European Commission

What's inside

eGovernment in

Greece

ISA²

Country Profile [2]

Basic data and indicators

Basic Data

Population (1 000): 10,757,293 inhabitants (2017)

GDP at market prices: 177,735.3 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 68 (2016)

GDP growth rate: 1.4% (2017)

Inflation rate: 1.1% (2017)

Unemployment rate: 21.5% (2017)

General government gross debt (Percentage of GDP): 178.6% (2017)

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

Area: 131,957 km^2

Capital city: Athens

Official EU language: Greek

Currency: EUR

Source: Eurostat (last update: 9 February 2018)

Political structure

Greece, officially called the Hellenic Republic, is a **Parliamentary Democracy**, established in December 1974 following the abolition of Monarchy by referendum.

Legislative Power is held by a unicameral [Hellenic Parliament](). Its 300 members are elected by means of a direct, universal, secret and compulsory ballot, which is cast by citizens with a legal right to vote. The Members of Parliament are elected every 4 years using a complex reinforced proportional representation electoral system that discourages splinter parties and ensures that the party which leads in the national vote will win a majority of seats. A party must receive 3 % of the total national vote to gain representation.

Executive power is exercised by the [President]() of the Republic and the [Government](). The President of the Republic, who is the Head of State, is elected every five years by the Parliament through a secret ballot in a special session, and can be re-elected once. The president performs some governmental functions in addition to ceremonial duties, but his powers are restricted and he is excluded from direct and active involvement in policy-making. Executive power thus mostly lies with the Government, headed by the [Prime Minister](). The Government consists of the cabinet, which is made up of the prime minister and the ministers, alternate ministers, and deputy ministers. The cabinet is collectively responsible to Parliament for the general policy of the government.

The administration of the Greek state is organised on the basis of the principle of decentralisation. According to the recent [Kallikratis]() administrative reform of 2010, the Greek administrative organisation comprises **7 decentralised administrations**, **13 peripheries**, and **325 municipalities**. The peripheries and municipalities are fully self-governed, responsible for the administration of all local matters, with the latter having resulted from the merging of several former municipalities and communities. The 7 new decentralised administrations consist of two or three administrative regions (except for Attica and Crete), run by a government-appointed general secretary, and assisted by an advisory council composed by regional governors and representatives of the municipalities.

The [Constitution]() of the Hellenic Republic came into force on 11 June 1975 and has been amended four times since then (March 1986, April 2001, May 2008 and March 2009).

Greece became a member of the European Union on 1 January 1981.

Head of State: President [Prokopis Pavlopoulos]() (since March 2015).

Head of Government: Prime Minister [Alexis Tsipras]() (since January 2015).

Information Society Indicators

Generic Indicators

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

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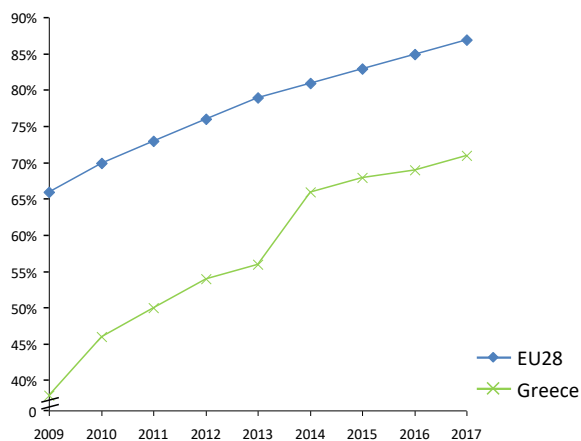
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Greece

Source: Eurostat Information Society Indicators

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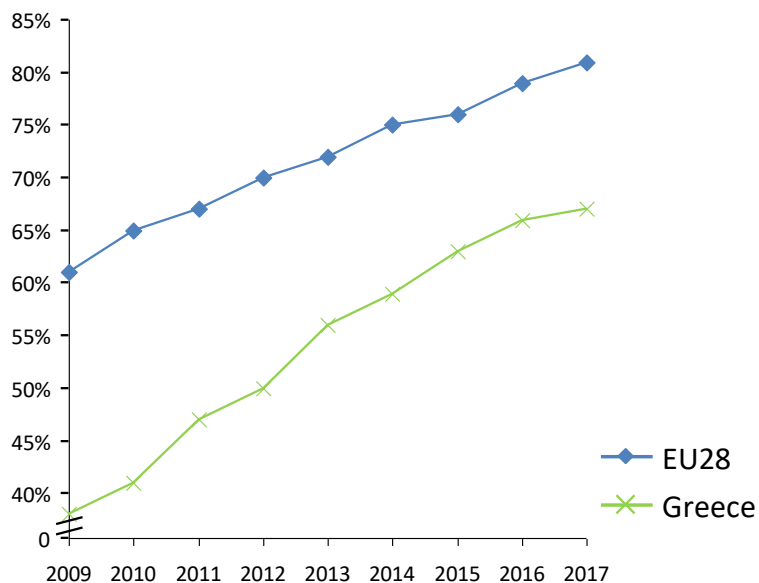
Source: Eurostat Information Society Indicators

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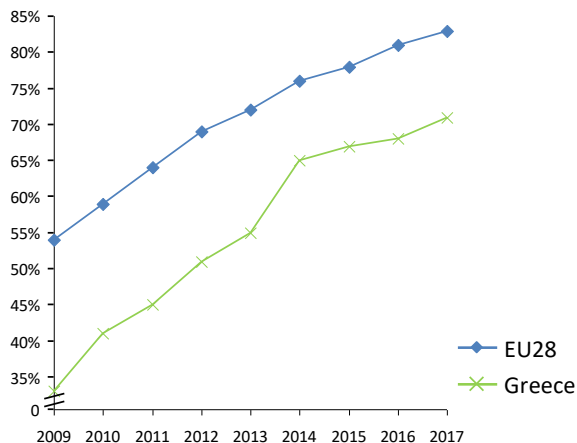
Source: Eurostat Information Society Indicators

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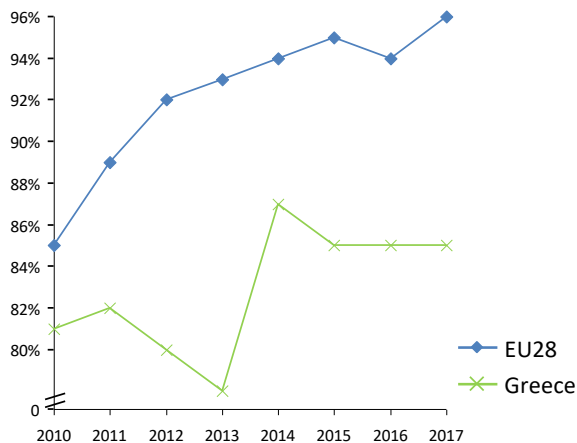
Source: Eurostat Information Society Indicators

