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Commission

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WHAT'S INSIDE

eGovernment in Poland

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[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, blue, sans-serif font. A thin blue horizontal line extends from the left of the "j" to the right of the "p".

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): 37,967,209 inhabitants (2016)

GDP at market prices: 424,581.3 million Euros (2016)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 69 (2015)

GDP growth rate: 2.8% (2016)

Inflation rate: -0.2% (2016)

Unemployment rate: 6.2% (2016)

General government gross debt (Percentage of GDP): 51.1% (2015)

General government deficit/surplus (Percentage of GDP): -2.6% (2015)

Area: 312,679 km²

Capital city: Warsaw

Official EU language: Polish

Currency: PLN

Source: [Eurostat](#) (last update: 13 March 2017)

Political Structure

Poland is a **parliamentary republic** based on the Constitution of 1997.

The bicameral Parliament is elected every 4 years. The Lower House ([Sejm](#)) is constituted by 460 deputies elected via a proportional system (5 % threshold for parties; 8 % for coalition election committees). The Upper House or Senate ([Senat](#)) consists of 100 elected members (majority voting system).

Poland's Head of State is the [President](#) of the Republic, elected for a five-year term (universal suffrage, ballot system) and allowed to serve for two consecutive terms. The President of the Republic appoints the [Prime Minister](#) and, upon recommendation of the Prime Minister, s/he appoints and revokes the Ministers who constitute the Government. The Government and its programme need to receive votes of confidence by an absolute majority of the Parliament. Once in place, the Government is responsible for conducting the Republic's internal and external policies.

Poland has a three-tier structure of Local Government, with 16 regions or 'voivodships' (*Województwa*), 315 counties or districts (*powiaty*), and approximately 2 500 municipalities (*gminy*). Local Government is carried out by councils, elected every four years at all levels. A regional Governor (*Voivode*) represents the Government and the State Administration in each voivodship. Governors act as 'supervisors' of Regional Government; real power however belongs to elected assemblies and to their chairmen who are the regions' chief executives.

The [Constitution](#) of the Republic of Poland was adopted on 2 April 1997 and took effect on 17 October 1997.

Poland became a member of the European Union on 1 May 2004.

Head of State: President [Andrzej Duda](#) (since August 2015).

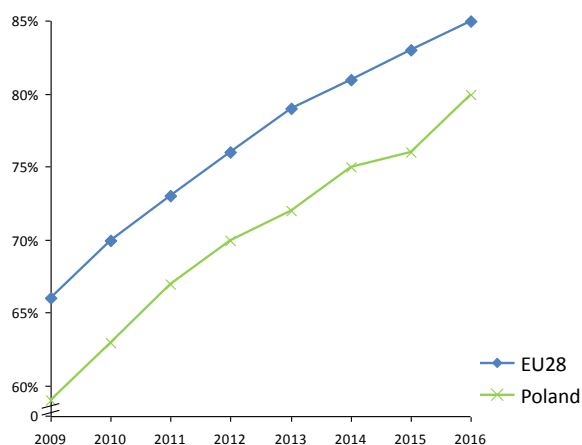
Head of Government: Prime Minister [Beata Szydło](#) (since November 2015).

Information Society Indicators

Generic Indicators

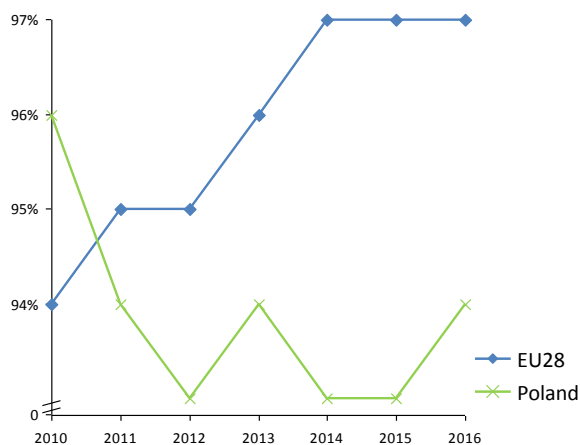
The following graphs present data for the latest Generic Information Society Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Poland



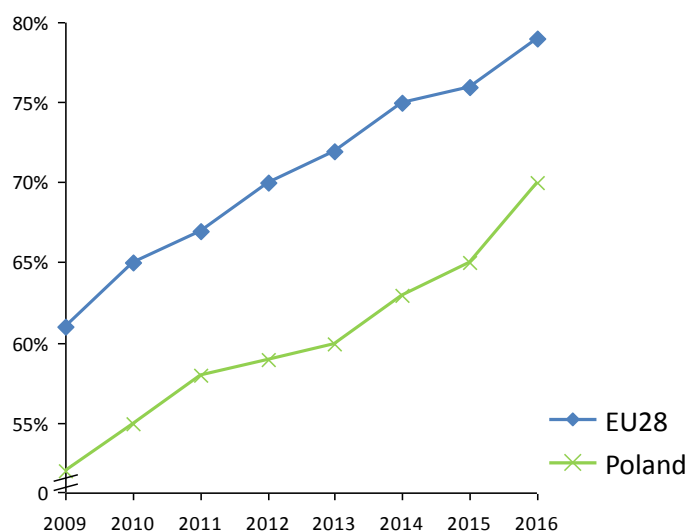
Source : [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Poland

