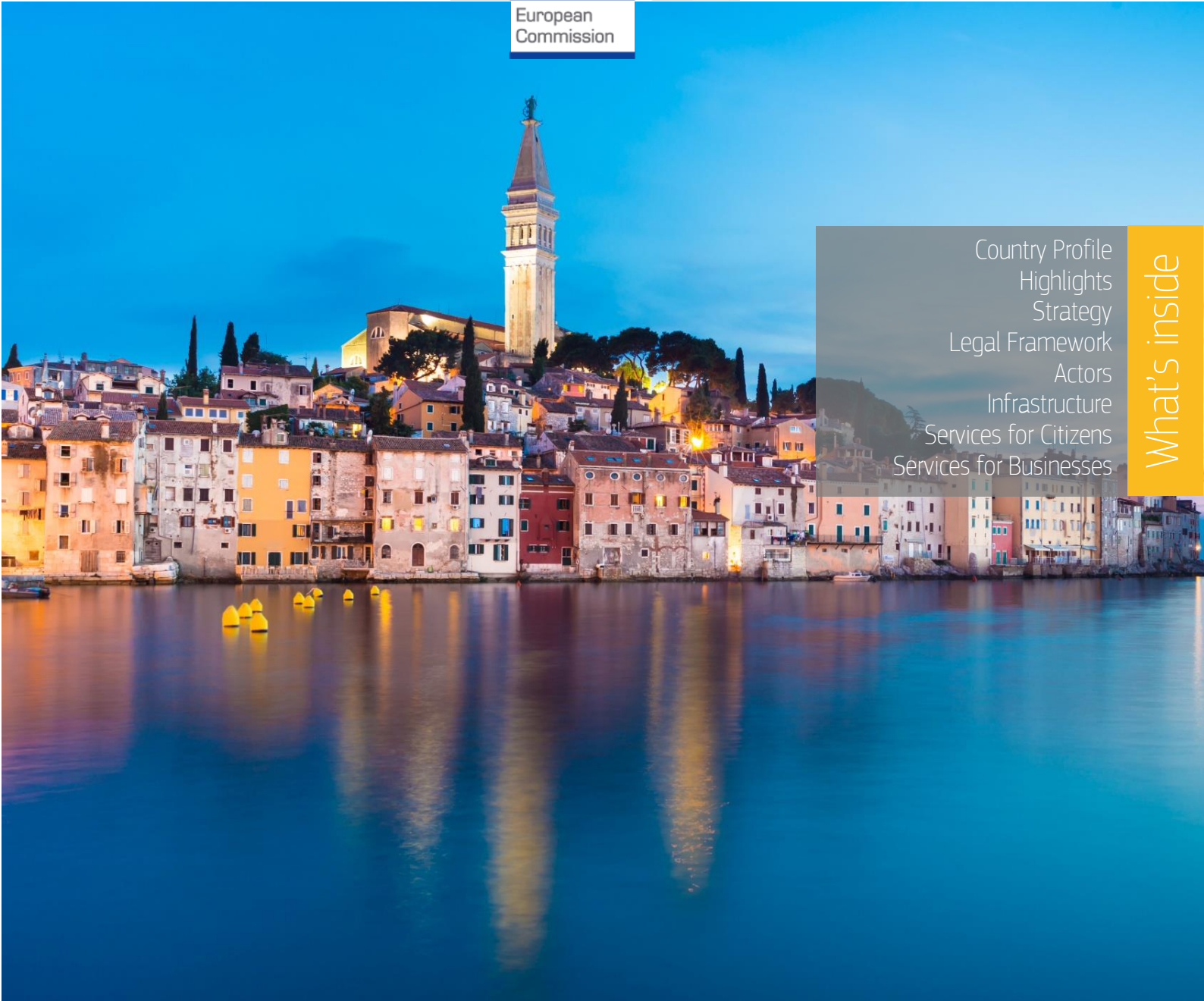




European
Commission



Country Profile
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Services for Businesses

What's inside

eGovernment in



Croatia

ISA²

Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

This document is meant to present an overview of the eGovernment 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.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 4,154,213 inhabitants (2017)

GDP at market prices: 48,676.9 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 60 (2016)

GDP growth rate: 2.8% (2017)

Inflation rate: - 1.3% (2017)

Unemployment rate: 11.1% (2017)

General government gross debt (Percentage of GDP): 78.0% (2017)

General government deficit/surplus (Percentage of GDP): 0.8% (2017)

Area: 56,594 km²

Capital city: Zagreb

Official EU language: Croatian

Currency: HRK

Source: [Eurostat](#) (last update: 20 December 2017)

Political Structure

Since the adoption of the 1990 Constitution, Croatia has been a **democratic republic**. Between 1990 and 2000 it had a semi-presidential system of government; since 2000 it is a parliamentary republic. The [President](#) of the Republic (*Predsjednik*) is the Head of State, directly elected for a five-year term and limited by the Constitution to a maximum of two terms. In addition to being the commander-in-chief of the armed forces, the President has the procedural duty of appointing the Prime Minister with the consent of the Parliament, and exercises a degree of influence in foreign policy. The Government in the Republic of Croatia is organised on the principle of the separation of powers into three branches: legislative (the Parliament), executive (the President of the Republic, the Government) and judicial.

The Croatian [Parliament](#) (*Sabor*) is a unicameral legislative body, elected by popular vote to serve four-year terms. It convenes regular sessions twice per year: 15 January to 15 July and 15 September to 15 December. Currently the Parliament has 151 members who were elected on 11 September 2016: 140 from ten election units on the territory of the Republic of Croatia, 3 members of Croatian expatriates and 8 members of Croatian minority groups.

The Croatian [Government](#) (*Vlada*) consists of president, four vice-presidents and ministers. There are 20 Ministries in charge of particular sectors of activity. The executive branch is responsible for proposing legislation and a budget, executing the laws, and guiding the foreign and internal policies of the Republic.

Croatia has a three-tier judicial system, consisting of the Supreme Court, county courts and municipal courts. The Constitutional Court rules on matters regarding the [Constitution](#).

Administratively, Croatia is divided into 20 counties (*županija*) and the city district of the capital, Zagreb.

Head of State: President [Kolinda Grabar Kitarović](#) (since 19 February 2015).

Head of Parliament: President [Gordan Jandroković](#) (since 5 May 2017).

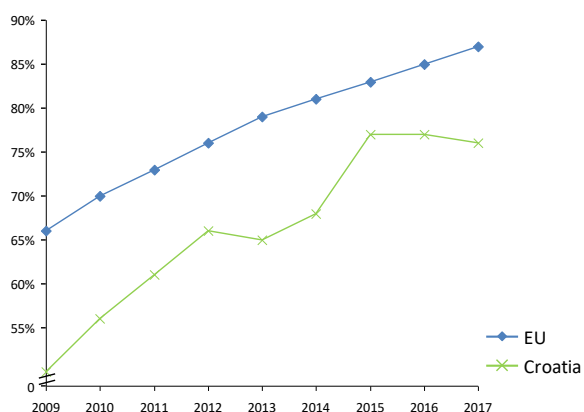
Head of Government: Prime Minister [Andrej Plenković](#) (since 19 October 2016).

Information Society Indicators

Generic Indicators

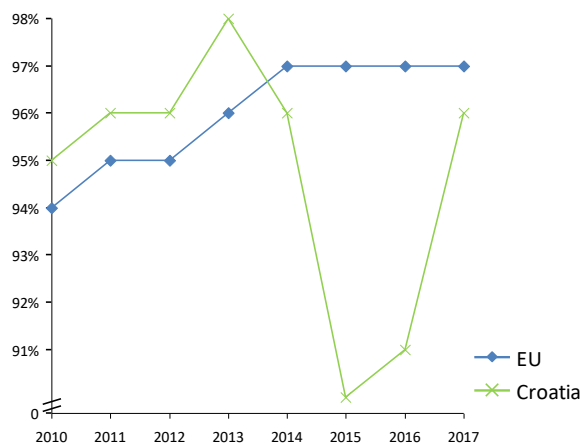
The following graphs present data for the latest Generic Information Society Indicators for Croatia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Croatia



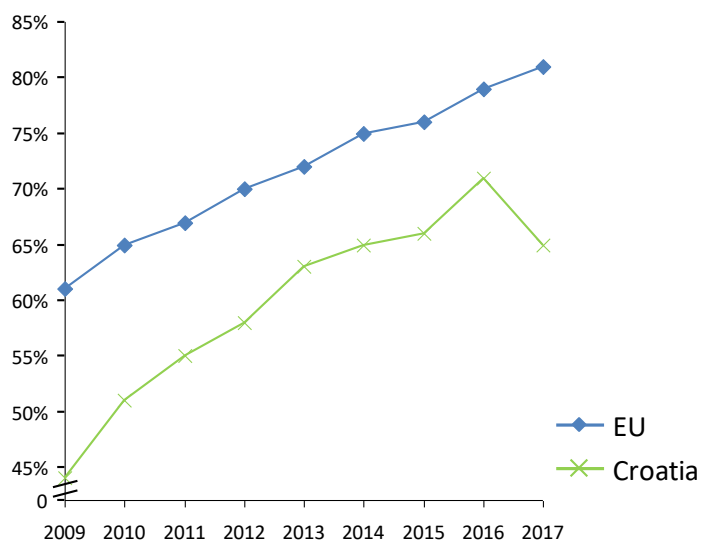
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Croatia