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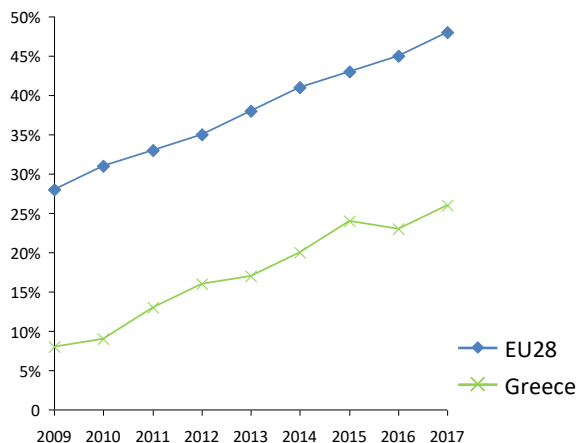
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Greece
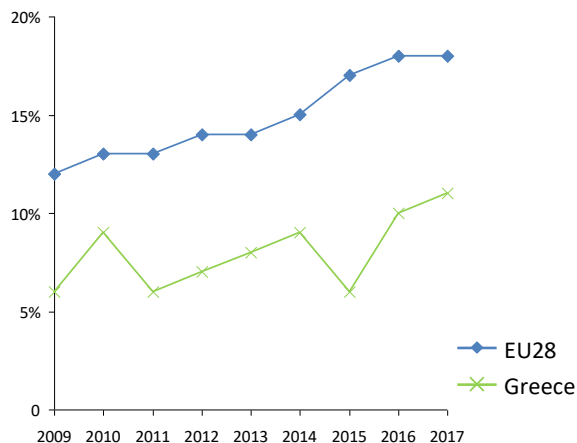
Source: Eurostat Information Society Indicators

eGovernment Indicators

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

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

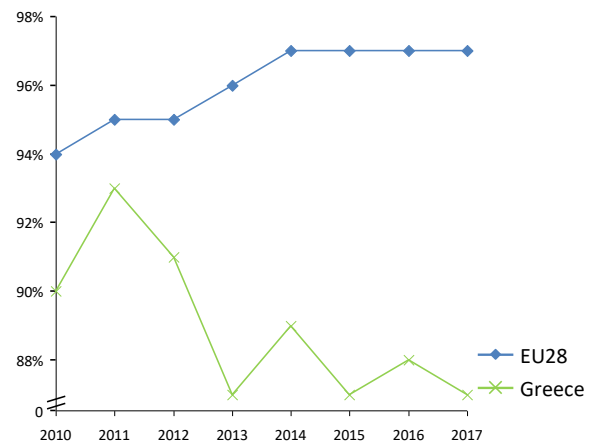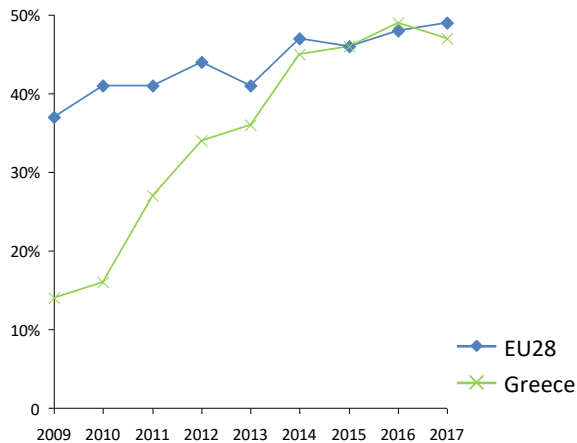Source: Eurostat Information Society Indicators

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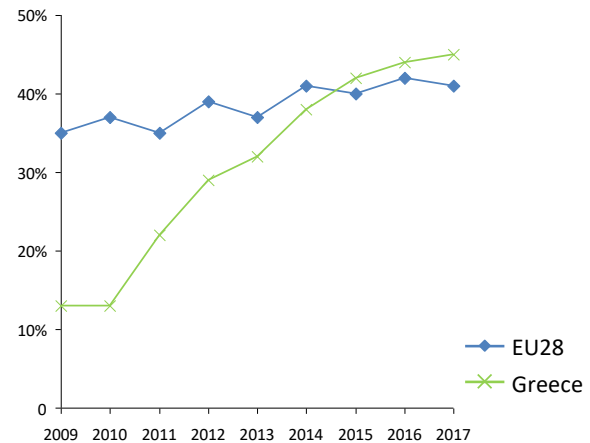
Source : Eurostat Information Society Indicators

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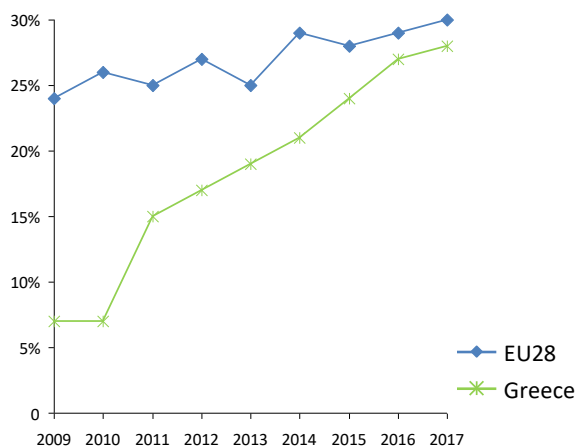
Source: Eurostat Information Society Indicators

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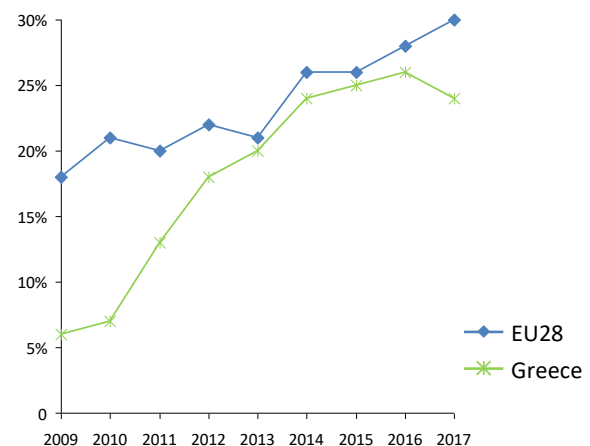
Source: Eurostat Information Society Indicators

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 Greece compared to the EU average score.
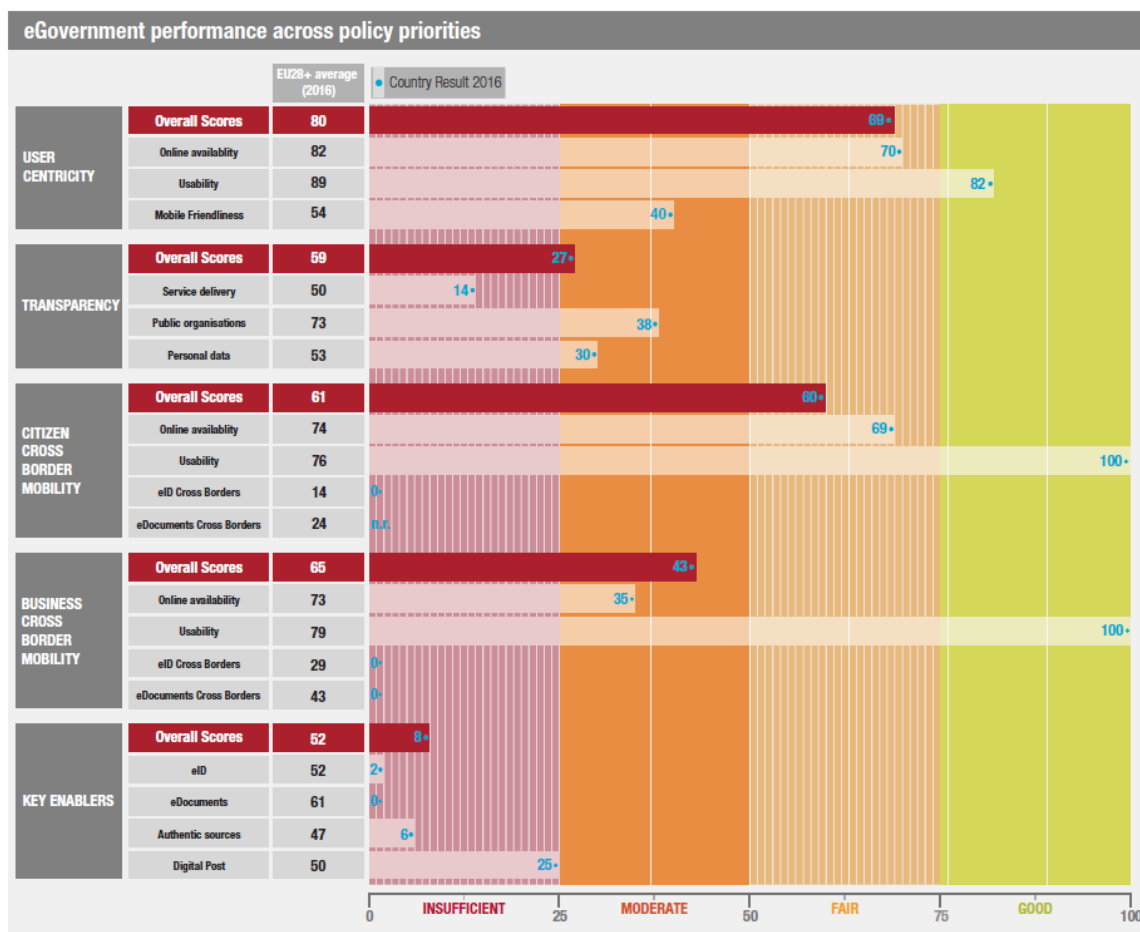
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