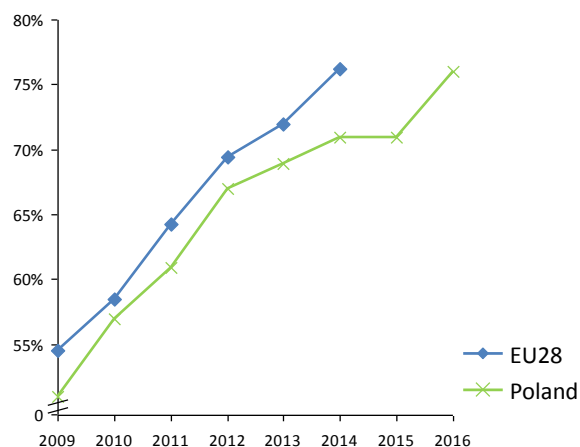
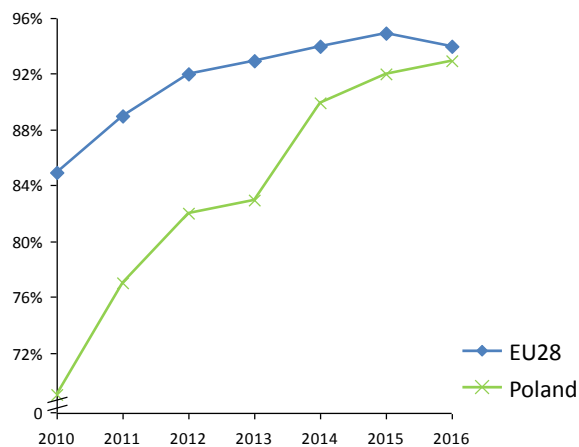
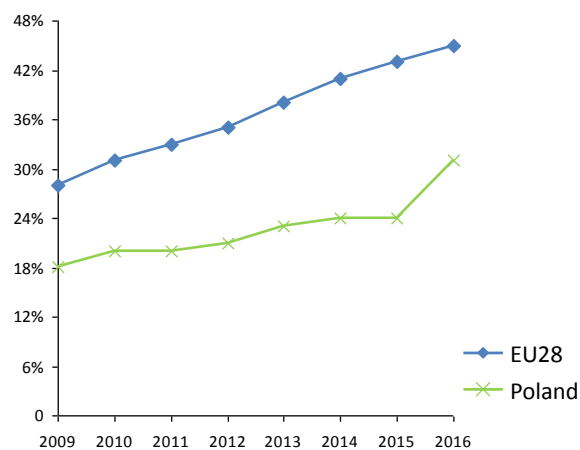
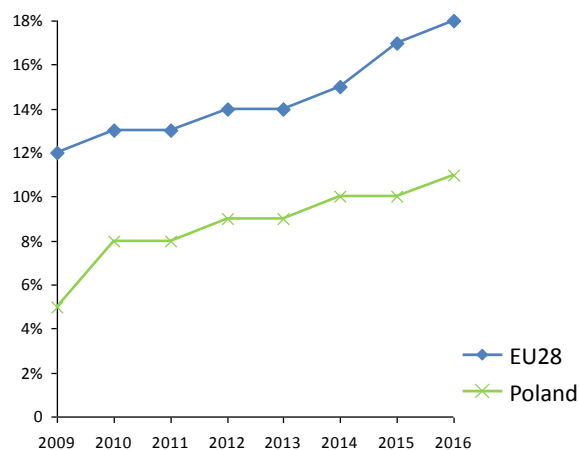


Source : [Eurostat Information Society Indicators](#)

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



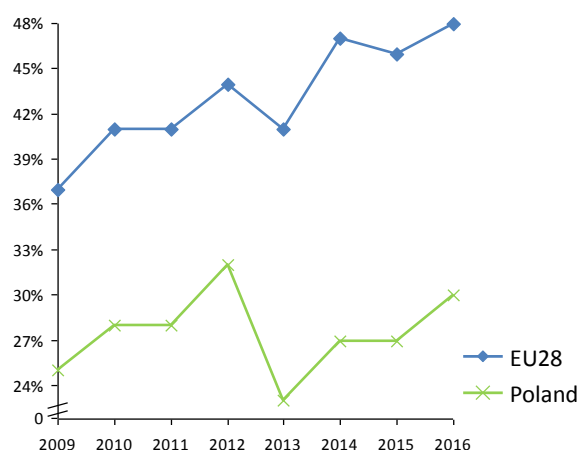
Source : [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in PolandSource : [Eurostat Information Society Indicators](#)**Percentage of enterprises with a broadband connection in Poland**Source : [Eurostat Information Society Indicators](#)**Percentage of individuals having purchased/ordered online in the last three months in Poland**Source : [Eurostat Information Society Indicators](#)**Percentage of enterprises having received orders online within the previous year in Poland**Source : [Eurostat Information Society Indicators](#)

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Poland 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 Poland



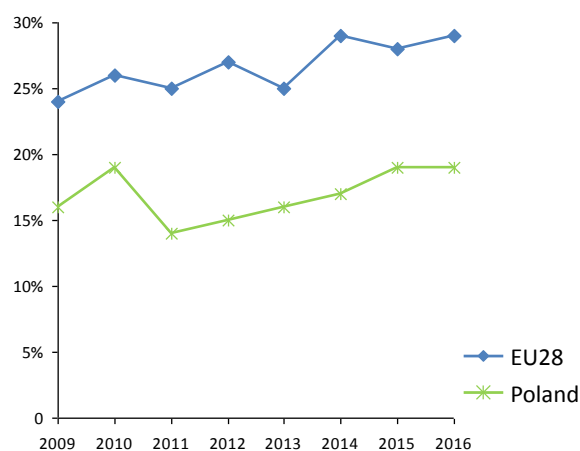
Source: [Eurostat Information Society Indicators](#)