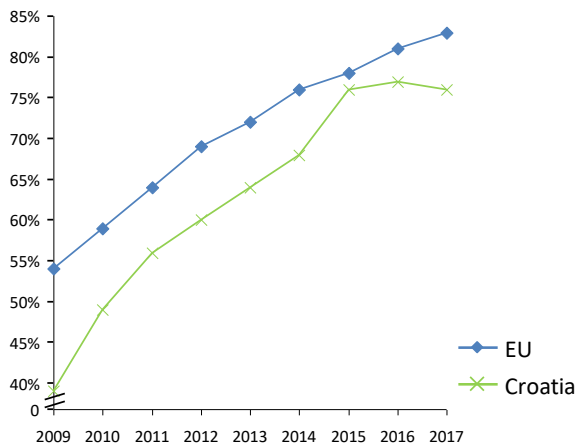
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Croatia



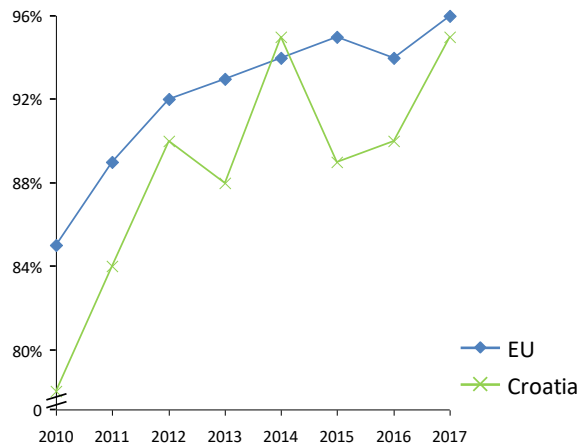
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Croatia



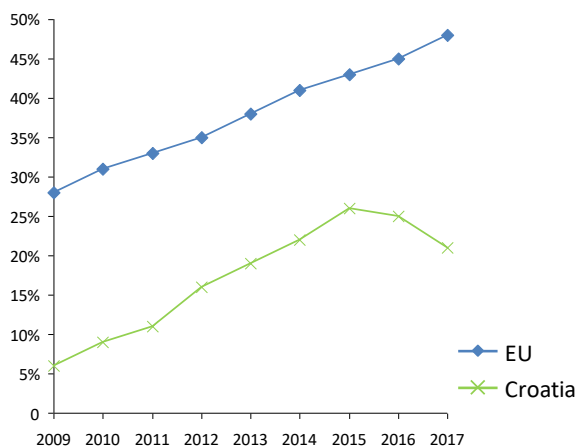
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Croatia



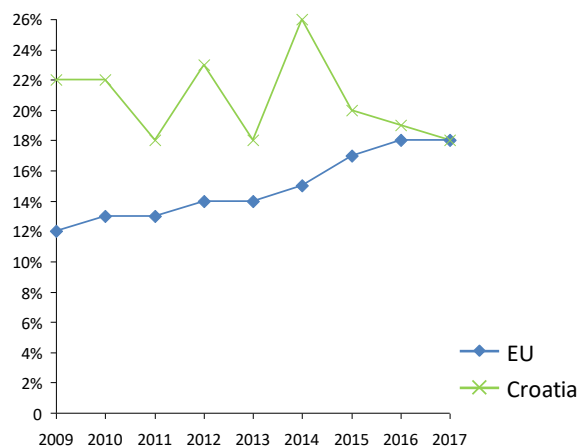
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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

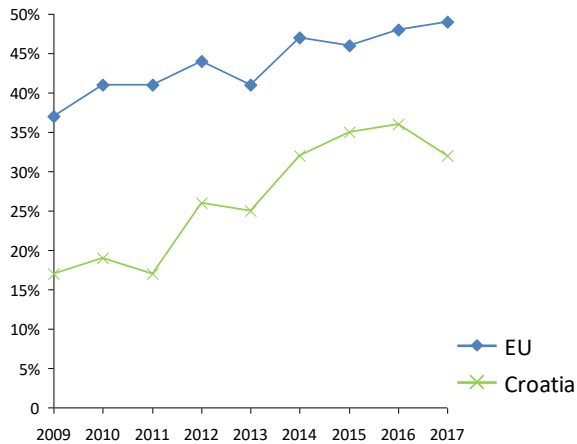


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

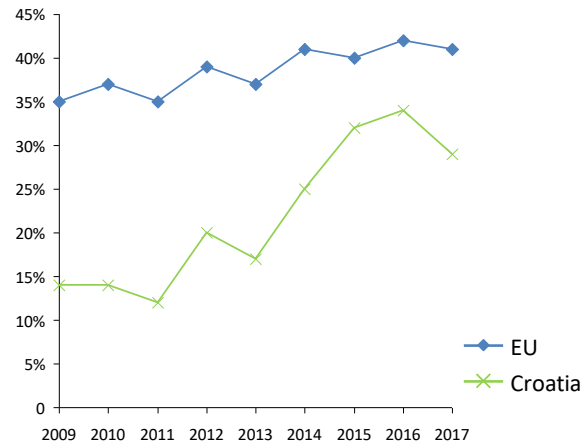
The following graphs present data for the latest eGovernment Indicators for Croatia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



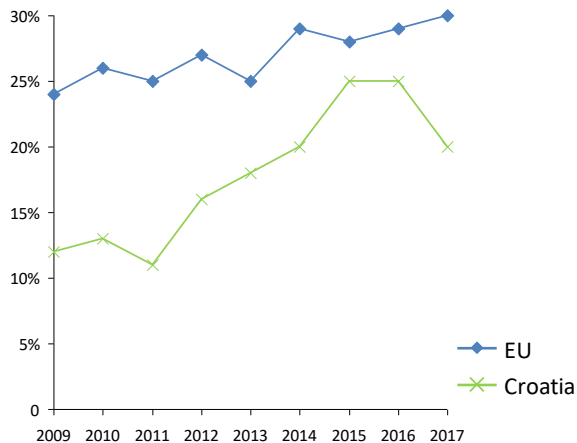
Source: [Eurostat Information Society Indicators](#)

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



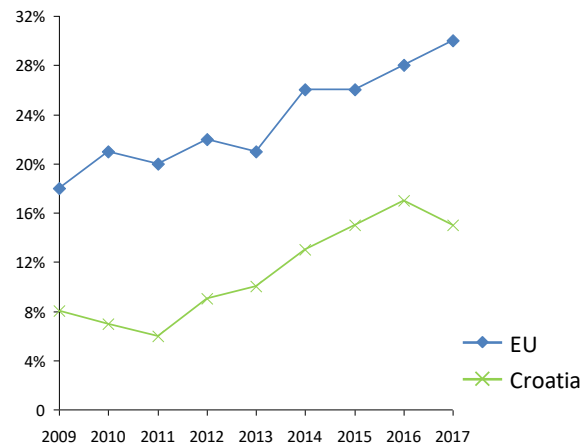
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



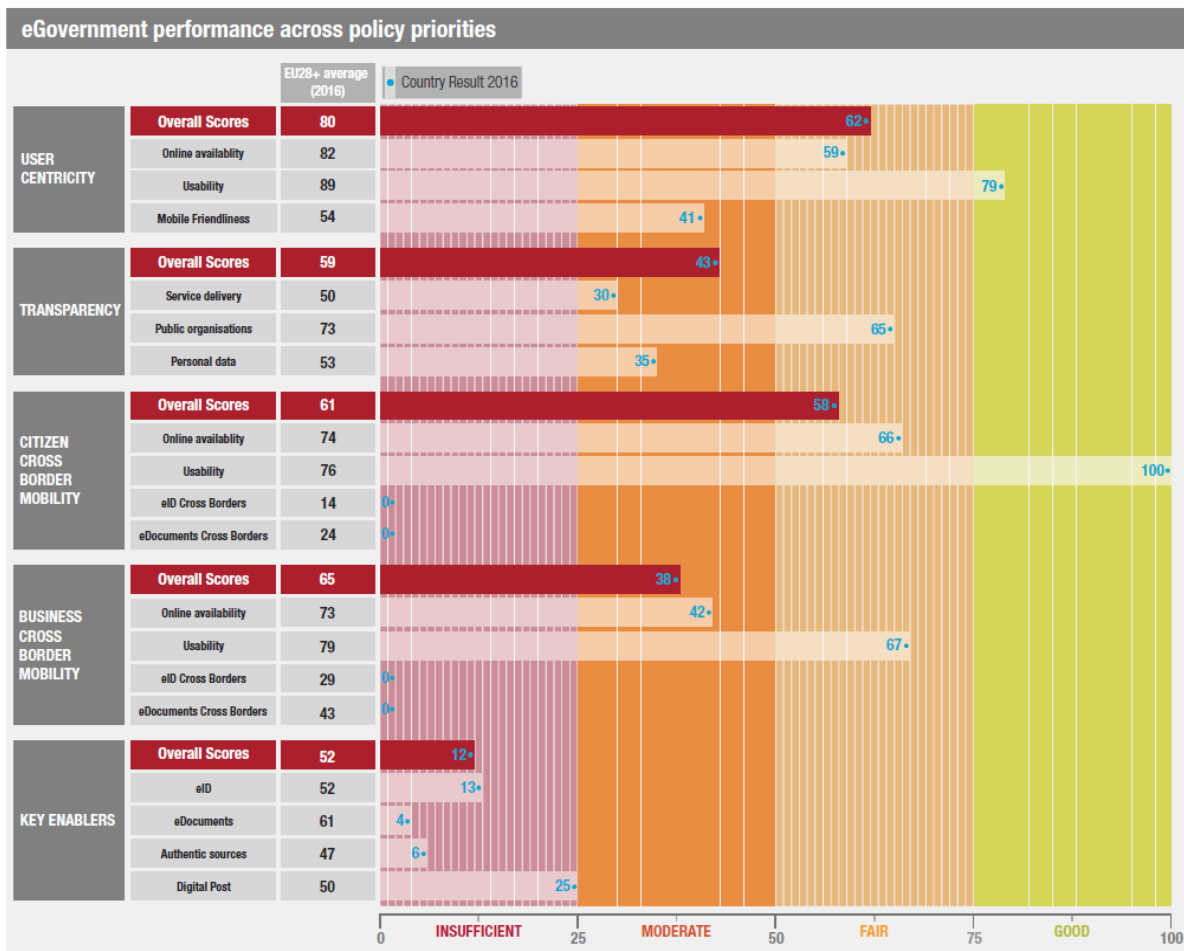
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

