/2004-2012)].

Audit/Assurance

Audit Office of the Republic of Cyprus

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

Internal Audit Service (IAS)

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

(a) Performance of internal audits[1] at Public / Government Services

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

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

The IAS under a number of relevant Decisions of the Council of Ministers, further to being the designated Audit Authority for the Norwegian and the EEA Financial Mechanisms 2009-2014, it also currently acts as the independent Audit Authority for various EU Programmes / Funds.

Data Protection

Office of the Commissioner for Personal Data Protection

The Commissioner deals with the protection of personal information against any unauthorised and illegal collection, recording and further use of that information. It also grants the individual certain rights, such as the right of information and the right of access to it. The office also accepts and examines lodged complaints in relation to the application of the law.

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[1] Including audits of information systems.

Regional & Local eGovernment

Union of Cyprus Municipalities

The structure of the Cypriot state is highly centralised, consisting of the central government, 6 districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (33), accounting for 65 per cent of the population of Cyprus, are represented. The union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests *vis-à-vis* the central government and other national institutions. Among other responsibilities, the union oversees the promotion of eGovernment at local authority level. Almost all municipalities and a large number of community councils maintain their own websites and promote electronic communication with citizens who can lodge complaints and submit recommendations. Additionally, some web pages give the opportunity to municipality citizens to pay their utility bills through the Internet using credit cards.

Another higher level regional body is the Union of Cyprus Communities, which represents the six districts of the country.

eGovernment Who's Who
Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Harris Georgiades
Minister of Finance

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Fax: +357 22 60 27 41
E-mail: minister@mof.gov.cy
Source: http://www.mof.gov.cy/

Head of eGovernment

Costas Agrotis
Director, Department of Information Technology Services (DITS)

Contact details:
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Department of Information Technology Services
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Tel.: +357 22601352
Fax: +357 22 60 27 45
E-mail: cagrotis@dits.mof.gov.cy
Source: http://www.mof.gov.cy/dits

eGovernment Infrastructure
Main eGovernment infrastructure components

Portals

Cyprus Procedure Information Portal

A new site is available aiming at providing information regarding the Government Procedures/Services of 5 main Areas (Labour and Social Insurances, Transportation, Immigration/Nationality and Citizenship, Health, Justice/Public Order and Defense). Specifically, the site provides to the public important information on various procedures/services (such as description, necessary documentation, fees required, relevant legislation, required certificates, service points, etc.).

Cyprus Government Open Data Portal

Cyprus launches the Government Open Data Portal, based on the Directive on the re-use of public sector information (PSI Directive). Through the portal, non personal public data (geographical, demographic, statistical, environmental data, etc.) will be published, in a machine readable format, and will allow citizens and businesses to find new ways to use it and to create new innovative products and services

Cyprus Government portal

The government portal is an institutional website and an entry point to public information and services. Users can visit governmental and non-governmental sites of informative and interactive content. Information and services can be located by life-event cycle, by area of interest, by government organisation and by electronic service.

Facilities available include:

▸ **Global Search** for information contained in portal and all other government sites;

▸ **Useful Links**, such as emergency phone numbers, yellow pages, overnight pharmacies, exchange rates, etc;

▸ **Personalisation** facilities for layout and type of content presented on screen.

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

Point of Single Contact (PSC) Cyprus

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

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

(Ariadne)

The Government Gateway - Ariadne provides the foundation/cornerstone for delivery of the vision for a "Joined-up Government" and will constitute the central passage to all electronic transactions between citizens, businesses, institutions and the Government. Currently, 33 eServices are provided and Ariadne is expected to comprise a highly secure environment, a resilient "always on" service and a capacity to handle high volumes. In terms of functionality, it incorporates a unified registration and authentication service, allowing users (citizens, businesses, institutions, etc.) to conduct their transactions with the relevant Government Organisations over the Internet in a secure manner, with a single set of credentials, using any application, any device, anytime, anywhere.

Additionally, Ariadne provides interoperable, secure and authenticated web-based interconnection of back-end systems. The project has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. Common core Services provided through Ariadne include:

- common user identity management/authentication and authorisation;
- single sign-on credentials;
- common messaging facility;
- online payments; and
- integration tier, offering reliable, standards-based information exchange between systems.