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



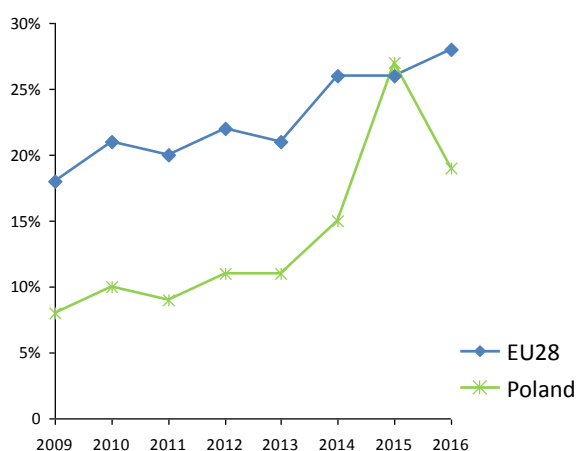
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



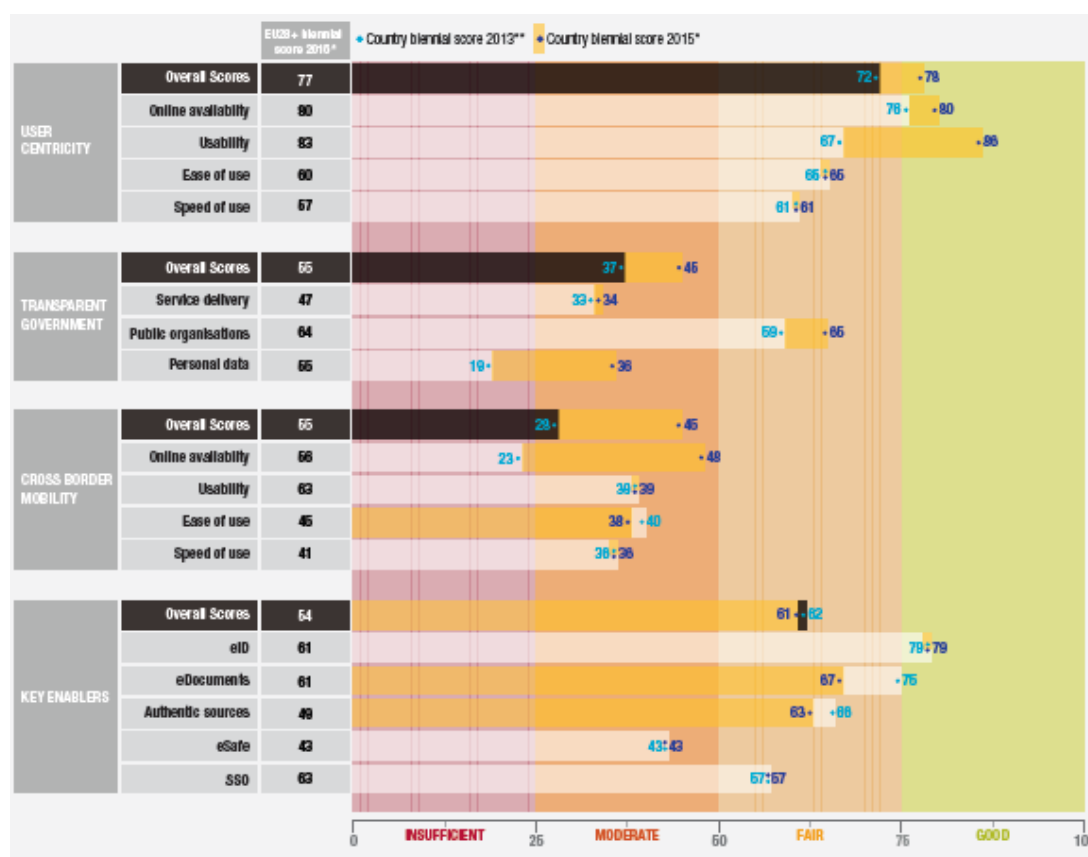
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

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

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

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business Start-Up and Early Trading Operations, Losing and Finding a Job, Studying, Regular Business Operations, Moving, Owning and Driving a Car, and Starting a Small Claims Procedure. The figure below presents the development of eGovernment in Poland compared to the EU average score.



Source: [eGovernment Benchmark Report 2016² Country Factsheet Poland](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country's benchmark report was published in October 2016, however it shall be noted that it summarizes the country's biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

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

Recent News

May 2017

From May 2017 the residents of three Polish cities (Elk, Koszalin and Łódź) will have had the opportunity to test **mDocuments**. **On 20 April 2017, an agreement on this was signed by the mayors of the three towns and the Ministry of Digital Affairs.** The purpose of this pilot project will be to check how citizens evaluate the proposed solutions, get their opinions and draw conclusions on how to ensure the best possible implementation of mDocuments.

The residents of Elk, Łódź and Koszalin will be able to test mDocuments for identity certification purposes in designated locations. The first step will be to launch a mobile ID card for residents. Next, driving licenses and vehicle registration certificates together with the Compulsory Insurance (OC) policies will be made available to add to mDocuments.

March 2017

The post of **Government Plenipotentiary for Digital Single Market** was created, filled by the Ministry of Digital Affairs-based deputy minister.

February 2017

The **new mid-term government Strategy for Responsible Development was adopted** to replace National Development Strategy 2020.

The post of **Plenipotentiary of the Minister of Digital Affairs for Data Openness** was established. The Plenipotentiary coordinates the implementation of the Public Data Openness Programme, in particular the Portal "danepubliczne.gov.pl".

January 2017

With the creation of the Minister of Digital Affairs' Department of Geo-Information Policy, **the ministry became responsible for Poland's Geoportal.**

December 2016

At the end of December 2016, Poland became the 200th member of OpenPEPPOL. OpenPEPPOL is a non-profit international organisation, which assumes full responsibility over the development and maintenance of Pan-European Public Procurement Online

(PEPPOL) specifications, building blocks, its services and their implementation across the EU. In Poland, the Ministry of Economic Development became the National OpenPEPPOL Authority³. Becoming a member of OpenPEPPOL is the first step in the Polish plan to build a new national eInvoicing platform, based on PEPPOL standards and in line with Directive 2014/55/EU.