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

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

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Croatia compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

In May 2017 the Government of the Republic of Croatia adopted the [e-Croatia 2020 Strategy](#) and the accompanying Action Plan for the Implementation of the e-Croatia 2020 Strategy. These serve inter alia as prerequisites for the use of the EU Structural Funds for the period 2014-2020 and are related to the Thematic Objective 2 – Digital Growth.

eGovernment Legal Framework

In July 2017, the [Law on the implementation of the eIDAS](#) regulation was adopted. Currently, all preparations are being prepared in order to submit credentials to the European Commission according to eIDAS criteria.

eGovernment Actors

Mr. Lovro Kuščević has been appointed as the new Minister of Public Administration and Mrs. Zrinka Bulić as the Assistant Minister of Public Administration. Furthermore, a new Office for the Development of Digital Society has been established in October 2017 with Mr. Bernard Gršić as a new State Secretary.

eGovernment Infrastructure

Croatia has established the prerequisites for the use of national eIDs by the Croatian Building HR.eIDAS node that is in use and prepared as part of the eCitizens platform. A total of ten Croatian public eServices are designed for use through eIDs issued in EU Member States, in accordance with eIDAS procedures and notifications. Thanks to Croatia's participation in the CEF eID project, citizens of other EU Member States will be able to access these Croatian services. Accessible eServices are, for example, electronic record of working status, information on health costs over the past year, application for graduate study programs and eJournal for parents and students amongst others.

eGovernment Services

Numerous public eServices have been created in order to strengthen the efficiency of state information system by providing quality eServices.

In 2017, eServices and eMessages were made available to citizens and businesses:

The following eServices were added in 2017:

- ▶ **eCertificates from Criminal Records** – limited information from criminal records, where the limits are defined by the purpose of the specific request;
- ▶ **eCertificate** for issuing a driving permit;
- ▶ **Issuance of electronic document of the City of Zagreb;**
- ▶ **My Zagreb** – access to various eServices of the City of Zagreb;

- ▶ **eRegistration** for social security beneficiaries;
- ▶ **eConfirmation** that no criminal proceedings are conducted;
- ▶ **eWater** services of Međimurske vode;
- ▶ **eCommunication** – information from courts.

In 2017, a total of **66 e-Messages** were available, such as:

- ▶ **REGOS** – Information about eDocuments
- ▶ **Croatian Pension Fund** – Information about the change of status
- ▶ **Croatian Health Insurance** – Expiration of additional insurance
- ▶ **Croatian Employment Agency** - Check-in, check-out information
- ▶ **Ministry of Interior** – Expiration of documents (passport, personal ID, vehicle permit)
- ▶ **Ministry of Justice** – Information from bulletin boards courts
- ▶ **Ministry of Public Administration** – Information about polling station
- ▶ **Ministry of Agriculture** – Information from the system of fisheries
- ▶ **Taxes** – Notifications from eTaxes system

For further information and a view of all the available services and messages, please visit [eServices](#) and [eMessages](#).

Other highlights

Central State Office for Development of Digital Society formed an initial **Working group for studying undesirable behaviour on the Internet** e.g. bullying, cyber violence etc. to suggest how to fight the rapid rise of unwanted behaviour on the Internet.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles



The eCroatia 2020 Strategy

In May 2017, the [eCroatia 2020 Strategy](#) was adopted with its corresponding Action Plan.

The strategy is a strategic document written with the intention of improving the quality of life of the citizens of Croatia and by building the competitiveness of the economy through the

stronger involvement of ICT by providing high-quality electronic public services to society. The Strategy was made in accordance with already applicable strategies and Croatian laws, professional recommendations and directives from the European Union, primarily from the Digital Agenda for Europe (DAE), as the first of the seven flagship initiatives within the program of Europe 2020.

The aim is to create a coherent, logical and efficient information system of the state by providing high quality and cost-effective eServices both at national and European level. It will ensure interoperability between existing and new ICT systems in the public administration, while at the same time eliminating the duplication of their functionality. The achievement of its objectives will be measured based on the percentage of citizens and businesses using public eServices and the level of customer satisfaction.

In addition to national resources, the Strategy partly relies on European Union funds reserved for the 2014-2020 period.

The Programme of the Croatian Government for the Period 2016 – 2020

The Programme, developed by the Government of the Republic of Croatia represents a systematic and methodical overview of instruments the Government will use to achieve political stability, legal security, economic growth and social solidarity. As part of the Programme, efforts will be made to achieve a functional and accessible public administration and further digitisation. Furthermore, for the purpose of increasing the efficiency of institutions, measures include the simplification of rules and acceleration of the work of administration through the digitisation of all processes for the purpose of expanding eServices to citizens and businesses, interconnecting all state administration bodies and establishing a uniform manner of communication between citizens and state administration bodies.

One of the Programme's objectives relating to public administration is the accomplishment of the digitisation of public services as a specific objective. The plan involves establishing a Central Government Information System, optimisation of resources, centralised management of all information systems and services in one place, and the introduction and use of eID for all citizens.

The Broadband Strategy 2016 – 2020

The [Broadband Strategy 2016 – 2020](#) has been adopted by the Croatian Government in July 2016, with 13 targeted measures in the Action Plan determining the areas of action as well as clear guidelines and responsibilities for public authorities in achieving strategic

goals. Those measures allow the necessary continuation and acceleration of activities in the field of broadband electronic communications infrastructure, in order to create conditions for accelerated economic growth and new employment in order to develop the digital economy, which can achieve competitive advantages in the single digital market of the European Union.

National Strategy on Cyber Security

In 2017, the Government of the Republic of Croatia, has renewed its [National Cyber Security Strategy \(Official Gazette 72/17\)](#). The new strategy recognises the importance of security within cyberspace as a common responsibility of all the segments of society. The main purpose of the strategy is achieving a systematic and coordinated implementation of the activities necessary for improving Croatia's capabilities in the area of cyber security, with a view to building a safe society in cyberspace. The goal of the strategy is to take advantage of the full market potential of information society as a whole, and especially of cyber security products and services.

Recognising the importance of security of cyberspace as a shared responsibility of all segments of society, in October 2015 the Croatian Government adopted a [Cyber Security Strategy](#) together with an Action Plan. Its purpose is systematic and coordinated implementation of activities necessary to raise the capacity of the Republic of Croatia in the field of cybernetic security, in order to build a safe society in cyberspace. The aim of this Strategy is also the use of market potential of the information society in general and, in particular, products and cyber security services. Since it is the first comprehensive Strategy in the Republic of Croatia in the field of cybernetic security, the primary objective is to identify organisational problems in its implementation and disseminating an understanding of the importance of this issue in society. Encouraging the coordination and cooperation of all state bodies and legal persons with public authorities, but also other sectors of society, is necessary in order to establish new functionalities, raise the efficiency of relevant stakeholders, use more effectively existing resources, planning usage needs better and realising new resources.

The Public Administration Development Strategy 2015 – 2020

The Public Administration Development Strategy 2015 – 2020 was adopted by the Croatian Parliament in June 2015. The [Strategy](#) presents a strategic framework for public administration development and an orientation towards enhancing administrative capacities and a better organisation of public administration. The development of a modern public administration will be conducted in three main directions: the simplification and modernisation of administrative procedures to ensure the reliable and fast support of public administration to citizens and economic entities, the improvement of the development and management of human resource with the aim of creating a modern public service, and reforming the administrative system to align it with European Standards.

Taking in account the need to harmonise the Action Plan with the Public Administration Development Strategy 2015 – 2020, the Government Programme 2016 – 2020 and the prerequisites for the fulfilment of ex ante conditionalities, the Croatian Government adopted The Action Plan for the implementation of the Public Administration Development Strategy 2017 – 2020 in December 2016.