Greece has adopted two new major eGovernment strategies.

▸ The National Strategy for Administrative Reform 2017-2019 has put digitalisation as a main priority of the government, hoping to achieve a drastic transformation of the State, all while lessening bureaucracy and becoming more efficient.

▸ The National Digital Strategy 2016-2021 aims to enhance the use of ICT, as it is becoming more and more present in every day social and economic life.

eGovernment Legal Framework

A new Law 4412/2016, amending the existing Law 4155/2013 on Public Procurement, extends the provisions for eProcurement and consists of an adaptation of procurement to EU Directives 2014/24/EU and 2014/25/EU.

eGovernment Actors

Mr. Stelios Rallis has become the Secretary General for Digital Policy.

eGovernment Infrastructure

▸ Greece has implemented the eIDAS node, stemming from an EU regulation on electronic identification and trust services for electronic transactions in the internal market.

▸ The governmental cloud (G-Cloud), which is hosted in the Data Centre of the Information Society S.A., has officially become a productive operation. Major public sector applications have already been migrated to the G-Cloud.

▸ The National Citizens Registry has become functional since the end of January 2018. This portal reduces the number of signatures needed and relieves citizens of the need to produce multiple documents for simple administrative procedures.

eGovernment Services

The Greek government has implemented some new services, both for citizens and for businesses.

▸ Transportation in the capital city Athens has become more simplified thanks to the introduction of a single electronic card: ATH.ENA.

▸ Students can now enrol themselves digitally into any Greek university.

▸ As for businesses, the Greek business portal provides two new services: the Electronic Certificate and Copy Service, and the Electronic Application for Registration in the General Commercial Registry.

Other highlights

There were no other highlights relating to eGovernment in Greece in the last reporting year.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

National Strategy for Administrative Reform 2017-2019[1]

The Greek government has been drafting the strategy for reform in the public administration since 2015. The government, in cooperation with the Ministry of Digital Policy, Telecommunications and Information, announced a drastic transformation of the State, based on:

- The simplification of procedures through the assimilation and functional integration of global change, especially in the field of new technologies;

- Enhancing the efficiency of the services provided to citizens and businesses by optimising management, qualification and allocation of the human resources of the administration; and

- The strengthening of democracy, through the institutionalisation of meritocracy in staffing, transparency in the functioning and updating of the relationship between the state and the citizen.

The new policies will result in a drastic reduction in government operating costs and bureaucracy.

Enhancing the presence of digital processes in Public Administration will

- Restrict personal transactions between citizens;

- Guarantee objective procedures for all;

- Speed up the handling of cases.

By 2020, the state aims to contribute to the qualitative upgrading of the civil-state relations, gradually forming a collective, social footprint for the civil servant, focusing on efficiency, helpfulness, courtesy, equality and protection dignity of the trader.

National Digital Strategy 2016-2021[2]

Greece aims to seize the opportunities offered by the digital revolution to kick-start its economic development, creating new jobs, enhancing the efficiency of public administration, eliminating geographical and social exclusion, and strengthening inclusion of all citizens in the economic and social life of the country.

The National Digital Strategy (EPSS) is the road map and framework for digital growth. It comprises seven priorities:

- Developing national next generation connectivity infrastructure;

- Accelerating economic digitalisation;

- Push the ICT sector for the development of the digital economy and employment;

- Strengthening of human resources with digital skills;

---

[1] National Strategy for Administrative Reform 2017-2019
[2] National Digital Strategy 2016-2021

▸ Fundamental review of the way Digital Services provide government;

▸ Removal of exclusions and diffusion of the digital economy benefits;

▸ Strengthening security and confidence.

Strategy for Digital Growth 2014 - 2020[3]

The vision of the strategy is: *'To Transform the productive model in a sustainable way with broad and effective use of ICT everywhere, while Greece will become a technological regional centre of innovation, excellence and service with international orientation, friendly to humans and investment*.'

The main areas of **Improvement** will be:

▸ Open data;

▸ Interoperability;

▸ Smart applications and services;

▸ Access;

▸ Critical mass;

▸ Digital skills;

▸ IT Governance and change management.

The main **Strategic objectives** are the following:

▸ Access to Advanced Digital Infrastructures;

▸ Smart and viable ecosystem for better quality of life;

▸ Competitive entrepreneurship in the international digital environment;

▸ Smart operation and interconnection of the State;

▸ Digital cohesion to tackle the social challenges.

Strategy for eGovernment 2014 - 2020

The main vision is: *'In the next seven years using ICT as a catalyst of development and modern governance tool, the Greek Public Administration, will regain the trust of society and become more efficient and productive by providing citizens, and business user - centric online service that will be constantly upgraded.'*

The strategy highlights the following principles:

▸ Interoperability;

▸ Comply or explain;

▸ Consolidation;

▸ No duplication;

▸ Once only;

▸ Feasibility and viability;

---

[3] Strategy for Digital Growth 2014 - 2020

- Transparency;
- Accessibility;
- Security and privacy;
- Participation of citizens.

The strategy has the following **three main strategic objectives**

- Modernisation of the State and Public Administration;
- Reconnect Citizens with State and Public Administration;
- Horizontal ICE policy co-ordination in Public Administration.

Action plan for eGovernment 2014 - 2020

A 7-year plan including the actions needed for the implementation of the strategy for eGovernment 2014-2020 and administrative reform and the actions that will be financed by the programmes of the new programming period 2014-2020. For practical reasons the 7-year program consists of an initial detailed two-year action plan for eGovernment (ΗΛΔΙΑ) which is a rolling programme, tested, evaluated and reviewed at least annually or whenever necessary.

The realisation of the projects is in line with an enabling environment suitable for the design, development, delivery and evaluation of eGovernment services, in accordance with the respective strategy.

The most important technologies that will be adopted include IaaS (Infrastructure as a Service) and SaaS (Software as a Service), so as to make the best use of governmental cloud technologies (gcloud). The G-cloud is hosted in the Data Centre of the Information Society S.A. Other technologies concern data management (data-driven decision making, data processing/ big data/ data mining/ data governance) and information security.