November 2016

The Minister of Digital Affairs and telecoms operators signed an agreement for the joint development of e-administration services (inc. Mobile Connect). The Mobile Connect pilot is to be launched in Q2 2017.

The Integrated Real Estate Information System developed an eService allowing automated exchange of notifications (between Central Land Book Database, local tax authorities, Agency for Restructuring and Modernisation of Agriculture and the Central Registry System) for changes occurring in the national identification number and in the cadastral database. Using the input of cadastral data into the Central Registry System, there is a new service being designed to allow local courts, which are managing the land registration process, to verify descriptive information and legal information with the cadastral map. Information about a building's or a flat's attributes can be validated using the Central Registry System.

September 2016

In September, the Trusted Profile was separated from the ePUAP (Electronic Platform for Administrative Services). **A Trusted Profile can be confirmed through the online interface of the PKP BP bank** with a team of 19 working on it. With an average of 17,000 trusted profiles a month filed the traditional way, at the office, approximately 38,000 signed up through online banking in the first month of operation.

The Council of Ministers adopted **the revised National Integrated Informatisation Programme (PZIP). It features a detailed Action Plan of the Minister of Digital Affairs (PD MC)** which provides for measures in order to:

- ▶ Deliver in eight priority areas: RP Portal, Digital ID, National Registers' System, Electronic Documentation Management, Data and service integration platform, Integrated Analytical Platform, Common national IT infrastructure, Open Data;
- ▶ Finally integrate the dispersed resources;
- ▶ Provide standardisation of public information;
- ▶ Provide the basis for public administration projects to be funded through the 2014-2020 EU financial perspective.

The coordination mechanism is to be based on the concept of the **Chief Information Officer** (already introduced).

³ <http://www.peppol.eu/news/PolandjoinsOpenPEPPOLasmembersnumber200>

September 2016

The Ministry of Digital Affairs adopted legislative changes and drafted a **strategic document: The Programme for Opening Public Data**, which was adopted on 20 September by a resolution of the Council of Ministers. This is the first governmental document in Poland dedicated to the opening of public data. Previous actions were dispersed and missed a cohesive, horizontal vision for opening access to data.

The programme's preparation was preceded by the study of needs of those shareholders that use the data for a variety of purposes: commercial, scientific, research, etc. The main aim of the document is the improvement of quality and quantity of available data via single website (danepubliczne.gov.pl). It will also increase transparency of public administration and facilitation of citizens' participation in governance, analysis and public data re-use.

During the first governmental hackathon, on 24 and 25 September 2016, 17 teams worked for two days on applications that can facilitate daily life and generate real savings for the state's budget.

The electronic seizure of bank accounts over payments and tax refunds has been made available from September 2016.

August 2016

Poland launched a pilot project for the acceptance of card payment transactions in 150 public administration entities in August 2016. After completion of the pilot project in March 2017, this obligation will be introduced to all entities as well as in police fines. In addition, a pay-by-link service is being implemented.

The Head Office of Geodesy and Cartography launched a new eService providing access to national geodetic and cartographic resources in August 2016, which is available at the <https://pzgik.geoportal.gov.pl/imap>. The service allows user to submit online requests for access to national geodetic and cartography data. Users can create personalised accounts in the system allowing them to order online and keep track of their history of transactions regarding purchasing geo-data. The portal allows online payments and the fast verification of licenses issued. The users can also quickly access the national open data kept in the National Register of Boundaries, National Register of Geographic Names or Geographic Database.

July 2016

On 1 July 2016, the OECD Standard Audit File for Tax was adopted. This Uniform Control File standard requires taxpayers using computer programmes to submit accounting books and evidence in the form of structured format files for further automatic control and inspection.

New declaration forms and services have been added to the Tax Portal and, as from July 2016, "General power of attorney", in principle, may only be submitted electronically. Businesses with over five employees are obliged to submit declarations electronically.

June 2016

Ministry of Economic Development launched the Paperless/Cashless Poland Programme in which jointly with business needed solutions are developed in a number of thematic streams i.e. domestic payment scheme, online fiscalisation - electronic invoices and receipts, etc.

April 2016

In cooperation with the Ministry of Family, Labour and Social Policy and with private banks, the **Ministry of Digital Affairs launched an online service to allow citizens to apply for family social grants online (for the 500+ Project)**. It was made available through banks' online interfaces. As many as 95% of the project's applications are filed online.

March 2016

The Ministry of Digital Affairs published its Strategic Action 'Priorities in computerisation of public services'. The draft strategy had been open for public consultation prior its final publication in the beginning of March.

The two language document version is available at:

https://mc.gov.pl/files/mdas_strategic_action_priorities_in_public_services_-_final.pdf

With a set of five principles for digital state and 18 priorities, the strategy offers the vision and a range of concrete measures that aim to deliver a wide-reaching digital transformation of the state.

February 2016

The 'Act on re-use of public sector data' was adopted. This act broadened the group of entities that disclose their data, which now includes libraries, museums and archives. The resources of those institutions that do not avail of intellectual property protection will be available for re-use pursuant to the conditions set out by the new Act. This also includes meteorological data that will be available for re-use free of charge.

January 2016

On 1 January 2016, the Regulation of the Minister of the Interior and Administration on central point of Emergency Call System and central points of services entered into force. It established a legal basis for SIPR, an IT platform for electronic communications between PSAPs operators and dispatchers of the Police and Fire and Rescue services. It greatly improved and shortened the communication process between these entities. This solution allows an operator to complete and transmit an electronic form to the respective services after gathering relevant information from the caller.