National Health Care Strategy 2012 - 2020

National Health Care Strategy 2012-2020 is the umbrella document determining the context, vision, priorities, goals and key measures in health care in the Republic of Croatia

in the period. The time horizon until 2020 was selected because it provides sufficient time for implementation and evaluation of the strategic measures, and it coincides with key strategic documents of the European Union (EU) and World Health Organisation (WHO).

Part of this strategy focuses on the Informatisation and eHealth within the Central Health Care Information System in Croatia (CEZIH). CEZIH with more than 17,000 users and a large number of information systems makes a good basis for informatisation of the entire health care system in Croatia. On 2 January 2011, ePrescription was introduced and complete national coverage was achieved, a significant step towards achieving a "paperless office". On 15 January 2011, full national coverage of eReferral was achieved for biochemical laboratories, and millions of electronic referrals and results of laboratory examinations have been exchanged in the system. Another effect of modernisation is the increase of information technology literacy among health care workers. Overall there are five key purposes of the informatisation of the health care in Croatia:

- ▶ To contribute directly to the improvement of the health care service quality, safety and consistency.
- ▶ To provide better communication between all participants in the health care through central management of patients' data, in primary, secondary and tertiary care (electronic medical record), centralised managing of processes in the health care system (e.g. eAppointment) and connecting all health care registers.
- ▶ To achieve a complete availability of the health care to patients through quick and secure access to their own health record, as well as to information on health services and the quality of health care.
- ▶ To enhance administration efficiency and improve the management of the health care system by building an advanced reporting system, including all data in the health care system, which would support health care authorities and decision makers and allow for a more efficient spending of resources.
- ▶ To align the health system with the political goals of digitalisation of the public sector and provision of electronic services to population, in coordination with other state administration bodies and in accordance with the strategy of the Republic of Croatia and eCroatia.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status



In July 2017, the new Decree on Organisational and Technical Standards for Connecting to the National Information Infrastructure was adopted ([OG 60/2017](#)).

The Decree lays down organisational and technical standards for linking the state information infrastructure, conditions and activities necessary for the launch, implementation, development and supervision of projects related to the state information infrastructure, management, development and other elements necessary for the operation of the state information infrastructure.

Previous years

In September 2015 the **Decree on Organisational and Technical Standards for Connecting to the National Information Infrastructure** was adopted. It lays down the organisational and technical standards, policies and activities necessary for the implementation, development and monitoring of projects related to the national information infrastructure as well as the management, development of other elements necessary for the operation of the state information infrastructure.

In June 2015, the **Council for National Information Infrastructure** was founded. The Council is composed of representatives of central state administration bodies and professional ICT community. The Council has the task of supervising compliance projects in the ProDII Register with the Law on Public Information Infrastructure and acts of planning, coordinating projects of state information infrastructure and making recommendations on the merger of the same projects entered in the ProDII Register. The Council also assesses goals and possibilities of development of state information infrastructure and the achieved quality and availability of information services. The council encourages research and development in the field of information technology in the public sector and making recommendations for the future development of the state information infrastructure, with particular emphasis on its security.

Also, on 13 November 2014, the Croatian Government adopted [the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure \(ProDII Register\)](#). The Decree was set up with the purpose of rationalisation, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

On 15 July 2014, the Croatian Parliament adopted **the Law on the State Information Infrastructure**. The Act establishes a central government portal system as a single point of contact in the virtual world. The Act introduces also the communication of public sector institutions with citizens via a state issued mailbox, a national identification and authentication system, a system of basic and public registers, a public register for the coordination of projects established for State Information Infrastructure (ProDII) and a meta-register with all information needed for their interconnection thus ensuring preconditions for the 'Paperless government' project. The Law also defines the body

responsible for the development and implementation of ICT in the public sector and instruments for coordination.

Also, on 13 November 2014, the Croatian Government adopted **the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure**. The Decree was set up with the purpose on rationalisation, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

The country has a comprehensive framework of laws and regulations in place for exercising eGovernance which is supplemented by the **Electronic Document Act** ([OG 150/2005](#)), the **Information Security and Confidentiality Act** ([NN 79/2007](#)), the **Act on the Right to Access Information** ([NN 172/03](#)) and the implementation of the **Convention on Cybercrime** ([OG 173/2003](#)).

Freedom of Information Legislation

[Law on Freedom of Information \(NN 25/13; 85/15\)](#)

Due to the change in the Croatian Constitution in 2010 (Official Gazette 76/2010), the right of access to information became part of the catalogue of citizen's constitutional rights. The right of access to information is governed by the Act on the Right of Access to Information (Official Gazette 25/2013, 85/2015). The Act transposes the EU Directive on the re-use of public sector information 2003/98/EC, 2013/37/EU, and it also regulates the re-use of such information. The Act on the Right of Access to Information regulates the right of access to information and re-use of information held by public authorities, lays down the principles of the right of access to information and to the re-use of information, the restrictions on the right of access to information and the re-use of information, the procedure for the exercise of rights of access to information and the re-use of information, the scope, mode and conditions for the appointment and dismissal of the Information Commissioner, the inspection of the implementation of this Act, the misdemeanour provisions related to the exercise of the right of access to information and also regulates public authorities' other obligations.

Data Protection/Privacy Legislation

[Law on Personal Data Protection \(NN 106/12\)](#)

The Law on Personal Data Protection was adopted in June 2003, implementing the relevant EU Directive ([95/46/EC](#)). It foresees that personal data may be transferred cross-border and processed in another jurisdiction, to the extent that this jurisdiction can ensure an adequate level of protection. The law was amended once on 20 October 2006 ([NN 118/06](#)), while the last amendment took place on 3 April 2008 ([NN 41/08](#)).

eSignatures Legislation

[Electronic Signature Act \(NN 10/02 / NN 80/08 / NN 30/14\)](#)

Croatia was one of the first countries to include digital signatures in its legislation. The Electronic Signature Act (Law [NN 10/02](#), amended by Law [NN 80/08](#)) has been supplemented by a series of ordinances and regulations, such as the Regulation on the scope of operations, content and responsible authority for operations of electronic signature certification for State Administration bodies ([NN 146/04](#)).

eCommerce Legislation

[Law on Electronic Commerce \(NN 173/03, 67/08, 36/09, 130/11, 30/14\)](#)

The Law on Electronic Commerce regulates the provision of information society services, IT services providers' liability and lays down the rules concerning the conclusion of contracts in electronic form. Its provisions do not apply to data protection, taxation, and notary activity, representing clients and protecting their interests before the courts.

The law was first adopted on 15 October 2003 ([NN 173/03](#)) and amended on 20 May 2008 ([NN 67/08](#)), while its last version was voted on 13 March 2009 ([NN 36/09](#)).

eCommunications Legislation

[Electronic Communications Act \(NN 73/2008, 90/11, 133/12, 80/13, 71/14\)](#)

The Electronic Communications Act ensures the realisation of the essential principles and objectives in the area of electronic communications, such as further consolidation and simplification of the existing legislative framework in electronic communications and the application of other solutions in accordance with best practices in EU Member States.

eProcurement Legislation

[Public Procurement Act \(NN 110/07 / NN 125/08, 120/16\)](#)

The Public Procurement Act (NN 110/07) and accompanying regulations and ordinances (NN 125/08), regulate the conditions of and procedures for public procurement which precede the conclusion of contracts on the procurement of goods and services and the contracting of works with the objective of securing the effective budget utilisation and encouraging a free market for tendering.

eInvoicing Legislation

In 2015, the Croatian Ministry of Economy, Entrepreneurship and Crafts participated in a CEF-funded project: the "[Croatian eInvoicing Business-to-Administration Exchange Project](#)". Its objective was to promote and accelerate the uptake of eInvoicing in Croatia amongst public and private entities, by improving the existing invoicing technical and operational environment. The Ministry finalised the implementation of the project in May 2017.

From 28 February 2016 onwards, [Decision 124/2015](#) mandates the reception and processing of electronic invoices (eInvoices) for all central contracting authorities and entities. In Croatia, economic operators submit eInvoices to the central contracting authorities via the central government platform [e-Račun](#). This platform works as the national eInvoicing exchange hub to which all economic operators have to connect to.

It is not mandatory to establish bilateral contractual relations or agreements between all parties in the system, a simple registration is sufficient to exchange eInvoices with other registered users.

Based on a Public Key Infrastructure (PKI), [e-Račun](#) uses digital certificates and ensures that every user has a registered identity and that sensitive information is encrypted.

Moreover, the issuance and exchange of eInvoices in Croatia are governed by the following national laws and regulations, which are harmonized with EU legislation: Value Added Tax Act (Official Gazette 73/13, 99/13, RUS, 148/13, 143/14, 115/16), Ordinance on value added tax (OG 79/13, 85/13, 160/13, 35/14, 157/14, 130/15/1/17, 41/17), General Tax

Code (OG 115/16), Act on the Accounting (Official Gazette 78/15, 134/15, 120/16), Electronic Document Act (OG 150/05), eIDAS Regulation 910/2014 (directly applicable in all Member States), Implementation Act on eIDAS Regulation EU / 910/2014 -eIDAS Regulation (OG 62/17), Electronic Commerce Act (OG 173/03, 67/08, 36/09, 130/11, 30/14), Act on the eInvoicing in Public Procurement (in making – transposition of Directive 55/2014/EU).