Key milestones in the process are the creation of the governance structure of eGovernment, the staffing plan for the computer and eGovernment services and of public sector bodies and units with a similar object and the completion of catalyst projects forming the backbone of eGovernment. These projects include:

- Establishment and functioning of a single system of management of human capital of public administration (HRMS);
- IT public policy (IT Policy);
- eGovernment Now (eGov Now);
- Development of an integrated financial management system (ERP);
- CRM service system (CRMS).

In addition to these projects, it is extremely important to interconnect the registers in the country, which is an important element for the possibility of providing eGovernment services, as well as to put the eProcurement system into productive operation.

Action plan for Open Government and Open Public Administration

The commitments undertaken in the [Action Plan](#) are structured in three main directions:

- Encouraging public participation;
- Open public data;
- Integrity and accountability.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

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

Law [4336/2015 (Government Gazette 94/A/14-08-2015)](#) lays down the creation of a portal that will provide easy access to *legislation* for the citizens, both in its published form and its codified version.

Law [4325/2015 (Government Gazette 47/A/11-05-2015):](#) extends the law 3979/2011 regarding "*Electronic Identification*" (Article 10) and "*Electronic Exchange of Public Documents – Security of Information Systems of the Public Sector*" (Article 13) while it amends the law 2690/1999 on the "*Ex officio internal search of (electronic) certificates*" (Article 12).

The Presidential Decree 25/2014 (Government Gazette 44/A/25-2-2014) regulates issues concerning the *creation and management of electronic archives* as well as the *digitalisation* of existing files.

Secure timestamping and *receipt confirmation of electronic documents* is regulated by the Ministerial Decision IDA/F.40.4/3/163 (Government Gazette 401/B/22-2-2013).

Further issues on *public electronic documents* are addressed by the Ministerial Decision IDA/F.40.4/3/1031 (Government Gazette 1317/B/23-4-2012).

Law on eGovernment (eGovernment Act) (2011)

The Law [3979/2011 (Government Gazette 138/A/16-6-2011)](#) creates a general framework for eGovernment in public administration by: defining concepts; setting forth the basic principles; specifying the obligations of public sector bodies for the use and exploitation of new technologies; giving rights to citizens in relation to the processing of personal data and ICT use; regulating issues regarding the storage and transmission of electronic copies, files and protocols and; examining issues related to the authentication of user services. The Act lays particular emphasis on:

- Electronic communication and data exchange between natural/legal entities and the public sector;
- Electronic submission of applications, statements and documents;
- Dissemination of public sector information as well as disclosure of documents to citizens and businesses by electronic means;
- Subscription of citizens to eGovernment services;
- Authentication issues;
- Issuance, keeping, storage and types of digital certificates;
- Electronic payments;
- Issues regarding personal data protection and privacy.

Freedom of Information Legislation

Greek Constitution (2009 amendment)

There is currently no dedicated freedom of information legislation in Greece. However, the Greek Constitution provides for a general right of access. Its article 5A (1) states that: "All persons are entitled to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties". 5A (2) specifies that that "All persons are entitled to participate in the Information Society. Facilitation of access to electronically handled information, as well as of the production, exchange and diffusion thereof constitutes an obligation of the State". Article 9A specifies that all persons have the right to be protected from the collection, processing and use by electronic means of their personal data as specified by law. Article 10(3) says that the competent authority is obliged to reply to a request for information for the supply of documents, especially certificates, supporting documents and attestations within a set deadline not exceeding 60 days. In the case of elapsed deadline without action or unlawful refusal, special monetary compensation is paid to the applicant. Finally, Article 19 specifies that secrecy of letters and all other forms of free correspondence or communication shall be absolutely inviolable.

Law on the Ratification of the Administrative Procedure Code and other provisions (1999)

Law no. 2690/1999 on the Ratification of the Administrative Procedure Code and other provisions specifies that "interested persons have a right to access administrative documents created by government agencies". The request must be in writing. Administrative documents are defined as "all documents produced by public authorities such as reports, studies, minutes, statistics, administrative circulars, responses, opinions and decisions". In addition, the 1999 law allows persons with a "special legitimate interest" to obtain "private documents" relating to a case about them. Documents relating to the personal life of an individual are not subject to the Act. Secrets defined by law, including those relating to national defence, public order and taxation cannot be released. Documents can also be restricted if they relate to discussions of the Council of Ministers or if they could substantially obstruct judicial, military or administrative investigations of criminal or administrative offences.

Data Protection/Privacy Legislation

Law on the Protection of Individuals with regard to the Processing of Personal Data (1997)

Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data was adopted in April 1997. It establishes the terms and conditions under which the processing of personal data is to be carried out so as to protect the fundamental rights and freedoms of natural persons and in particular their right to privacy. It also allows any person to obtain their personal information held by government departments or private entities. The law is enforced by the Hellenic Data Protection Authority. It is complemented by Law 2774/1999 on the Protection of Personal Data in Telecommunications, and by Law 3115/2003 that establishes the Hellenic Authority for the Information and Communication Security and Privacy in order to protect the secrecy of mailing, the free correspondence or communication in any possible way, as well as the security of networks.

Law on the Protection of Personal Data and Private Life with regard to Electronic Telecommunications (2006)

Law 3471/2006 was adopted on 28/06/2006, revising Law 2472/1997, and intending to the enactment of preconditions with regard to the personal data processing and for the

assurance of the confidentiality in telecommunications. Law 3471/2006 was amended by Law 3917/2011 and Law 4070/2012.

Law on Strengthening the Institutional Framework to Safeguard Privacy of Telephone Communications (2008)

Law 3674/2008 sets out the obligations of the service provider for the security of telephone services. According to these provisions, the provider is responsible for security matters under the supervision of premises, facilities, connections and hardware systems and software. To this end the provider has an obligation to take appropriate technical and organisational measures and to use hardware and software that ensure the confidentiality of communications and the detection of breach, or attempted breach of confidentiality of communications.

eSignatures Legislation

Presidential Decree 150/2001

This presidential decree came into effect on 25 June 2001 and implements the European Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures. It defines electronic signatures and advanced electronic signatures. It also deals with: the legal consequences of electronic signatures, the liability of suppliers of certification, the obligation to protect personal information, terms in effect for recognised certificates and suppliers, assurance of the liability of the creation of a signature and recommendations for the verification of the signature.

eCommerce Legislation

Presidential Decree 131/2003 on eCommerce

Adopted on 16 May 2003, this presidential decree transposes the Directive 2000/31/EC of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

eCommunications Legislation

Law on Electronic Communications and other Provisions (2012)

Law 4070/2012 (Government Gazette 82 A'/10.04.2012, as amended), sets out the broad framework for the provision of electronic communications networks and services in Greece, while at the same time applies full transposition of EU Directives 2002/19/EC, 2002/20/EC, 2002/21/EC, 2002/22/EC and 2002/77/EC, as amended by 2009/136/EC and 2009/140/EC, to the National Law.

The basic principles of this Law are as follows:

▸ The free provision of networks and services for eCommunications.

▸ The insurance to every company of the right to operate and provide services of eCommunications.

▸ The compliance with the principles of equality, impartiality, transparency, proportionality, protection of competition and avoidance of market distortion by ensuring, as far as possible, technological neutrality of the regulations imposed, especially for those targeting to ensure effective competition.

▸ The promotion of competition in network supply and/or electronic communications services.

eProcurement Legislation

Public Procurement Law 4412/2016

The Law 4412/2016 for Public Procurement (Government Gazette A'/08.08.2016) amends Law 4155/2013, extends the provisions for eProcurement and consists of an adaptation of procurement to Directives 2014/24/EU and 2014/25/EU.