December 2015

On 31 December 2015, the implementation of the Emergency Calls IT System project (SIPR) was finalised. SIPR introduced solutions to handle emergency calls on the 112 number. The SIPR is a system of communication between 17 regional emergency call centers (Public Safety Answering Points - PSAPs) in Poland and emergency services such as

Police, Fire and Rescue services and medical services. It improves the efficiency of the functioning of the 112 emergency number and, as a result, the safety of citizens.

September 2015

On 22 September, the new version of Polish Point of Single Contact was launched on the businessinpoland.gov.pl website. In comparison with the 2011/12 and 2013 assessments the main breakthrough has been made with availability of online procedures. In 2013 the scores were below EU average, whereas in 2014/15 they are considerably above it. The structure and services of the new portal are based on a thorough analysis of user needs and experience.

August 2015

On 22 August, the Agency for Restructuring and Modernisation of Agriculture (ARMA) published a call for tender in order to develop an open source solution for animal identification and registration in order to modernise its animal identification and tracking system with the use of standardised and off-the-shelf open source solutions for IT security monitoring.

July 2015

On 31 July the initiative 'Citizen' was launched. On the www.obywatel.gov.pl website 101 information cards were made available describing the most popular public services that government provides to citizens. Among these cards are also such describing other 19 government functioning thematic portals. Descriptions of procedures are as simple as possible. Everyone should understand them. Descriptions were verified by ordinary citizens – it was considered whether, after reading he/she understands how to settle the matter.

June 2015

- ▶ On 1 June 2015, the testing of the new version of Electronic Platform of Public Administration Services was launched. The key purpose of this eGovernment portal is to enable communication between enterprises, citizens and various public administrations and is being co-funded by the European Regional Development Fund (ERDF) and supervised by the Ministry Of Administration and Digitisation of Poland. The new version (version 2) is already available.
- ▶ On 17 June 2015 the Council of Ministers for Digitisation accepted the document 'Principles of Enterprise Architecture of Public Entities' and recommended its use among government entities. The document is an updated version of Principles accepted in November 2014, and describes in detail the rules that have to be followed whenever an electronic public service is designed, developed and operated.
- ▶ Over the weekend of June 20 and 21 2015, the city of Poznan was involved in organisation of series of workshops and a hackathon for open source smart-phone applications that could aid citizens to participate in the city's public decision making. A total of 25 participants came up with their ideas on Saturday, and on Saturday six teams of professional code writers/developers each picked an idea and started working on a prototype. At the end of the weekend, a winner was announced and awarded a contract to create a working open source application. The mobile app development company Snowdog was given 60 days to deliver their working application.

May 2015

In the end of May 2015, the refreshed website DanePubliczne.gov.pl was launched. The portal facilitates access to and (re)use of the public data, which the law defines as "public information of particular importance for the development of innovation in the country and the development of society". The portal serves as a central repository of public data and it offers various technical functionalities that allow users to browse, download and visualise data using web browser or via API. Since many public institutions already make such information available, the portal helps in navigating them, gathering information about resources in one place. New version has new design, access for people with disabilities, more options and what most important more data available.

April 2015

In mid-April 2015, a conference 'To Explore the Intersection of New Technology, Democracy and Civic involvement' was organised by a Polish NGO oriented at democracy and transparency (ePanstwo Foundation) with a focus on enhancing the uptake of digital tools used to promote openness and democracy⁴.

March 2015

A new web portal (the [Polish Academy of Accessibility](#)) was created by the Polish Government in order to help public administrations and developers to increase the accessibility of their websites and online services. All the resources are based on the Web Content Accessibility Guidelines 2.0 (WCAG2.0) and Polish public administrations were expected to make their websites fully compliant with the WCAG2.0 before the end of May 2015. The portal includes tools that ease access to those with disabilities or seniors such as pre-configured web templates, content management systems (CMS) for disabled people, and other. An eLearning platform and workshops are provided. The tool is available for free.

February 2015

On 26 February 2015 at a workshop in Sofia, best practices of the Visegrad countries (Czech Republic, Hungary, Poland and Slovakia) were compared with those implemented by Bulgarian eGovernment services.

2001-2014

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

⁴ <http://epf.org.pl/en/events/pdfplcee2015/>

eGovernment Strategy

Main strategic objectives and principles



Strategic Action Priorities of the Minister of Digital Affairs in the computerisation of public services.

The MDA assembled some crucial guiding principles as a reference point to any eGovernment actions to be taken:

- ▶ The state should serve the citizen. With the help of digital technology the state should connect dispersed institutions and change complex procedures into consistent and simple services;
- ▶ Access to the public network and services must be safe for our data and all types of transactions conducted in the network;
- ▶ In order to pursue eAdministration targets, but above all, to achieve social and economic goals, it is necessary to accelerate the development of modern telecommunications infrastructure;
- ▶ The Development of the desired innovative economy needs permanent and easy access to data gathered by public services;
- ▶ The need to constantly – regardless of age – improve the level of digital competences to effectively benefit from digitisation and compete on the global market.

Strategy for Responsible Development

Its main objectives include increasing the wealth of Polish citizens and reducing the number of persons at risk of poverty and social exclusion by 2020. The most important goal will be to achieve an increase in the average household income to 76-80% of the EU average by 2020, and an approximation to the EU average by 2030, while reducing income disparities between individual regions. The percentage of people at risk of poverty and social exclusion will decrease to 20% in 2020 (and 17% in 2030). One of the assumptions is also to increase Poland's GDP per capita levels to 75-78% of the EU average by 2020 (and to 95% in 2030).