Network

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

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

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

Broadband

Current status

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

eIdentification/eAuthentication

Progress in the field of eID

The Ministry of Interior is currently in the process of issuing electronic ID cards in order to replace the traditional ID cards and to enhance security. The eID cards will be used for eIdentification/eAuthentication purposes.

Currently, the option of procuring a number of Qualified Certificates for electronic signatures and electronic authentication for Cypriot citizens from supervised/accredited CSPs that are enlisted in Trusted Lists of Member States., is investigated.

Furthermore, various Secure Signature Creation Devices (SSCD) are being investigated as options for the storing of the certificates and the creation of electronic signatures.

eProcurement

Electronic Procurement portal (e-PS)

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

▶ **Contracting Authority Services**, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.

▶ **Economic Operator Services**, for transparent and secure preparation and electronic submission of requests for participation to tenders. The system is managed by the Public Procurement Directorate of the Treasury of the Republic of Cyprus and was the recipient of the 'Good Practice Label' of the 4th European eGovernment Awards, 2009.

Knowledge Management

Knowledge Management and Training Network

The Cyprus Academy of Public Administration aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all public service organisations to an online information/knowledge sharing platform with eLearning capabilities.

Office Automation

Electronic Office Automation System (eOAS)

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

The system currently operates in 22 government organisations including the Cyprus Police and serves around 4000 users. Following the positive findings of a cost-benefit analysis and a comparative study between different software platforms and eOASIS, the eGovernment Board has approved the rollout of eOASIS to all the remaining Government Organisations.

The deployment of eOASIS will be done in 2 phases. Phase I is currently in progress and will cover the needs of around 1100 users, which will be served using the current infrastructure. Phase II concerns aprx 7.000 users and will begin with the tender procedures for the procurement of the hardware, software and services required to accommodate the additional load as an extension to the existing infrastructure.

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

Other infrastructure

Customs and Excise

THESEAS system

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

- An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system.

- Interface with the EU and other member states through the CCN/CSI network.

- Interface with other stakeholders trough web interface or b2b interface.

The system supports:

- electronic submission of cargo;
- submission of declarations (Manifest, Import, ICS[3], ECS[4], EMCS[5]); and
- electronic payment of customs duties.

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[3] Import Control System

[4] Export Control System

[5] Excise Movement and Control System

eGovernment Services for Citizens
Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government, Ministry of the Interior, Civil Registry and Migration Department
Website:	http://www.moi.gov.cy
Description:	Information and forms to download.

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

Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

Money and charges

VAT refunds and excise duties

Responsibility:	Ministry of Finance (Department of Customs and Tax Department)
Website:	http://www.cyprus.gov.cy
Description:	Several related online services are available on the Cyprus Government Portal of the Republic of Cyprus. The portal is designed to provide links to the relevant services/information.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

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

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

Description: The 'Public Employment Service Online System' enables users to search the job vacancies database according to criteria matching their profile. It also allows employers to publish and manage job vacancies.
Job seekers who wish to register in the system must personally present proof of ID in order to be provided with a username and password. Registered users who are entitled to unemployment benefits (i.e. within a six month period) must physically present themselves once a month to renew their registration.
The system also accepts digital CVs, accessible by interested employers.

Professional qualifications

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

Responsibility: Several stakeholders

Website: http://www.highereducation.ac.cy/en/kysats.html;
http://www.businessincyprus.gov.cy/; http://www.etek.org.cy;
http://www.moh.gov.cy/moh/cmc/cmc.nsf/index_gr/index_gr?OpenDocument; http://www.law.gov.cy; http://www.icpac.org.cy/

Description: Depending on the profession, this information is provided by the relevant stakeholder in Cyprus. For example, KYSATS is the competent authority of the Republic of Cyprus for the recognition of Higher and Tertiary Education qualifications obtained home and abroad.
Additionally, information on Professional qualifications can be found on the Cyprus Business Portal which provides comprehensive information relating to the procedures and formalities required for the access to, and the exercise of, service activities in the Republic of Cyprus.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Department

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

Description: The TaxisNet system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the taxpayer´s relevant info such as name, address, correspondence address, contact details and taxpayer ID. Alternative delivery channels for the service are available via the Tax Department.