Re-use of Public Sector Information (PSI)

Current status

The obligation to provide data for the reuse and to open the data is regulated by the Law on the Right of Access to Information (Official Gazette 25/14, 85/15) which transposes the PSI Directive. The Law includes emphasis on proactive publishing of information by public bodies, including clear legal requirements of what must be published and additional by-laws on implementation, and enables reuse of information, with marginal costs, for any purpose (non-commercial and commercial). Also, the information is available on the request. According to the amended Law which came into the force in August 2015, public sector bodies have to make their documents available (where possible and appropriate) in open and machine readable open format together with their metadata. Croatia's Open Data Portal is available at <https://data.gov.hr>, which was launched in March 2015.

eIDAS

Current Status

In July 2017, the **Law of Regulation (EU) No. 910/2014 of the European Parliament and of the Council** of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Council Directive 1999/93 / EC (OG 62/17) was adopted.

Currently, all preparations are underway in order to submit credentials to the European Commission according to eIDAS criteria.

Since eIDAS Regulation of the European Parliament and the Council 910/2014 on electronic identification and trust services for electronic transactions in the internal market was released, in order to enhance trust in electronic transactions in the internal market by providing a common foundation for secure electronic interaction between citizens, businesses and public authorities, simpler and more secure transactions and mutual recognition of electronic identification, **The Law on Implementation of eIDAS Regulation** in the Republic of Croatia is still in the process of adoption in the Croatian Government, since two elections in the Republic of Croatia through short period of time slowed down the regular legal procedure. The institution in charge for eIDAS is the Ministry of Economy, Entrepreneurship and Crafts.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Public Administration

The Ministry is responsible for the harmonisation of the national policy on information society development and the promotion of the use of common interoperable solutions in collaboration with other countries at European level. It participates in the preparation of normative and expert frameworks ahead of EU accession as far as the information society and media are concerned.



Mr. Lovro Kušević
Minister of Public Administration

Contact details:

Maksimirska 63
HR-10 000, Zagreb
Tel.: +385 1 235 7500
Fax: +385 1 235 7600
Source: <https://vlada.gov.hr/>



Mrs. Zrinka Bulić
Assistant Minister of Public Administration

Contact details:

Maksimirska 63
HR-10 000, Zagreb
Tel.: +385 1 235 7543
Fax: +385 1 235 7601
E-mail: e-hrvatska@uprava.hr
Source: <https://uprava.gov.hr/>

Central State Office for the Development of the Digital Society

The new Office will perform administrative and professional tasks related to the development, standardisation, and safety recommendations for the use of state IT infrastructure and participate in the promotion and systemic improvement of network infrastructure in the Republic of Croatia. The body is also mandated to propose a strategy to the government aimed at improving digital literacy in Croatia.



Mr. Bernard Gršić
State Secretary of the State Office for the Development of the Digital Society

Contact details:

Ivana Lučića 8 HR-10 000, Zagreb

Tel.: +385 1 4400 840

Fax: +385 1 4400 813

E-mail: ured@rdd.hr

Source: <https://rdd.gov.hr/>

Coordination

Ministry of Public Administration

The Ministry performs administrative tasks related to the coordination of public administration body information systems. It coordinates the scientific development of State Administration, as well as the direction of its reform and modernisation process. Furthermore, it directs the '[eCroatia Programme](#)'.

Central State Office for the Development of the Digital Society

The new Office will perform administrative and professional tasks related to the development, standardisation, and safety recommendations for the use of state IT infrastructure and participate in the promotion and systemic improvement of network infrastructure in the Republic of Croatia. The Office is also in charge of making and monitoring the implementation of laws and other regulations in the field of ICT in the Republic of Croatia as well as defining activities and the methodology for the monitoring progress and impact assessment of policies linked to development of a digital society in Croatia.

The Council for the State Information Infrastructure

Committee of the Government of Republic of Croatia for the Coordination of the Implementation of IT in the public sector was replaced with the Council for the State Information Infrastructure that is in charge for the coordination of projects with ICT components.

Implementation

Ministry of Public Administration

The Ministry monitors the implementation of laws and regulations in the field of ICT, ICT in public administration and new technologies in support of administrative procedures in public administration facilities. Moreover, it is responsible for driving the implementation of the '[eCroatia Programme](#)'.

Ministry of the Sea, Transport and Infrastructure

The Ministry performs administrative services and other professional actions related to the field of electronic communications representing the basic information-communication infrastructure.

Agency for the Protection of Personal Data

The Bureau is a central government body tasked with implementing the technical aspects of information security for government bodies. Technical areas include the following: standards for information systems' security; security accreditation of information systems; management of crypto-material used in the exchange of classified information; and prevention and response to computer threats.

Ministry of Public Administration

The Ministry participates in the overall promotion and improvement of IT infrastructure in Croatia. Furthermore, it promotes the building of the information society, the public's access to Internet services and facilities, the development of ICT, eGovernment, eEducation and eBusiness.

Croatian Bureau of Statistics (CBS)

CBS provides statistical data on economic, demographic, social, health and ecological conditions, activities and events. In addition, it fulfils the international commitments of Croatia related to production and dissemination of official statistics.

Information Systems and Information Technology Support Agency (APIS IT)

The Agency has developed a document management information system to support the ongoing activities of the State Administration and local government institutions. APIS IT also supports the State administration portal.

Financial Agency (FINA)

FINA is a Government-owned company competent for financial transactions. It streamlines the information-communication infrastructure, supports the State and public finances systems, as well as the registers and information services of administration, regional and local self-government bodies. FINA was entrusted with the development of IT-Communication Network of State Administration Bodies (HITRO.HR).

National Council for Information Society, Ministry of Science and Education

The National Council for Information Society advises the Government on issues relating to the development of the information society as a whole.

Central State Office for the Development of the Digital Society

Former Digital Information-Documentation Office was integrated in December 2016 within the Central State Office for the Development of the Digital Society as an expert government service which performs information, documentation and referral work. In addition, it promotes the use of official public domain data, information and documentation and ensures the use of additional information, data and documentation relevant to state bodies and institutions.

Council for State Information Infrastructure

The Council was established in May 2016. Its main activities include monitoring the implementation of all projects of the State Information Infrastructure (ProDII) and making recommendations for the implementation of investment in IT infrastructure in the central state administration bodies and other budget beneficiaries of the state budget and extra-budgetary users of the state budget. All investments in ICT exceeding value of 2.5 mil HRK have to be approved by the Council.

Ministry for Regional Development and EU funds

The Ministry is in charge of preparing primary and secondary legislation which regulates administrative procedures. Furthermore, it seeks to improve the legal and procedural framework towards fulfilling the requirements of eGovernment and electronic communication in line with EU regulations.

AKD

AKD is a company specialising in the production of documents, smart cards and high-security printed matter as well as the implementation of support IT infrastructure and integral solutions. AKD also provides share services including identification of citizens, according to the Decree on organisational and technical standards for connection to state information infrastructure. AKD manufactures an array of products falling into three principal brands:

- ▶ AKD Documents;
- ▶ AKD Cards & eSolutions;
- ▶ AKD Security Printing.

CARNet

Croatian Academic and Research Network - CARNet is a public institution that today operates under the Ministry of Science and Education in the field of information and communication technologies and its application in education from network and Internet infrastructure through eServices, to security and user support. CARNet also provides share services according to the Decree on organisational and technical standards for connection to state information infrastructure.

Audit/Assurance

State Audit Office

The State Audit Office is the supreme audit institution of Croatia whose authorities and responsibilities lie within the scope of the State Audit Act.

Data Protection

Agency for the Protection of Personal Data

The Croatian Personal Data Protection Agency carries out administrative and professional tasks regarding personal data protection. More specifically, it supervises the implementation of personal data laws and regulations, highlights perceived misuse of personal data, decides on the course of action to be taken in case of violation of personal data laws and centrally registers all the Croatian territory's official personal data.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Central Salary System

Croatia managed to implement the [Central Salary System](#) (COP) in all institutions that have salaries financed from the State budget. The COP is a web-based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system and it provides exact data to the Government of salaries paid by all elements.

eCitizen portal

On June 10, 2014 the platform [eCitizen](#) was launched. The platform represents a one stop shop in the virtual world. It consists of a central web portal (gov.hr) that all web pages of all stated administration bodies will be integrated, a National Identification and Authentication System (NIAS) and a government issued personal mailbox dedicated to the communication of the government with the citizens. Through that platform all eServices of all governmental institutions can be reached, while the identification and authentication is performed only once if so chosen. The NIAS functionalities are in line with the STORK project of the EU, ensuring authentication levels from one to four depending on the security level needed by the application. The platform was welcomed by the citizens and there were more than 365,000 citizens ID-s issued since. With the introduction of the eCitizen portal, the 'Central State Portal' ('My eGovernment Portal') was abolished, however, the content was transferred to the new one.

[State administration](#) portal

The State administration portal 'Central State portal' (My eGovernment Portal) was abolished after the introduction of the eCitizen portal. Prior to this, it represented an innovative development in terms of administration information usage and availability. It connects citizens and companies with administration, making information available in one place and in a user-friendly manner. The portal provides information on Government services intended for citizens and entrepreneurs. By providing access to all eGovernment services, it continues to evolve into a single point of contact between the Government and citizens.