Ensuring a high and stable growth rate will be facilitated by the implementation of the following measures:

- Total investment to grow to account 25% of GDP,
- Increase in the share of R&D expenditure to 1.7% of GDP,
- Average annual growth rate of exports of 7.2%,
- 10% share of advanced technology products in total exports.

Among the main objectives to be implemented there are eGovernment measures, involving the effective use of information and communication technologies in public administration.

The concept of eGovernment and digital public services imply that high-quality services for citizens, including entrepreneurs, are to be provided by modern IT solutions supporting a logical and coherent government IT system, developed and maintained with the cooperation of all actors at various levels of public administration.

A priority task in the field of eGovernment is to allow the widest possible range of public services to be provided digitally, enabling citizens to handle their business remotely. It will

be necessary to ensure the interoperability of public IT systems and to computerise the internal processes of the administration.

Among others, the strategy assumes activities for:

- ▶ Providing eServices relevant to real needs, as reported by citizens and entrepreneurs;
- ▶ Creating a single information and eServices website for the government administration in order to improve access for citizens and entrepreneurs;
- ▶ Introducing a uniform and secure system for identifying citizens (eID) in eServices systems of public administration;
- ▶ Ensuring a dominant share of digital document flow in administration and economic trade;
- ▶ Increasing access to public sector information, including through interfaces for software developers;
- ▶ Adopting a standard for digital documentation management systems in public administration, guaranteeing an efficient exchange of information with the public administration's domain-specific systems;
- ▶ Integrating eGovernment data processing infrastructure and the development of a state register system. Ensuring the necessary reliability and availability of eGovernment systems and their integration.

It is worth mentioning that there are other elements linking the Strategy to the EC's Digital Single Market Strategy, whose implementation is governed and monitored by the Ministry of Digital Affairs.

Operational Programme Digital Poland 2014-2020

The aim of the programme is to strengthen the foundations for the development of a digital country, including broad access to high-speed Internet, efficient and user-friendly public eServices and the ever-increasing level of digital literacy in society. This programme resulted from a consultation of the Council that Poland remains significantly behind other Member States in the use of the developmental potential of ICT.

In particular, the Council pointed out:

- ▶ Low fixed broadband coverage;
- ▶ Relatively low efficiency of public administration;
- ▶ Relatively low level of use of eGovernment;
- ▶ Very low percentage of adults who engage in learning throughout life.

The main directions of support will be the development of broadband networks and to improve the quality and efficiency of public services through their digitisation. The method of implementing eServices will include mechanisms to prevent the phenomenon of 'digitisation bureaucracy', forcing the positive impact of projects on administrative processes, and to train as many people as possible in the use of ICT to improve the quality of their life, social life and increase the competitiveness of the labour market. For further details please access the following [document](#).

National Integrated Informatisation Programme 2020 (PZIP)⁵

A new [approach](#) to computerisation of the state will enable the integrated computerisation of the state by building a state model, called optimum 2.0. This will facilitate the development of public services at the national and local levels of government, that will be monitored and improved through the dynamic development of digital technologies and the development of digital resources and content.

The aim of the programme is to promote computerisation among citizens and businesses, but also to the administration by providing access to useful tools that are safe, simple to use, universally accessible and technologically neutral. From the point of view of the citizen, this programme will support official businesses in a convenient electronic way, saving time, without having to visit the authorities physically.

This programme will be based on four pillars:

- ▶ Logical and efficient flow of information to help citizens perform their duties to the state and support them in the realisation of their aspirations;
- ▶ Focus on processes in public administration and the services it provides.
- ▶ Transparency and efficiency in public spending, all selected and implemented solutions must ensure the lowest possible costs;
- ▶ Technological neutrality, ensuring that access to services and supplies for the administration are not limited to and arise only from functional needs. The selection of solutions provides the ability to change the solutions' provider, if the cooperation with the current one does not guarantee the fulfilment of the expectations of the public site.

Detailed information on actions implemented within PZIP are periodically updated.

Programme for Opening Public Data (2016)

The Ministry, having adopted the necessary legislative changes, also drafted a strategic document: **The Programme for Opening Public Data**, which was adopted on 20 September 2016 by a resolution of the Council of Ministers. This is the first governmental document in Poland dedicated to the opening of public data. Previous actions lacked a cohesive, horizontal vision for opening access to data. The Programme's preparation was preceded by the study of needs of those shareholders that use the data for a variety of purposes: commercial, scientific, research, etc.

The main aim of the document is the improvement of quality and quantity of available data via single website (danepubliczne.gov.pl). It will also increase transparency of public administration and facilitation of citizens' participation in governance, analysis and public data re-use.

Principles of Enterprise Architecture of Public Entities

Since 2014, the Ministry of Administration and Digitisation runs a project Government Enterprise Architecture. In June 2015 the Committee of the Council of Ministers for Digitisation accepted the document 'Principles of Enterprise Architecture of Public Entities' and recommended the use of principles in government entities.

⁵ The National Integrated Informatisation Programme 2020 (PZIP) was adopted in September 2016.

The enterprise architecture principles – describe the way electronic government services should be designed, built and provided and refer to four domains: **business, data, application and general**. They were already implemented in a broader set of criteria for the projects that aim to be co-financed in one of the actions of the Operational Programme Digital Poland. A Shortened version of Principles in English is available in the project's website.

Previous eGovernment Strategies

Strategy for the Development of the Information Society in Poland until 2013

The '[Strategy for the Development of the Information Society in Poland until 2013](#)' was passed by the Council of Ministers on December 23 2008 and was signed by the Prime Minister on December 31 2008. A series of extensive consultations with competent experts contributed to the creation of this strategy.