Among other provisions, Law 4412/2016 stipulates that public authorities are required to use the National Electronic Public Procurement System (NEPPS) at all stages of the procurement process, for contracts with an estimated value in excess of sixty thousand Euros, excluding VAT.

Public Procurement Law 4155/2013

The Law 4155/2013 for Public Procurement (Government Gazette 120 A'/29.05.2013), as amended by Law 4281/2014 (Government Gazette 160 A'/08.08.2014), effectively codifies existing laws, Presidential decrees and Ministerial decisions regarding Public procurement considering the National System for eProcurement.

Presidential Decree 118/2007 on the Regulation of Public Procurement

In conjunction with the introduction of the eProcurement legislation, targeting the harmonisation with the relevant EU Directives, additional efforts have been undertaken by the Greek Government to revise the Greek public procurement legal framework, consisting of a complex set of laws, presidential decrees and regulations. To this end, the presidential decree 118/2007 simplifies the public procurement procedures, broadens participation to public sector competitions and introduces increased penalties in case of non-compliance to the specific competition terms and conditions. The new decree partially revises the existing legislation in this area while at the same time still maintains a major part of it.

Presidential Decree 59/2007

The presidential decree 59/2007 of 16 March 2007 aims to harmonise Greek eProcurement legislation with European law. In particular, the decree implements into national law the Directive 2004/17/EC of the European Parliament and of the Council of 31 March 2004, coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors.

Presidential Decree 60/2007

This decree 60/2007, of 16 March 2007, implements into national law the Directive 2004/18/EC of the European Parliament and of the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts, as amended by the European Directives 2005/51/EC and 2005/75/EC.

eInvoicing Legislation

Greece does not have a legislation in place concerning eInvoicing. They are also not mandatory and only used on a voluntary basis in business to government procurement.

Re-use of Public Sector Information (PSI)

The Ministerial Decision for the obligation of Non-Government Organisations that obtain public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015) directly addresses the reuse of public information.

The Law for the public sector information reuse and open data was published in 2014. The 'open by default' principle is inscribed in this law (Government Gazette 237/A/ 31 October 2014).

Law on Re-use of Greek Public Sector Information (2003)

The Reuse of Public Sector Information Legislative Framework comprises of a set of laws implementing EU Directives aiming at the reuse of different types of public sector information and increasing transparency in the activities of the public sector authorities.

The Public Sector Information (PSI) Legislative Framework consists of the following laws:

▶ Law 2690/1999 (access to public documents)

▶ Law 3422/2005 (access and reuse of environmental information) – ratifying the Aarhus Convention

▶ Law 3448/2006 (reuse of public sector information) – Implementing the Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information

▶ Law 3861/2010 (transparency law)

▶ Law 3882/2010 (reuse of geospatial information) – Implementing the Directive 2007/2/EC of the European Parliament and of the Council of 14 March 2007 establishing an Infrastructure for Spatial Information in the European Community (INSPIRE)

▶ Law 3979/2011 (eGovernment law)

▶ Law 4305/2014 (reuse of public sector information), amending Law 3448/2006, sets the principle "open by default".

▶ Ministerial Decision for the obligation of Non-Government Organisations that get public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Digital Policy, Telecommunications and Media

The Ministry is responsible for developing and implementing Greece's national policy on issues related to communication and digital infrastructures, as well as to contribute to an effective regulatory framework at the European and international levels. Emphasis is given on best practices regarding the public sector's e-governance policies and citizens' accessibility, the design and implementation of the National Digital Strategy as well as coordinating involved entities for the implementation of the EU Digital Strategy.

Nikos Pappas
Minister of Digital Policy, Telecommunications & Media

Contact Details:
Ministry of Digital Policy, Telecommunications & Media
Fragkoudi 11 and Al. Pantou, 10163, Athens
Tel.: +30 210 9098600-2
E-mail: minister@mindigital.gr, sec@mindigital.gr
Source: http://www.mindigital.gr/

Stelios Rallis
Secretary General for Digital Policy

Contact Details:
Ministry of Digital Policy, Telecommunications & Media
Chandri 1 & Thessalonikis, 18346, Athens
Tel.: +30 210 4803255, 210 4802010
E-mail: gen_gramm@gsdp.gr
Source: http://www.mindigital.gr/

Ministry of Administrative Reconstruction (ex Ministry of Administrative Reform and eGovernment)

The Ministry was an initiator of eGovernment strategies and policies aiming to develop IT in the public sector. It aimed to implement the government policy for the introduction, implementation and development of information and technology in the public sector.

Olga Gerovasili
Minister of Administrative Reconstruction

Contact Details:
Ministry of Administrative Reconstruction
Av. Vasilissis Sofias 15, 10674, Athens
Tel.: +30 213 1313590 /508 /603
E-mail: olgagerovasili@gmail.com
Source: http://www.minadmin.gov.gr/

Grigoris Theodorakis
Secretary General for Administrative Reconstruction

Contact Details:
Ministry of Administrative Reconstruction
Av. Vasilissis Sofias 15, 10674, Athens
Tel.: +30 213 1313482/6/9, 213 1313679
E-mail: ggd@ydmed.gov.gr
Source: http://www.minadmin.gov.gr/

IT and Communications Committee

The Committee was initially founded in 2011 and re founded in 2014 (in paragraph 3 and 4 of article 26 of law 4314 (Government Gazette 265/A/2014) and its main responsibility is to prepare and co-ordinate the plan of actions related to the Digital Agenda implementation and eGovernment. The Joint Ministerial Decision setting the details of the Committee's Responsibilities is pending.

Coordination

Ministry of Administrative Reconstruction (ex Ministry of Administrative Reform and eGovernment)

The Ministry is responsible for the organisation and operation of the public sector. Thus, it coordinates public sector bodies on issues such as the modernisation of the organisational structure, the overall policy agenda and the development of IT. In addition, the Ministry supervises the National Centre for Public Administration & Local Government and the Information Society SA.

Implementation

Information Society S.A.

This state-owned company is intended to be the main government agency implementing projects related to information technology, communications, eGovernment and administrative reform. This will be achieved by merging the company with other institutions

that maintained activities in the relevant field. The company, created in 2001, also supported the implementation of the Operational Programme for the Information Society (OPIS), and the Operational Programmes 'Digital Convergence' and 'Public Administration Reform'.

The **Observatory for Digital Greece** has been incorporated in Information Society S.A.

The Observatory aims at conducting relevant studies and contributing to the policy formulation processes to the Greek Government and any other party interested.

Idomeneas Manolitsakis
President of Information Society S.A.

Contact details:
Information Society S.A.
Chandri 3 & Kyprou, 18346, Athens
Tel.: +30 213 130 0700
Fax: +30 213 130 0801, 210 973 6760
E-mail: info@ktpae.gr
Source: http://www.ktpae.gr/index

IT and Communications Committee

The Committee is responsible for the implementation of the institutional framework governing the development of IT and electronic communications for the public administration. It recommends improvements, operational and organisational restructuring for entities and services of the public sector, including ministries, for the most effective promotion of government work in the field of eGovernment. Furthermore, it establishes management teams to oversee, monitor and promote the implementation of relevant projects.

All Government ministries and agencies

Individual government bodies are responsible for the implementation of departmental eProjects.

Support

Operational Programme 'Reform of the Public Sector' 2014 – 2020 – under Managing Authority of the Operational Programme Public SECTOR Reform

This operational programme aims to support the Greek administration to become coherent, well-coordinated, flexible, outward looking and effective, to restore trust relationship with citizens and businesses providing citizen-centred and continuously upgraded services constituting one of the key pillars for the recovery of the country via three funding priorities:

▸ Strengthening organisational, institutional and operational capacity of public administration and local authorities for the benefit of citizens and businesses;

▸ Promotion of eGovernment in the public sector;

▸ Development of human resources in the public sector, through the rational allocation of human resources, the provision of upgraded services, and training.