The portal remains in the first phase of its development in terms of building a unified synergy platform to integrate the overall Croatian public government system.

['HITRO.HR'](#) portal

'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. Furthermore, it aims to improve service levels by increasing the speed, efficiency, flexibility and transparency of State administration.

Through the use of smart cards and digital signatures, citizens have access to the following services:

- ▶ ['How to start a limited liability company'](#); ['How to start a craft business'](#): entrepreneurs are able to carry out online the process of business creation.
- ▶ ['eREGOS' \(Central Registry of Insured Persons\)](#): registered users are able to submit electronically the R-Sm form (the insured person's specification based on calculated and paid compulsory contributions for pension fund insurance).
- ▶ ['eTax'](#): taxpayers (legal and natural entities) are able to submit electronically tax returns and forms.
- ▶ ['eVAT'](#): citizens are able to perform VAT (value-added tax) payments online.
- ▶ ['ePension'](#): employers and taxpayers (legal and natural entities) are able to register online for pension insurance.

['Judges web' service](#)

'Judges web' is an interactive web service providing access to information on all Croatian courts, judges, lawyers, court experts and judicial practices, in order to render the judicial system more transparent and to provide a helpful tool to all actors. By publishing municipal and county courts' judicial practice, the portal enables transparent insight into court work and judicial practice.

Networks

['eBulletin board and court networking' project](#)

A project has been initiated for developing a single intranet and Internet network for judicial bodies which will create prerequisites for the exchange of documents and information within the judiciary. The Ministry of Justice is working on introducing online bulletin boards for its courts across the country. The aim of the project is to become one of the controlling mechanisms in the implementation of anticorruption politics and to reduce the costs of court proceedings.

['StuDOM' project–System of Local Computer Networks in Students' Dormitories](#)

Through the project sponsored by the Ministry of Science and Education, all student dormitories are connected to the broadband network.

eIdentification/eAuthentication

Current status

The project ['eCitizens'](#), is a platform for the interaction of state institutions with citizens' through a single point of contact and one single identification and authentication process. The identification and authentication system (NIAS - National Identification and Authentication System) is in line with the EU STORK project and follows its recommendations. It supports 12 different ways of identification and authentication.

Users are able to access all services through NIAS using the electronic identity card, as well with other accepted credentials (with eBanking tokens, etc.).

Other identification and authentication means are the following smart cards that are used to identify the users of eGovernment applications outside of eCitizens platform (eServices):

- ▶ [FINA eCard](#)

The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following

eServices, among others: eTax, eVAT, ePension and ePayment. The eCard has a qualified certificate prepared in accordance with the [Electronic Signature Act](#) and all related by-laws.

▶ [SmartX university card](#)

The SmartX university card is a multifunctional smart card intended for professionals and students at university level. It was created with the primary function to identify natural persons in academia and to give them access to required electronic services. The intention is to reduce costs, to simplify administrative procedures in dealing with students and to facilitate mobility. The card contains the name of the university/faculty and owner, a photo and an ID number printed on the surface. SmartX enables the identification of persons via the magnetic tape, the contactless interface and the contact interface. It has a certificate based on the PKI infrastructure for electronic signature creation.

eProcurement

[Electronic Public Procurement Classifieds \(EPPC\)](#)

EPPC is the national platform and it is managed by the Official Gazette (*Narodne Novine*). Publication of tenders above the threshold of EUR 10,000 is mandatory on the platform. The contracting authority must publish an invitation to tender on the standard forms used for this purpose in the EPPC of the Official Gazette. eNotification is available during the eProcurement pre-award process; however, the eSubmission and eAward services are not.

[Electronic CIHI card for health care practitioners](#)

The CIHI card is issued to all health care practitioners and used to access the health information system.

Knowledge Management

[The Central State Office for the Development of the Digital Society](#)

Former Digital Information-Documentation Office was the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. Digital Information-Documentation Office ensures the availability of public official data, information and documents while promoting its use.

Following the Law on the Organisation and Scope of Ministries and Other Central Government Bodies, which entered into force in November 2016, Digital Information-Documentation Office became a part of The Central State Office for the Development of the Digital Society.

[Higher Education Institutions Information System - Undergraduate Studies \(ISVU\)](#)

ISVU is a network-oriented system intended for the informatisation of all student services at higher education institutions that offer graduate education. It offers access via the Internet, regardless of user data and location, and serves as a powerful integration solution at tertiary level through the creation of a data warehouse. The Ministry of Science and Education provides funding for ISVU development and its daily operations, as well as monitors system performance.

[EUROVOC thesaurus](#)

EuroVoc is a multilingual, multidisciplinary thesaurus covering the activities of the EU in general and the European Parliament in particular. It contains over 6 600 structurally organised and controlled terms (descriptors) in 22 EU languages, Croatian among them. The Croatian equivalent (*CROVOC*) was translated by the Digital Information-Documentation Office for subject indexing of official documentation in the Republic of Croatia.

Digital Information-Documentation Office and the Library of the Croatian Parliament have developed a Croatian Addendum which includes:

- ▶ A glossary of the names of Croatian governmental bodies, political parties and geographic terms accompanied by the special designation *CROVOC* added to the end of the hierarchical structure of the thesaurus as a separate field;
- ▶ Descriptors incorporated into the structure of the original accompanied by the special designation *CROVOC*.

Other Infrastructure

[Personal identification number \(OIB\) system](#)

The OIB system offers safe infrastructural and functional services for all central and public institutions in charge of physical and legal entity registration, all institutions obliged to use OIB for their official records, as well as for all citizens and legal entities that are able to use public web applications and SMS services to obtain information about their OIB.

[Cadastral data browser](#)

The browser for cadastral data provides insight into the central cadastre database of Croatia, which incorporates all cadastral offices. The eCadastre service enables checking of cadastre plots, authentication of data entries, as well as the latest data changes and documentation based on the modifications performed.

[eCourt registry](#)

The eCourt registry contains all entities that are being founded, including trading companies, co-ops and institutions. Through automation of certain administrative and accounting judicial operations and access to criminal and minor offence records, it enables simpler registration of business entities (full online company registration) and simpler access to court registry data.

[eCREW](#)

The eCREW system enables all legal and natural entities who rent yachts and boats to register, prior to putting out to sea, their crew and passengers via the Internet using smart cards with a digital certificate based on acquired user rights. The aim is to expedite business processes at the Ministry of Maritime Affairs, Transport and Infrastructure with business subjects (charter companies) relating to charter vessels, to secure a complete monitoring over the procedure of renting vessels by all authorised bodies of the State Administration, and in that way, prevent illegal chartering.

[eCustoms](#)

The Customs administration offers Internet services to international dispatchers. In addition to dispatching, dispatchers can obtain information on the current charge of their bank

guarantees and on the register of customs duties. These services provide considerable savings in dispatcher business operations, faster submission of customs declarations and a lowered risk in business operations of dispatchers.

[Central Database Registry on Personal Data](#)

Registry offices in the country keep national records on registries of births, marriages and deaths. Data on citizens' personal status is entered into local databases and replicated into the central registry at the Ministry of Public Administration.

[Multipurpose Spatial Information System](#)

The application of the Multipurpose Spatial Information System links basic spatial databases into a unique information system which enables users to efficiently use data and build on it. It is maintained by the [Croatian State Geodetic Directorate](#).

[Croatian National Educational Standard \(CNES\)](#)

The CNES has been created as a basis for the changes in the teaching programme and work methods in the elementary school system for the purpose of developing the 'school tailored to pupils'. The purpose of the CNES is the unburdening of the workload by abandoning redundant educational programmes, introducing modern teaching methods based on research-based classes and individual and group work, as well as applicable knowledge and skills.

[Shared Service Centre \(SSC\)](#)

By the Law on State Information Infrastructure (NN 92/2014), the Decree on Organisational and Technical Standards for Connecting to the State Information Infrastructure (NN 60/2017) a new **Shared Service Center** (SSC) was established in Croatia.

According to the Decree, the SSC is an organisational business model for providing shared services to public sector bodies and other users, consisting of a normative framework and a governance structure in accordance with the Regulation and the acts adopted pursuant to this Decree. SSC provides services of common business solutions and common services of information communication technology (hereinafter ICT), and its establishment, extension, maintenance and management is within the competence of the central state administration body responsible for e-Croatia affairs.

SSC aims to increase the use of ICT in communication between citizens and public administrations through the establishment of an ICT coordination and software solution. The expected outcome is to increase the level of use of eGovernment services by citizens, which is assessed in terms of the frequency of use of eGovernment services by individuals and increasing the number of residents communicating with public institutions. Specific results to be achieved include the functioning of the state cloud and the strengthening of the use of e-services in specific sectors defined in the digital strategy, i.e. the increase in the percentage of public institutions integrated in the cloud and the number of complex e-services provided to users.