This strategy is the response to the need to reduce digital exclusion by identifying and removing existing educational, economic and geographical barriers. It uses a sectoral approach and takes into account the priorities of the European information society policy that result from the assumptions of the Lisbon Strategy and the initiatives: 'eEurope – Information Society for all' and its continuation 'i2010 – A European information society for growth and employment'.

The **mission** of this strategy is to contribute to creating a better society, in which citizens and businesses would be able to use the potential of information technology in the economic, social and cultural aspects of their lives with the effective support of a modern and friendly public administration.

The **aim** of the strategy is therefore to ensure the universal and effective use of information and knowledge for a harmonious social, economic and personal development.

This strategy addresses three **areas**: citizens, business entities and public administration. Within each of these three areas, it maps out strategic direction and determines the objectives that should be accomplished to achieve the desired development status for the information society in Poland in 2013. More precisely, the **development** of information society in Poland is based upon the following points of primary importance:

- ▶ Availability, Security and Trust - the ability to access reliable information;
- ▶ Openness and Diversity - non-discrimination in accessing public information;
- ▶ Universality and Acceptability - widely shared information society products and services;
- ▶ Interoperability - ensured accessibility to the desired information in a safe, quick and simple manner.

For the successful implementation of this strategy, the following **conditions** are vital:

- ▶ Create the conditions for the proper development and functioning of information society;
- ▶ Ensure universal access to IT services;
- ▶ Offer a greater use of new technologies to improve efficiency, innovation and competitiveness of the economy;
- ▶ Create the necessary legal and economic conditions for the widespread use of secure networks.

The main **source of funding** for the Strategy is the budget of Poland's central government and the EU's structural funds available in Poland under Operational Programmes for 2007-

2013. The **responsibility** for co-ordinating and supervising the implementation of objectives adopted in this strategy has been vested in the Information Society Department of the Ministry of the Interior and Administration. It will be supported by the Computerisation & Communication Committee of the Council of Ministers, together with its working groups and the departments and units in charge of implementing particular components of this strategy.

National Computerisation Plan (2007-2010)

The '[National Computerisation Plan for the period 2007-2010](#)', which was publicly unveiled in January 2007 and came into force on 22 April 2007, is a regulation prepared by the [Ministry of the Interior](#) in cooperation with other key ministries, Local Governments entities, NGOs and the Council of Ministers' Committee for Computerisation and Communications.

It is the first planning document, which describes in a systematic manner concrete tasks to be carried out by public bodies in the field of information society development and for the **provision** of **eServices**. The aim of this plan is to introduce a new range of eServices between 2007 and 2013. 24 new eServices are meant to be set up, covering, among other services: the processing of IDs and passports; the change of residence details; the booking of doctors' appointments; eTax declarations sending; and the reception of information from registry offices.

Furthermore, the 'National Computerisation Plan' recommends the use of open, publicly available IT standards while calling for technological neutrality in all Government-led IT projects. This plan aims to reduce digital exclusion, for instance, through a strategy for broadband access to the information society services for the years 2007-2013. In this respect, it is worth noting that in Poland inclusive eGovernment actions are focused on facilitating Internet access and ICT training in schools, Local Government institutions and public Internet access points (PIAPs).

The Council of Ministers' Committee for Computerisation and Communications was established in March 2007 to coordinate and monitor the implementation by Public Administrations of the National Computerisation Plan for the period 2007-2010.

eGovernment Action Plan (2005-2006)

The 'eGovernment Action Plan for 2005-2006' derived from 'ePoland - The Strategy on the Development of Information Society Development for the years 2004-2006', known as ePolska, adopted by the Council of Ministers on 13 January 2004. According to this plan, the computerisation process would be conducted in the three following areas:

- ▶ Widespread availability of online services and content;
- ▶ Development of valuable content and services available via the Internet;
- ▶ Common availability to use computer and communication systems.

ePoland - The Strategy on the Development of the Information Society in Poland (2004-2006)

The main **objectives** of this strategy were to contribute to a knowledge-based economy development and to improve citizens' quality of life. More precisely, it aims at:

- ▶ Providing affordable, fast and secure Internet access to all citizens and businesses;
- ▶ Developing a broad and valuable range of online content and services;
- ▶ Achieving widespread ICT literacy.

To reach these objectives, four **priorities** were set: provision of broadband Internet for all schools; development of the 'Gateway to Poland' - an integrated platform for eGovernment services; development of Polish content on the Internet; and universal access to ICT training.

Gateway to Poland (2002-2006)

The eGovernment strategic document 'Gateway to Poland' (*Wrota Polski*), published in December 2002, announced the creation of an integrated information system supporting the provision of electronic public services. The Gateway to Poland was updated with a concept of ePUAP in 2005.

Aims and Directions of Information Society Development in Poland (2000-2005)

The aims and directions of Information Society Development in Poland set the objectives of the Polish information society policy. One of the strategic objectives consists of using ICT to help establishing open, transparent, citizen-friendly structures of public administration, thus ensuring greater efficiency of the public sector.

Regional Infrastructure Projects and Strategies

When the Ministry of Science and Information Society Technologies was responsible for eGovernment affairs, it signed Framework Agreements with the regional authorities of Podlasie, Malopolska, Opole and Pomerania for the development of regional gateways. These Framework Agreements brought about tangible results. This was the case for the Malopolska region. At the beginning of 2005, this region had already implemented electronic signature, and at the end of that year, its regional gateway counted over 100 services online.

It is to be noted that several Polish regions have their own computerisation strategies. For instance, on 4 September 2006, the Mazovia region became the first in Poland to have a regional strategy for the development of the information society – the Strategy for Regional eDevelopment of the Mazovia Region 2007 - 2013. This was also the first strategy in Poland to comply with the European Regional Information Society Association (ERIS@) guidelines.