Managing Authority of the [Operational Programme 'Public Administration Reform']

The Managing Authority of the Operational Programme 'Public Administration Reform' became operational in February 2008. It is a comprehensive package of complementary interventions in order to address the underlying issues of public administration from the point of view of actors in an administrative capacity (human resources, legal framework, structures and systems) and aims at shaping the public policies of the specific programme and their implementation by the departments of Public Administration. The Operational Programme was for the period of 2008 – 2013.

[Information Society S.A.]

The Information Society S.A. supports government departments and agencies in all stages of ICT project design, implementation and follow-up.

Information Society S.A. is part of the ex- 'Observatory for Digital Greece'. The mission of this part for the Greek information society is twofold: First, to measure and evaluate the national progress made towards the Information Society and second, to contribute to the accomplishment of information society's strategic goals on a national level. For example, the Observatory transfers and diffuses best practices and assists the exchange of experience, technical expertise and information among agencies in Greece and abroad. Finally, it supports the work of the Greek IT and Communications Committee or the body responsible for the national ICT strategy.

Audit/Assurance

[Hellenic Court of Audit]

The Hellenic Court of Audit, according to Article 98 of the Constitution, is responsible for auditing the expenditure of the state and local agencies, or other entities subject to its audit by special laws. This includes the contracts of great financial value made by state entities and the accounts of public accounting officers and local government agencies. It also includes the provision an expert opinion upon laws on pensions, presenting to Parliament a report on the Annual Financial Statement and the Balance Sheet of the State and adjudicating on pension cases as well as cases related to the audit of public accounts and the liability of civil or military public servants.

Data/Protection

[Hellenic Data Protection Authority]

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

Regional & Local eGovernment

Policy/Strategy

[Regional Administrations], [Prefecture Administrations] and [Municipalities]

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

Coordination

National eGovernment bodies

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

Implementation

Regional Administrations, **Prefecture Administrations** and **Municipalities**

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

Support

Information Society S.A.

The company supports the public sector's vehicles in the areas of public consultation, transparency and materialisation of all projects related to Information Technology, eGovernment and Public Administration's reorganisation.

Hellenic Agency for Local Development and Local Government (EETAA)

The Agency provides local government agencies, the public sector and social agencies with the professional and technical IT support they require. It operates in the form of a joint-stock company.

Audit/Assurance

Hellenic Court of Audit

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

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

National Portal of Public Administration ERMIS

'Ermis' is the Governmental Portal of Public Administration aiming to inform citizens and businesses, and ensure the safe use of eGovernment services through digital certificates established and operated for the first time. The portal provides, from a central point, completed briefing to the citizens and the enterprises with regard to all their transactions with the Public Administration (natural or electronic). Ermis functions as an electronic shop of the Public Administration running in three key areas:

▶ **Provision of information:** It reliably informs citizens and businesses on their transactions and interactions with the state apparatus.

▶ **Interoperability:** The portal provides the necessary infrastructure to fully support interoperability between information systems of public administration.

▶ **Security of transactions:** Ermis provides secure eGovernment services at every level with the use of modulated digital authentication methods.

Interoperability

The Ministry of Finance launched a productive operation of the Interoperability Centre, comprising an Interoperability Request Management application and the Enterprise Service Bus (ESB), which is a Web Services Management and Support platform.

National Citizens Registry

Since January 2018, citizens no longer need to go to town halls or Citizens' Service Centres (KEPs) to obtain personal documents as these are available online to other public agencies. This portal reduces the number of signatures needed and relieves citizens of the need to produce multiple documents for simple administrative procedures.

Diavgeia – Transparency portal

All decisions of public administration bodies are published on this portal.

As from 2017, the portal has become part of the G-cloud website.

Opengov.gr

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

▶ **Open calls for the recruitment of public administration officials.** Top level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the opengov.gr website.

▶ **Electronic deliberation.** Almost every piece of draft legislation or even policy initiative by the government, are posted in a blog-like platform prior to their submission to parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article.

▸ **Labs OpenGov.** An open innovation initiative that brings together ideas and proposals from citizens, the public and the private sectors. Labs.OpenGov.gr attempts to release the power of decentralised knowledge and explore new ways to tackle modern public administration problems.

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

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

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

Services Directive portal

The Services Directive Portal is dedicated to providing service provisioning in Greece.

Business portal

Portal for businesses, linked to the General Commercial Registry (G.E.MI), provides two new distinct services, namely, the Electronic Certificate and Copy Service and the Electronic Application for Registration in the General Commercial Registry.

Startup Greece

The portal 'Startup Greece', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. It is supported by the Ministry of Development, Competitiveness and Shipping and the Greek Government in collaboration with communities of young entrepreneurs. 'Startup Greece' is a 'one stop shop' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation and to start their own business.

Online Legislation portal eThemis

The E-Themis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'. This project was initiated in December 2006 with a budget of EUR 2.3 million and was carried out by the Information Society S.A. The E-Themis portal, which was introduced in November 2008, is aimed at providing **online access** to the **complete Greek legislation** (including laws, decrees and regulative decisions as published in the Official Government Gazette) since the establishment of the Greek State. This service is offered free of charge, while the content of the portal is regularly updated.

Within the portal, the legislation is clearly structured around a total of 40 thematic areas and fields of interest, which are particularly tailored to meet the needs of different categories of users, including citizens, enterprises and layers. In addition, a keyword-based search facility allows users to easily locate the desired legal information. The service is complemented by a telephone-hotline for the provision of support.

Geoadata.gov.gr is providing open geospatial data and services for Greece, serving as a national open data catalogue, an INSPIRE-conformant Spatial Data Infrastructure, as well as a powerful foundation for enabling value added services from open data.

Citizens can publish, discover, reuse, and visualise all published data, for free. Operating since 2010, geodata.gov.gr was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed, and maintained by IMIS/Athena RC, with the aim to provide a focal point for the aggregation, search, provision and visualisation of open geospatial information.

In 2017, the number of provided datasets increased: over 6,400 datasets from 265 organisations.

European eJustice Portal

The Greek General Commercial Registry is now connected to the European eJustice Portal.

Networks

National Public Administration Network (SYZEFXIS)

The 'SYZEFXIS' network is a project of the Greek Ministry of Interior, Public Administration and Decentralisation, aiming at the development and updating of the public sector's telecom infrastructure by satisfying all their needs for communication through **telephony** (telephone communication between organisations), **data** (PC's communication - Internet) and **video** (teleconference - training).

The project's objectives are: (1) **The improvement of public services' functions** supported by the upgrade of telecommunications infrastructure between them, through the offer of advanced and low-cost telematics. (2) **The provision of integrated services to citizens** using modern and user-friendly government information and transaction systems.

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

Metropolitan Area Networks

The 'Metropolitan Area Networks' (optical rings) infrastructures in approximately **69 cities across Greece**. The metropolitan networks link more than 4 000 points of public interest, such as educational institutions, public services, public hospitals, municipal libraries, museums; while their total length exceeds 1200 km. The national public administration network 'SYZEFXIS' in these cities uses the MAN rings as access infrastructure, providing speeds up to 1 Gbps.

Greek Research and Technology Network (GRNET)

The Greek Research and Technology Network 'GRNET', (GRNET S.A. www.grnet.gr), is a state-owned company, operating under the auspices of the Greek Ministry of Education - General Secretariat for Research and Technology. Its mission is to provide high-quality infrastructure and services to the academic, research and educational community of Greece, and to disseminate ICT to the general public.