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, County Police offices

Website: <http://stari.mup.hr/default.aspx?id=1257>

Description: Passports are issued by the police headquarters or the police station closest to the place of residence of the citizens. The Police Headquarters' website offers the possibility to obtain and download the paper form for an identity card or passport application.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The VAT application form is submitted to the authorised Tax Administration branch office according to the place of residence or the usual residence of a taxpayer. The website of the Tax Administrations of the Ministry of Finance or County tax administrations offers the possibility to completely treat the VAT declaration online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Economy, Entrepreneurship and Crafts, Ministry of Labour and Pension System, Croatian Employment Service

Website: <http://www.hzz.hr/>

Description: To facilitate job searches, the Croatian Employment Service, i.e. its Regional Departments, introduced the online public service 'Searching for a Job?' with the possibility of free browsing through a list of vacant posts. The web page of the service provides a detailed search for information on available jobs, employers' names, descriptions, dates and expiration of applications, statistics etc. Downloadable forms are also provided.

Professional qualifications

The Central State Office for the Development of the Digital Society

Responsibility: Central Government

Website: <http://www.digured.hr/>; <https://rdd.gov.hr/>

Description: Digital Information - Documentation Office is the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. Digital Information-Documentation Office ensures the availability of public official data, information and documents while promoting its use. Following the Law on the Organisation and Scope of Ministries and Other Central Government Bodies, which entered into force in November 2016, Digital Information-Documentation Office became a part of The Central State Office for the Development of the Digital Society.

Taxes, unemployment and benefits

eTax (legal and natural entities)

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.hitro.hr/Default.aspx?sec=37>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

ePension

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=38>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows the employers and taxpayers (legal and natural entities) to register online for pension insurance.

eRegos (Central Registry of Insured Persons)

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=64>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows registered users to submit electronically the R-Sm form (the insured person's specification based on calculated and paid compulsory contributions for pension fund insurance). Retired persons can now also receive a digital confirmation from the system in regard to their pension.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr>; <http://www.mfin.hr/hr/porezi>

Description: Taxpayers submit annual tax claims for the previous year to the competent Tax Administration Branch Office, according to the residence, by the end of February of each year. Income tax declaration is performed through an application form for income tax declaration. The Ministry of Finance's Tax Administration website offers the possibility of obtaining and downloading the paper form used to start the procedure for income tax declaration.

Unemployment benefits

Responsibility: Central Government, Ministry of Economy, Entrepreneurship and Crafts, Ministry of Labour and Insurance System, , Croatian Employment Service

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

Description: The website of the Croatian Employment Service offers the possibility to obtain and download the paper form in order to apply for social benefits.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of the Interior, County Police offices

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

Description: Request for issuing a driving licence is submitted on a predefined form to the police headquarters or police station closest to the place of residence. The Police Headquarters' website offers the possibility to obtain and download the paper form for a driver's licence application.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.policija.hr/45.aspx>

Description: Owners of new and unregistered vehicles can complete the technical check-up of a car at an authorised check-up station. They can also pay for public roads excises, obligatory insurance (with the insurance companies represented in some stations), obtain traffic licences and car documents necessary to the police headquarters in order to issue registration plates for a complete registration process. Owners of registered cars can have the registration extended at check-up stations, and therefore are not obliged to go to a police station. The information necessary to start the procedure of registering a new, used or imported car (application) are available on a Police Administration website.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Police Offices at Counties

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

Description: The application is submitted to police headquarters/stations according to the place where citizens want to register or move out from and thus change address. The standard procedure to create an official moving announcement is organised by police offices in counties. The website of the Police headquarters offers the possibility to obtain and download the paper form needed to start the procedure to officially announce a change of residence.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Public Administration, Public Administration Office in Counties

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

Description: The central authority of state administration for this service is the Ministry of Public Administration which offers the possibility to obtain and download the paper form to start the procedure for birth and marriage certificates. The standard procedure to obtain certificates from registry books is organised by registry offices in cities and municipalities or by an online service.

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

Responsibility: Central Government, Ministry of the Interior, County Police Offices

Website: <http://www.mup.hr/>

Description: Criminal offences prosecuted ex officio are filed by the Attorney General, as defined by law. However, criminal offences are usually reported to the police. The police file all information on the offence to the competent Attorney General's Office without delay. The Attorney General Office is a

State body that builds charges against all criminal offences prosecuted ex officio. State bodies and corporations are obliged by law to report criminal activities. County Police offices conduct this service under the authority of the Ministry of the Interior. The information necessary to start the procedure for filing an official personal property theft report is available on a publicly accessible website of the Police Headquarters and police stations.

eResidence

Responsibility: Central Government, Ministry of the Interior, County Police Offices

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

Description: Online application of the residence (Croatian citizens only).

Housing (building and housing, environment)

Responsibility: Central Government, Ministry of Public Administration, State Administration Office in a county responsible for construction affairs, the Ministry of Environment and Energy.

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

Description: The standard procedure for issuing a building permit is organised by the State Administration Office of a county, responsible for construction affairs, and in special cases, the Ministry of Environmental and Nature Protection. The information necessary to start the procedure to obtain an environment-related permit (including reporting) is available on the Ministry website.

Passport

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.policija.hr/1266.aspx>

Description: Passports are issued by the police headquarters or the police station closest to the place of residence of the citizens. The Police Headquarters' website offers the possibility to obtain and download the paper form for an identity card or passport application.

Elections abroad

eVoters

Responsibility: Central Government, Ministry of the Public Administration, Ministry of Foreign and European Affairs

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

Description: Registered voters are able to change the place of voting either in Republic of Croatia or abroad and to register for voting.

5. Education and youth

School, university

Enrolment to the study programs

Responsibility: Central Government, Ministry of Science and Education

Website: <https://diplomski.studij.hr/>

Description: Electronic enrolment to the study programs in Republic of Croatia

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science and Education

Website: <https://mzo.hr/>

Description: The Ministry of Science and Education introduced a National Information System of Applications for Higher Education Institutions. Thanks to the state graduation exam and this particular system, high school graduates are able to undertake all activities related to enrolment at desired higher education institutions at their own school.

eCertificate of enrolment to an university

Responsibility: Ministry of Science and Education

Website: <http://www.srce.unizg.hr/>

Description: Electronic service in which the students are able to obtain e-certificate to confirm their status as a student.

eUsmjeravanje

Responsibility: The Croatian Employment Service, Central Government, Ministry of Science and Education

Website: <http://e-usmjeravanje.hzz.hr/obrazovanje>

Description: A portal where you can find information and tools to help manage a career such as information needed to choose an occupation, school and studies, information on vacancies, skills needed for job search and many others that will help you easily manage your career. Furthermore, you can find the tools that will help you make a self-assessment of their own interests and competencies and to facilitate the choice of a profession. Moreover, the information for final year students of primary schools is available to help them to choose for the first time their profession and the high school (secondary level of education).

Higher Education Institutions Information System (ISVU)

Responsibility: Ministry of Science and Education

Website: <http://www.isvu.hr/javno/hr/index.shtml>

Description: ISVU is a network-oriented system intended for the informatisation of all student services at higher education institutions that offer graduate education. It offers access via the Internet, regardless of user data and location, and serves as a powerful integration solution at tertiary level through the creation of a data warehouse. The Ministry of Science, Education and Sports provides funding for ISVU development and its daily operations, as well as monitors system performance.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Science and Education, Ministry of Culture

Website: <https://mzo.hr/>; <http://www.min-kulture.hr/>

Description: Libraries in scientific and educational institutions are under the competence of the Ministry of Science and Education public libraries are under the competence of the Ministry of Culture. Public libraries offer content and catalogue search.

Student grants

Responsibility: Central Government, Ministry of Science and Education

Website: <http://public.mzos.hr/>

Description: The Ministry provides grants for student accommodation, meals and other needs according to criteria set out in the legislation. The Ministry website offers the possibility to download an official electronic form to start the application procedure for student grants in higher education.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Croatia

Website: <https://www.euraxess.hr/>

Description: EURAXESS Croatia provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. Researchers can find a research position in Croatia and learn all about administrative procedures. Croatian researchers who wish to continue with their research work in Europe can also find information and assistance relating to research and mobility, including Research Job Vacancies as well as Grants and Fellowships.

International Fellowship Mobility Programme for Experienced Researchers in Croatia

Responsibility: Ministry of Science and Education

Website: <http://www.newfelpro.hr/default.aspx?id=63>

Description: The new International Fellowship Mobility Programme for Experienced Researchers in Croatia – NEWFELPRO is a fellowship project of the Government of the Republic of Croatia and the Ministry of Science, Education and Sport (MSES). Project duration is from 2013 to 2017 and registrations are performed via the web portal.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Science and Education, Ministry of Culture

Website: <https://mzo.hr/>; <http://www.min-kulture.hr/>

Description: Libraries in scientific and educational institutions are under the competence of the Ministry of Science and Education; public libraries are under the competence of the Ministry of Culture. Public libraries offer content and catalogue search.

Research support portal

Responsibility: Ministry of Science and Education

Website: <http://public.mzos.hr/Default.aspx?sec=2481>

Description: The web pages of the Ministry of Science and Education provide detailed information on science policy in Croatia and on the research infrastructure in Croatia.