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

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

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

Description: Information and forms to download. Applications and payments are managed by local Social Insurance Offices in cooperation with the Department of Labour.
Registered job seekers entitled to unemployment benefits must physically present themselves once a month to renew their registration for a maximum of six months.

3. Vehicles

Driving licence

Driver's licence

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

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

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

Insurance

Third-party insurance

Responsibility: Road Transport Department

Website: http://www.mcw.gov.cy/mcw/rtd/rtd.nsf

Description: Under N.96 (I)/2000 Third party Motor Insurance Law, all vehicles must have at least third party liability insurance. Third party insurance is the minimum obligatory cover under Cypriot law to ensure that compensation can be paid to victims of an accident.
Information is available. The service however is provided by private Insurance companies and in many cases the service can be done electronically.

Registration

Car registration (new, used, imported cars)

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

Website: http://www.mcw.gov.cy/mcw/mcw.nsf/mcw14_en/mcw14_en?OpenDocument

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

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

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

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

Description: Information only. The following related eServices will be offered once the relevant portal by the Ministry of Interior is published. Sign on for accessing as well as payment for the following services will be achieved through Ariadne relevant utilities: change of citizen's postal address and verification of citizen's personal details.
The service 'announcement of moving' change of residence address requires revision of the related law as it affects the electoral district of a citizen/voter.
Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

Certificates (birth, marriage): request and delivery

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

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

Description: Information and forms to download. The following related eServices will be offered once the relevant portal by the Ministry of Interior is published Sign on for accessing as well as payment for the following services will be achieved through Ariadne relevant utilities: re-issuance of Birth Certificates and Consular Birth Certificates; re-issuance of Election Booklets (due to loss); and re-issuance of Permanent Residence Certificate. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

Criminal Record Certificate

Responsibility: Cyprus Police

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

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

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

Responsibility: Central Government, Cyprus Police

Website: http://www.police.gov.cy/police/police.nsf/index_en/index_en?OpenDocument

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

Housing (building and housing, environment)

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

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

Description: Information and forms to download. The related procedure involves a number of authorities. An application for a building permission is initially delivered to the relevant municipality or district administration office of

the Ministry of the Interior. Applications are then forwarded to the regional Town and House Planning Department for final processing and approval.

As of November 2007, the web page of the Town Planning and Housing Department allows citizens to follow up progress of their applications for planning and housing permits, provided submission was made past 29 October 2007.

In December 2014, the responsible Department signed the relevant contract for the development of an integrated information system aiming at covering the IT needs and demands of the department, as well as managing the building permits from the district administration offices. The project duration is 36 months.

The integrated information system is expected to be a powerful tool for the upgrading of the services offered by the Department, with purpose that of improvement in the bureaucratic procedures as well as of the average response time to citizens' requests, and therefore the better and more effective public service.

Passport

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

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

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

Elections abroad

Participation in elections

Responsibility: Ministry of Interior, Central Election Service

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

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

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, higher education institutions

Website: University of Cyprus; Open University of Cyprus; Cyprus University of Technology; Higher Hotel Institute; The Cyprus Forestry College; The Police Academy

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Local Government

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

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

Student grants

Responsibility: Central Government, Ministry of Finance, Grants and Benefice Service

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

Description: Information and forms to download.
The service is now offered through the Cyprus Government Gateway Ariadne, provided that a citizen has been registered to the system as a user. Through Ariadne, citizens can online submit their applications and the required documents/certificates for obtaining a student grand.
Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

Traineeship, volunteering

Voluntary social involvement I

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

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

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

Voluntary social involvement II

Responsibility: Youth Board of Cyprus

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

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

<div style="background:#c3d76a">Researchers</div>

Information and assistance to researchers

Responsibility: EURAXESS Cyprus

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

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Local Government

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

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

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

Responsibility: Research Promotion Foundation (RPF)

Website: http://www.research.org.cy/EN/ipe_info/general_info.html

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

<div style="background:#8dc63f">**6. Health**</div>

<div style="background:#c3d76a">Planned and unplanned healthcare</div>

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

Responsibility: Central Government, Ministry of Health

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

Description: Information and forms to download.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health

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

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

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Finance, Grants and Benefits Service