GRNET is the National Research and Education Network (NREN) provider, operating the Greek academic network that connects local universities and research institutions via dark fibre at speeds up to 10Gbps, and offering to the Greek R&E community access to the pan-European GEANT network through 4x10Gbps links.

GRNET also plays a key role at national level in the field of distributed and large-scale research infrastructures including Grid, Cloud and HPC. The company coordinates the Greek National Grid Initiative – HellasGrid, with more than 1,400 CPUs and 200 Terabytes of storage and is member of EGI pan-European Grid infrastructure. GRNET has developed and operates its own public IaaS cloud solution named Okeanos, offering cloud resources to the Greek Universities.

eIdentification/eAuthentication

Current status

There is currently no central eIdentification infrastructure for eGovernment in Greece. The first stage of the plan was accomplished with the allocation of the [Social Security Registration Number](#) (AMKA) to every citizen which was a key issue towards the accomplishment of the electronic (medical) [Prescription](#) program in such a way that ensures reliability, security and transparency of the information handled.

The issuance of eID cards, however, is of high priority in Greece and is expected to result in a final decision soon.

At the moment, there is only a government eID card called "ERMIS" (used by citizens to access public eGovernment electronic services) and the Tax Authority (TAXISnet) username/ password scheme. ERMIS eID is connected to production environment of STORK2.0 node, which has been turned into an eIDAS ("plugin") node, while TAXIS eID is connected to preproduction environment of the same node.

The *intention* is to complete the necessary work by 2018 in order to notify them.

Both of them are being used for cross-domain sector services, especially for the Health sector (mainly, information on health insurance), taxation, eProcurement, Citizen's Lifecycle Services and government portals. In particular, the TAXISnet authentication system is currently used by a large number of eGovernment services. Furthermore, there is interest by stakeholders from the financial sector (Banks, Payment Institutes).

ERMIS is under the responsibility of Ministry of Administrative Reconstruction.
"Tax Authority eID (TAXIS)" is under the Ministry of Finance.

National Authentification System

Furthermore, in the Public Administration context, there is currently a large-scale project under implementation, namely the National Authentication System.

The 'SYZEFXIS' Network

The Public Key Infrastructure is a service offered by 'SYZEFXIS' and includes:

▸ Issuance of digital certificates to authorised users;

▸ Registration and certification authority, which manages and issues digital certificates for operators of the Greek Government and their users;

▸ Services for certification bodies - members of 'SYZEFXIS' in accordance with Presidential Decree 150/2001.

The National Portal Ermis aims to provide integrated and secure eGovernment services at all levels, from a central point, thus becoming the benchmark of the National System Authentication. Through the new authentication system, the user, citizen or enterprise, will submit a request to the portal with an electronic signature. The request will then be identified and initiated by the appropriate agency. By this way the security, validity and legality of digital transactions are being ensured.

Hellenic Academic & Research Institution Authority (HARICA)

The HARICA Public Key Infrastructure (PKI) is a trusted entity, which certifies the identities of network users and servers affiliated with Academic and Research Institutions of the Hellenic Republic. The HARICA PKI is a consortium between equal members that are Academic Institutions, Research Institutions and the Greek Research and Technology Network (GRNET) which is the Greek National Research and Educational Network (NREN) and began during the VNOC2 project (funded by GRNET through the Operational Program 'Information Society'). This service is available for the members of the Hellenic Academic and Research Institutions.

eProcurement

Current status

The Single Public Procurement Authority (SPPA) was legally set up in order to coordinate the national strategy on public contracts 'NSFR plan: National Strategic Reference Framework 2007–2013' agreed with the EU, IMF and ECB, overseeing Greek reforms to reduce and control state expenditure on public contracts. It aims to facilitate and encourage the participation of economic bodies involved in public tenders, to develop competition in tendering procedures in accordance with the principles of transparency and equal treatment, and to ensure compliance with the rules and principles of European and national legislation on public procurement. The SPPA is under the Ministry of Development, Competitiveness and Shipping. The Ministry of Environment, Energy and Climate Change is consulted for green public procurement. The legal framework surrounding the set-up of the authority is still pending the update and finalisation of the laws.

The portal for public procurement is Promitheus.

Knowledge Management

Current status

There is currently no government-wide knowledge management infrastructure in Greece.

Other infrastructure

eParticipation

Digital Greece 2020 Forum

The Forum Digital Greece 2020 is a horizontal action, based on the participation of active citizens from business, education, research and public administration in policy-making. It gives the opportunity to all interested parties to address policy proposals to the central and local government, representative organisations, as well as the academic-research

community with regard to the initiatives that have to be taken and the targets that have to be set for Digital Greece 2020.

Interoperability

eGovernment Interoperability Framework

The implementation of the Greek eGovernment Interoperability Framework (Greek e-GIF) institutionalised by the Greek State Law 3882/2010 begun on 28 October 2006. The project is carried out within the framework of the Operational Programme for the Information Society (OPIS) and aims to define standards, specifications and rules for the development and deployment of web-based front and back office systems for the Greek Public Administration at national and local levels. The Greek Interoperability Framework is aligned with the European Interoperability Framework (EIF) and consists of the following five building blocks:

Certification Framework for Public Administration Sites and Portals

This framework specifies the directions and standards to be followed by the public agencies at central or local levels, when designing, developing and deploying eGovernment portals of the Public Administration and supporting eGovernment services.

Interoperability and Electronic Services Provisioning Framework

This framework defines the basic principles and the general strategy to be followed by the public agencies, when developing eGovernment Information Systems. It also provides organisational and semantic interoperability guidelines, as well as the technical specifications and communication standards.

Digital Authentication Framework

This Framework aims to support effectively eGovernment at Central, Regional and Local level and contribute to achieving interoperability at the level of information systems, procedures and data. It sets the standards, the procedures and the technologies required for the registration, identification and authentication of the eGovernment services users, including citizens, businesses, public authorities and civil servants. It also aims at creating an integrated and coherent set of policies, regarding Digital Certificates and Public Key Infrastructures.

Documentation Model for Public Administration Processes and Data

This is a practical guide, which defines the notation, the rules and the specifications for the design, implementation and documentation of the Public Administration processes, documents and electronic data exchange messages.

Interoperability Registry prototype

This prototype is a web-based repository of service and document metadata, services process models in BPMN, standardised XML schemas for mostly used governmental documents based on UN/CEFACT/CCTS standards, as well as code-lists for the most common information elements within governmental service provision in Greece.

Online legislation

[Di@vgeia Programme](#) (Cl@rity)

Cl@rity is one of the major transparency initiatives of the Ministry of Interior and Administrative Reconstruction (ex. part of [Ministry of Administrative Reform and eGovernment that discontinued since January 2015)](#). Henceforth, the decisions of the public entities cannot be implemented if they are not uploaded on the Clarity website, and unless each document is digitally singed and assigned an automatic [transaction unique number](#). Clarity covers all public institutions, regulatory authorities and local government. For the first time in Greece, the Clarity programme introduces the obligation to publish all the decisions on the Internet, with the exception of decisions that contain sensitive personal data and/or information on national security.

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**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Hellenic Police, National Passport Centre

Website: http://www.passport.gov.gr

Description: Information and forms to download. Monitoring of an application's status.