6. Health

Planned and unplanned healthcare

eHealth service

Responsibility: Croatian Institute for Health Insurance

Website: <http://www.hitro.hr/Default.aspx?sec=55>

Description: By providing the eHealth service, the Croatian Institute for Health Insurance allows electronic initiation of the procedure for determining the status of the insured person in the compulsory health insurance system (through the submission of eRegistrations). The service is intended to be used by the legal entities registered with the Croatian Institute for Health Insurance and it allows for submission of application for registration and deregistration, of insured persons, and change of information about the insured persons in an electronic manner. Registration for the service is also available as an online service.

Electronic CIHI card for health care practitioners

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: N/A

Description: The CIHI card is issued to all health care practitioners and used to access the health information system.

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

Responsibility: Central Government, Ministry of Health, various hospitals

Website: <https://zdravstvo.gov.hr/>

Description: Health related services include standard procedures for interactive consulting of available hospital services and interactive appointments for hospitals. They are organised by hospitals and health centres.

Health portal

Responsibility: Croatian Institute for Health Insurance

Website: <https://portal.zdravlje.hr/portalzdravlja/frontend/login.html>

Description: Users are able to see incoming medical appointments in health institutions and to cancel it. Also, they have access to Patient Summary and prescribed medication in last 6 months.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Croatian Institute for Health Insurance

Website: <http://www.hzzo-net.hr>

Description: The request for exemption from treatment costs and reimbursement of transport costs after using medical services beyond the place of residence is submitted to the Institute for Health Insurance's District Office, or its Branch Office closest to the insured person's residence. Online information and forms to download are provided.

Medical prescriptions

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

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

Description: Users are able to check prescribed medications in the last 6 months.

Verify chosen GP

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: <https://hzzo.gov.hr/e-usluge/izabranilijecnik/default.aspx>

Description: Users are able to verify selected GP

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Health, Ministry of Demography, Family, Youth and Social Policy, Croatian Institute for Health Insurance, Croatian Institute for Pension Insurance

Website: <http://www.hzzo-net.hr/>; <http://www.mirovinsko.hr>

Description: All the necessary procedures related to child allowances are managed by the Croatian Institute for Pension Insurance. Online information and forms to download are provided.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Public Administration, Public Administration Office in Counties

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

Description: The central authority of state administration for this service is the Ministry of Public Administration which offers the possibility to obtain and download the paper form to start the procedure for birth and marriage certificates. The standard procedure to obtain certificates from registry books is organised by registry offices in cities and municipalities, or by an online service.

8. Consumers

Shopping (your rights), unfair treatment

eCrew

Responsibility: Ministry of the Sea, Transport and Infrastructure

Website: <http://www.mppi.hr/default.aspx?id=7397>

Description: This system enables all legal and natural entities who rent yachts and boats to register, prior to putting it out to sea, their crew and passengers online. The eCREW system enables all legal and natural entities who rent yachts and boats to register, prior to putting out to sea, their crew and passengers via the Internet using smart cards with a digital certificate based on acquired user rights. The aim is to expedite business processes at the Ministry of the Sea, Transport and Infrastructure, Transport and Infrastructure with business subjects (charter companies) relating to charter vessels, to secure a complete monitoring over the procedure of renting vessels by all authorised bodies of the State Administration, and in that way, prevent illegal chartering.

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. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

FINA eCard

Responsibility: FINA (Financial Agency)

Website: <http://www.hitro.hr/Default.aspx?sec=24>

Description: The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following eServices, among others: eTax, eVAT, ePension and ePayment.

How to start a limited liability company

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=22>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

How to start a craft business

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=23>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

Registration of a new company

Responsibility: Central Government

Website: <http://www.mingo.hr/>; <https://sudreg.pravosudje.hr/>

Description: The website for new business registration is publicly accessible for authorised users (notaries) only. The registration website offers the possibility to download an official electronic form in order to start the procedure to register a new business. The court can issue an electronic document of registration. Further on in the process, i.e. for opening a business financial account, the bank would still require a paper registration document. At the moment, a service is available just for registration of companies with limited liability. The Court has to treat the case within 24 hours from submission.

Sole trader registration

Responsibility: Central Government, Ministry of Economy, Entrepreneurship and Crafts

Website: <https://e-obrt.minpo.hr/>

Description: Users can start a craft business and set up as a Sole Trader online.

Annual accounts**Submission of data to statistical offices**

Responsibility: Central Government, Bureau of Statistics

Website: <http://www.dzs.hr/>

Description: There is an official electronic form to submit at least one statistical questionnaire to the National Institute for Statistics.

2. VAT and customs

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

eInvoice

Responsibility: FINA (Financial Agency)

Website: <http://www.fina.hr/Default.aspx?sec=1149>

Description: Fina's eInvoice system enables entry, signature, sending and timestamping of eInvoices, receipt of certificates of receiving eInvoices, change of eInvoice status, receipt, archiving and search of eInvoices, use of templates, graphic personalisation of eInvoices (logo), and their matching to payment orders. The eInvoice service is connected with the Internet banking services provided by banks having a business cooperation contract with Fina in place, which enables automated preparation of electronic payment orders for purchased goods and services.

Electronic Payments (ePayment)

Responsibility: FINA (Financial Agency)

Website: <http://www.fina.hr/Default.aspx?sec=1149>

Description: Fina's ePayment service enables our customers to make HRK payments out of several transaction accounts held with different banks by using a single card/USB stick and PIN. Payment transactions are possible 24 hours a day, from your own office or home, but are also compliant with the highest data security, protection, confidentiality, and accuracy and non-repudiation requirements.

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The VAT application form is submitted to the authorised Tax Administration branch office according to the place of residence or the usual residence of a taxpayer. The website of the Tax Administrations of the Ministry of Finance or County tax administrations offers the possibility to completely treat the VAT declaration online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

eTax (legal and natural entities)

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.hitro.hr/Default.aspx?sec=37>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

Reporting imports/exports

Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration

Website: <http://www.carina.hr/>

Description: The website of the Customs Administration offers the possibility to obtain and download the paper form to start the procedure for customs declaration.

3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

Electronic delivery

Responsibility: Customs Administration

Website: <https://carina.gov.hr/>

Description: The Customs Administration offers Internet services to international dispatchers. In addition to dispatching, dispatchers can obtain information on the current charge of their bank guarantees and on the register of customs duties. These services provide considerable savings in dispatcher business operations, faster submission of customs declarations and a lowered risk in business operations of dispatchers.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Central Salary System (COP)

Responsibility: Ministry of Public Administration

Website: <https://uprava.gov.hr/centralni-obracun-placa/12961>

Description: Croatia managed to implement the Central Salary System (COP) in 2180 institution of the public administration out of 2200 institutions that have salaries financed from the State budget. The COP is a web based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system, it provides exact data to the Government of salaries paid by all elements.

ePension

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=38>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows the employers and taxpayers (legal and natural entities) to register online for pension insurance.

Social contributions for employees

Responsibility: Central Government, Croatian Institute for Health Insurance, Croatian Institute for Pension Insurance

Website: <http://www.hzzo-net.hr>; <http://www.mirovinsko.hr>

Description: The standard procedure to obtain social contributions for employees is organised by the Croatian Institute for Health Insurance or by branch offices according to the place of residence of a physical or legal entity. The Croatian Institute for Pension Insurance through its service application allows eApplications to be submitted to the retirement insurance system. The website offers the possibility of downloading an official electronic form to start the procedure to declare social contributions for employees.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging, commercial and industrial norms in Croatia

The Central State Office for the Development of the Digital Society

Responsibility: Central Government

Website: <http://www.digured.hr/>; <https://rdd.gov.hr/>

Description: Former Digital Information-Documentation Office was integrated in December 2016 within the Central State Office for the Development of the Digital Society as the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. The Office ensures the availability of public official data, information and documents while promoting its use.

Chemicals (REACH)

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

Responsibility: Ministry of Health, The Ministry of Environment and Energy - Conventions, Ministry of Agriculture (PPP), Ministry of Economy, Entrepreneurship and Crafts (Chemical weapons)

Website: N/A

Description: In order to comply with the obligations to register and notify chemical substances to the European Chemicals Agency, Croatian companies will have access to the related IT tools: IUCLID 5 and REACH-IT. In order to register and deregister these substances, an online formulary can be submitted.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Economy, Entrepreneurship and Crafts, Ministry of Labour and Pension System, , Electronic Public Procurement Classifieds

Website: <http://www.javnanabava.hr/>

Description: The Electronic Public Procurement Classifieds is a state-owned company which maintains an electronic system of public procurement publications. The website, managed by the Ministry of Economy, Entrepreneurship and Crafts offers the possibility to download an official electronic form in order to start the tender procedure.

7. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, The Ministry of Environment and Energy

Website: <http://www.mzoip.hr>

Description: The location permit is issued for the buildings which are of national importance for the Republic of Croatia. The information necessary to start the procedure for an environment-related permit (including reporting) is available on the Ministry website. The request for a building permit is submitted to the Regional office of Planning, Architecture, Housing and Municipal Affairs and Trade, and the corresponding regional departments in the area where the action is planned. Regional Offices offer the possibility to obtain and download the paper form to start the procedure for an environment related permit.

European Commission

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

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Contributors: Leda Lepri, Gordana Lučar-Korač, Željka Vrankovečki Celegin - Directorate of eCroatia, Ministry of Public Administration; Božo Zeba - Central State Office for Development of Digital Society.

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