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

Description: The service is now offered through the Cyprus Government Gateway Ariadne, provided that a citizen has been registered to the system as a user. Through Ariadne, citizens can online submit their applications and the required documents/certificates for obtaining a child grand.
Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

Certificates (birth, marriage): request and delivery

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

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

Description: Information and forms to download. The following related eServices will be offered once the relevant portal by the Ministry of Interior is published. Sign on for accessing as well as payment for the following services will be achieved through Ariadne relevant utilities: re-issuance of birth certificates and consular birth certificates, re-issuance of election booklets (due to loss), and re-issuance of permanent residence certificate. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

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

Website: http://www.mcit.gov.cy/; http://www.consumersunion.org.cy/

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

Energy supply

Living facilities and energy

Responsibility: Electricity Authority of Cyprus

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

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

eGovernment Services for Businesses
Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Staff**

4. **Product requirements**

5. **Finance and funding**

6. **Public contracts**

7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility:	Central Government, Ministry of Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver
Website:	http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/index_en/index_en?OpenDocument; http://www.businessincyprus.gov.cy/
Description:	The e-Filing system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. Available eServices allow: search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies; submission of applications for approval of company names; reservation of a company name. The above web services can be also accessed through the Point Of Single Contact.

Intellectual property rights

Intellectual property right

Responsibility:	Central Government
Website:	http://www.cyprus.gov.cy
Description:	Information on the patent processes in Cyprus is freely available at the web portal of the Republic of Cyprus as well as several forms available for download and reuse.

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

Responsibility:	Central Government, Ministry of Energy, Commerce, Industry and Tourism – Department of Registrar of Companies
Website:	https://efiling.drcor.mcit.gov.cy/sp-ui-tmefiling/home.htm
Description:	System for submitting electronically applications for trademarks.

Annual accounts

Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Finance, Statistical Service of Cyprus (CYSTAT)
Website:	http://www.mof.gov.cy/mof/cystat/statistics.nsf/index_en/index_en
Description:	Information and downloads of statistical data, results of surveys and publications. Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

Electronic Payments

Responsibility:	Central Government, Ariadne team
Website:	http://www.cyprus.gov.cy/;https://cge.cyprus.gov.cy
Description:	Several online payment services are enlisted on the online web portal of the Web Portal of the Republic of Cyprus. In addition some services which are provided through Ariadne, can be fully completed electronically using the payment engine of this gateway. The payment engine of Ariadne is currently being used by other systems/portals and/or can be used in the future as a single payment engine for the various services provided by the Government.

VAT: declaration, notification

Responsibility:	Central Government Ministry of Finance, Tax Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit V.A.T. tax returns electronically. Alternative delivery channels for the service are available via the Tax Department.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Tax Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit VAT tax returns, VIES and INTRASTAT declarations electronically. Alternative delivery channels for the service are available via the Tax Department.

Customs declarations (e-Customs)

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

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

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

3. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

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

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

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

4. Product requirements

Chemicals (REACH)

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

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

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

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

5. Finance and funding

Access to funding, EU funding programmes

The Cyprus Entrepreneurship Fund (CYPEF)

Responsibility: Central government

Website: http://www.dgepcd.gov.cy/dgepcd/dgepcd.nsf/page23_en/page23_en?OpenDocument

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

Funding Programmes Portal

Responsibility: Central government

Website: http://www.fundingprogrammesportal.gov.cy/easyconsole.cfm/page/prog/prog_id/2660/CL/14/lang/en

Description: The "Information Portal for Funding Programmes" serves as the first step in finding information about funding opportunities offered through both national and European Programmes and Schemes. It is supported by a help desk offering additional information by email, telephone or direct contacts. Enterprises, organizations and citizens may also register as members of the Portal and receive email alerts whenever new calls are uploaded on the Portal, in the programme categories of their interest. They can also get alerts on new calls through the Portal's account on twitter at @FundingPortalCY.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

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

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

Description: The service is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law. The portal provides:
Contracting Authority Services, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.
Economic Operator Services, for transparent and secure preparation

and electronic submission of requests for participation to tenders.

7. Environment	[45]

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Agriculture, Department of Environment

Website: http://www.moa.gov.cy

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

European Commission

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

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