Travel Card

Responsibility: Ministry of Infrastructure and Transport

Website: https://athenacard.gr/index.jsp

Description: Greece has introduced a single electronic card, the ATH.ENA card, for all means of public transport in the city of Athens.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: http://www.oaed.gr/

Description: Fully functional job search online service. Both Citizens and employers are able to search for jobs/ manpower respectively. Users are able to refine searches according to a variety of criteria. By specifying the geographical location of interest, the users are respectively presented with a list of companies seeking for manpower in the specific regions (along with relevant contact details) or with a list of citizens seeking for a job.

Professional qualifications

Legal information system

Responsibility: Information Society S.A.

Website: http://www.ethemis.gr/

Description: The eThemis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'.

Taxes, unemployment and benefits

Unemployment benefits

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: http://www.ermis.gov.gr

Description: Information on the procedures & certificates required, enabling citizens to start the procedure in order to apply for unemployment benefits, electronic submission of forms.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Infrastructure, Transports and Networks

Website: http://www.ermis.gov.gr

Description: Information and forms to download, enabling citizens to start the procedure to obtain a driving licence.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html

Description: Online registration of a new car and the ability for online submission of changes in the data of already registered vehicles.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems, Citizen Service Centres (KEP)

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html; http://www.ermis.gov.gr

Description: In Greece, there is no general obligation to inform the authorities of a change of address. The only exception is for those on a taxable income, for whom the obligation exists. Taxpayers should inform their local tax office for every change of address, by submitting the appropriate form. Information and forms to download.

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

Responsibility: Central Government, Ministry of Citizen's Protection

Website: www.astynomia.gr

Description: Information only.

Housing (building and housing, environment)

Responsibility: Prefectural Administrations

Website: http://www.ermis.gov.gr

Description: Information and forms to start the procedure to obtain a building or renovation permission.

Passport

Responsibility: Hellenic Police, National Passport Centre

Website: http://www.passport.gov.gr

Description: Information and forms to download. Monitoring of an application's status.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: http://www.minedu.gov.gr/

Description: Information and forms to start the procedure for digital enrolment in higher education and Greek universities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: http://www.minedu.gov.gr/; http://www.nlg.gr

Description: The website of the Ministry of Education, Lifelong learning and Religious Affairs provides a full list of Greek libraries. The National Library of Greece offers the possibility to search for a specific title and make an electronic reservation. The Hellenic Academic Libraries Link offers the possibility to search for a specific title.

Student grants

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs, State Scholarships Foundation

Website: http://www.iky.gr

Description: The State Scholarships Foundation (I.K.Y.) grants scholarships for postgraduate or postdoctoral studies to Greeks, as well as to foreign graduates. In its administrative responsibility lies also the Erasmus exchange programme. Information and forms to download.

Researchers

Information and assistance to researchers; research funding support

Responsibility: EURAXESS Greece

Website: http://euraxess.obi.gr/

Description: EURAXESS Portal of the Hellenic Industrial Property Organisation (OBI): the main objective of this portal is to help foreign researchers planning to come to Greece or already staying in Greece look for assistance, career opportunities or funding.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: http://www.minedu.gov.gr/; http://www.nlg.gr

Description: The website of the Ministry of Education, Lifelong learning and Religious Affairs provides a full list of Greek libraries. The National Library of Greece offers the possibility to search for a specific title and make an electronic reservation. The Hellenic Academic Libraries Link offers the possibility to search for a specific title.

6. Health

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

Responsibility: Central Government, Ministry of Health and Social Solidarity

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

Description: Provides basic information on the organisation of the ministry and the availability of hospitals.

eAppointments

Responsibility: Ministry of Health and Social Solidarity

Website: http://rdv.ehealthnet.gr

Description: Greek citizens visiting the online page are able to choose the Primary National Health Network Unit or Health Centre, medical specialisation required or even the physician and make an appointment completely free of charge. This way they can locate the nearest care point and choose the earliest available appointment. Safe access to services (authentication) takes place through the use of the personal codes for TAXISnet.

7. Family

Children, couples   **[34]**

Child allowances

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: http://www.ermis.gov.gr

Description: Information and forms to download.

Certificates (birth, marriage): request and delivery

Responsibility: Municipalities and communities - Registers

Website: http://www.ermis.gov.gr

Description: Online request and delivery of birth and marriage certificates.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Product requirements**
5. **Public contracts**
6. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce

Website: [http://www.gge.gr/;](http://www.gge.gr/) [www.eu-go.gr;](http://www.eu-go.gr) http://www.businessportal.gr/

Description: General information and forms to download in order to start the procedure to register a company. Company registration services are handled by local courts and one stop shops (chambers).

Startup Greece

Responsibility: Ministry of Development, Competitiveness and Shipping, The government of Greece, young entrepreneurs

Website: http://www.startupgreece.gov.gr/

Description: The portal '[Startup Greece](#)', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. 'Startup Greece' is a 'one stop shop' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation and to start their own business.

Intellectual property rights

National Patent Register

Responsibility: The Industrial Property Organisation (OBI)

Website: http://www.obi.gr/OBI/Portals/0/default.aspx?tabid=125

Description: The National Patent Register (NPR) allows all who are interested in seeking advice from their home or office for data on industrial property titles, which have been filled in Greece and have been published in the Industrial Property Bulletin (EΔBI). Furthermore, it provides access to information which anyone can obtain from OBI's official website.

Patents

Responsibility: Hellenic Industrial Property Organisation

Website: http://www.obi.gr/obi/?tabid=74

Description: The Hellenic Industrial Property Organisation is the only legally qualified institution for the protection of inventions and industrial designs. It also provides technological information from worldwide patent databases. Additionally, OBI has established 3 regional electronic patent libraries (in Thessaloniki, Patras and Herakleion of Crete) in order to promote the technological information in the greater Greek region with the availability of some services online such as Espacenet, National Patent Register, Dues Online Payment, etc.

Annual accounts

Submission of data to statistical offices

Responsibility: Hellenic Statistical Authority

Website: http://www.statistics.gr/

Description: Online submission of 'Intrastat' declarations.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to corporate taxpayers, including electronic submission of income tax forms.

Reporting imports/exports

Customs declarations

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: http://www.gsis.gr/gsis/info/gsis_site/index.html

Description: The 'TAXISnet' service, as provided through the website of the General Secretariat for Information Systems, offers the possibility to submit customs declarations online.

3. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Ministry of Employment and Social Insurance, Social Insurance Institute (IKA)

Website: http://www.ika.gr/

Description: The IKA website treats employees' declaration of social contributions online.

Health and safety

Web portal of Labour Inspectorate

Responsibility: Ministry of Employment and Social Protection (YP.A.K.P)

Website: http://www.ypakp.gr/

Description: The website of the Ministry of Employment and Social Protection contains all necessary information in regard to the legislation related to the safety and health at work in its e-library.

4. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms in Greece

Responsibility: Information Society S.A.

Website: http://www.ethemis.gr/

Description: The eThemis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'.

5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce

Website: http://www.gge.gr/; http://www.eprocurement.gov.gr/

Description: The website of the General Secretariat for Commerce provides information and forms about public procurement. Please refer to the subsection Presidential Decree 118/2007 on the Regulation of Public Procurement for further information on public procurement status in Greece.

6. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Prefectural Administrations

Website: http://www.ermis.gov.gr

Description: Information and forms to download.

European Commission

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

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Ms Angeliki Balou, Officer, Unit of Implementation of Policies, International Regulations, Directives and Standards (Directorate of eGovernment) within the Ministry of Administrative Reconstruction.

Production/Publishing: ISA Editorial Team, Wavestone Luxembourg S.A.

An action supported by ISA²

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

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

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme

ec.europa.eu/isa2

Contact ISA²

isa2@ec.europa.eu

Follow us

@EU_ISA2
@Joinup_eu

isa²programme