Thanks to the official electronic journal for public information - [Public Information Bulletin](#) (*Biuletyn Informacji Publicznej* – BIP) - launched in July 2003, the public information of communities, provinces, city offices and Central Administrations has been made available on the Internet in line with the Act on Access to Public Information.

In addition to the already functioning regional projects of 'Gateways', citizens have been offered the possibility to settle procedures electronically, as well as use data resources and find information about events taking place in their region.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

[Act on the Computerisation of the Operations of the Entities Performing Public Tasks \(2005\)](#)

The Act was adopted by the *Sejm* on 17 February 2005 and came into force on 21 July 2005 (This legal act was amended a few times, in particular in 2010, 2014 and 2016⁶). It grants both citizens and businesses the **right to contact** public authorities **electronically**. This Act furthermore sets up horizontal/infrastructure programmes for all sectors of Public Administration and establishes a **national interoperability framework** for IT systems in the Polish public sector. This law is essential for: the standardisation and interoperability of Public Administration systems; the front and back office integration of public administration systems, in particular ePUAP and the central repository of public data, and; the supervision and support of IT projects in public administration, at both central and local levels.

[Act of 23 March 2017 amending certain acts regarding public administration tasks related to some public registries \(2017\)](#)

The Act introduces some legal modifications to allow citizens to deal with a number of cases with the public administration without leaving home, i.e. via IT systems. These changes are convergent with the targets of the Paperless Cashless Poland Programme. They are another step to help the citizens to apply for benefits without having to visit a lot of offices issuing various certificates.

In particular the act:

- ▶ Enables to check online the number of penalty points received by the driver for traffic rules violation. Information on the number of points will be made available after authentication of the data subject with the so-called ePUAP trusted profile - based on data provided by the police from the records of drivers violating traffic regulations;
- ▶ Ensures an access to the central register of vehicles (CEP) for environmental protection inspectorate bodies;
- ▶ Reduces the number of documents (certificates) that must be attached to applications for family benefits, the grand family card and childcare benefits.

[Act on Access to Public Information \(2001 as amended 2004\)](#)

The Act came into force in January 2002, allowing anyone to demand **access** to public information held by public and private bodies exercising public tasks, as well as trade unions and political parties. The bodies must officially respond within 14 days. Public bodies are **required to publish information** on their policies, legal organisation and principles of operation, contents of administrative acts and decisions, as well as public assets. The law requires that each of these bodies create a Public Information Bulletin to allow access to information via computer networks. Thus, the official electronic journal for public information - [Public Information Bulletin](#) - was launched in July 2003.

⁶ Unified text: <http://isap.sejm.gov.pl/DetailsServlet?id=WDU20050640565#>

[Regulation on the Manner, Scope and Mode of Access to Data Stored in a Public Register \(2005\)](#)

This short regulation sets out the scope and mode of access to data stored in a public register, a public body or entity, performing public duties under other regulations or by delegation. Furthermore, it clarifies the terms under which someone can resort to a second request for access to data stored in a register.

Data Protection/Privacy Legislation

[Act on the Protection of Personal Data \(1997\)](#)

The Act on the Protection of Personal Data was adopted on 29 August 1997 and has been amended a few times so far. This Act follows the rules established by European Union's [Directive 95/46/EC](#) on the protection of individuals with regard to the processing of personal data. The [Inspector General for the Protection of Personal Data](#) supervises the observance of the Act. In case of breach of the provisions on personal data protection, the Inspector General, ex officio, or upon a motion of a person concerned, by means of an administrative decision, shall order to restore the proper legal state.

[Regulation on the Preparation and Provision of Electronic Documents and making available forms, samples and copies of electronic documents \(2011\)](#)

The Regulation focuses on how to share copies of electronic documents and forms under conditions of safety. Accordingly, it clarifies the form of official certification of receipt of electronic documents by the recipient, the ways to safely share electronic copies of documents and safety conditions for forms and templates of shared documents. It has been amended twice so far.

eSignatures Legislation

[Act on trust services and electronic identification \(2016\)](#)

The act was adopted pursuant to 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 (the eIDAS Regulation), which repeals Directive 1999/93/EC. This law will make it possible for those who have electronic signature to use eAdministration services in any given EU country. It repealed the earlier functioning Act on Electronic Signature, adopted in 2001.

eCommerce Legislation

[Act on Providing Services by Electronic Means \(2002\)](#)

Adopted on July 18 2002, the Act on Providing Services by Electronic Means entered into force on March 10 2003. It implements into Polish Law the provisions of the [Directive 2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('eCommerce Directive'). Among other aspects, the Act **regulates** the **obligations** and responsibilities of the providers of electronic services, as well as the protection of personal data of natural persons using eServices. It also addresses the issue of spamming by adopting the opt-in principle. It was amended a few times, in particular in 2008.

[Act on the Protection of Certain Services provided by Electronic Means based on, or relying on conditional access](#) (2002)

Adopted on 5 July 2002, this Act implements the [Directive 98/84/EC](#) on the legal protection of services based on, or consisting of conditional access.

[Act on Electronic Payment Instruments](#) (2002)

Adopted on 12 September 2002, this Act implements the EU [Directive 2000/46/EC](#) on the taking up, pursuit of and prudential supervision of the business of electronic money institutions. The Act defines an 'electronic payment instrument' as every payment instrument (including that with a remote access to fund resources) enables its holder to perform operations by means of an electronic device or renders possible the electronic identification of the holder, necessary in order to perform an operation.

eCommunications Legislation

[Telecommunications Law](#) (2004)

The Telecommunications Law, transposing the [EU regulatory framework for electronic communications](#), was adopted in July 2004 and came into force on 3 September 2004. Since then, it has been amended a few times. The objectives of the Telecommunications' Law include the following:

- ▶ Support equal and effective competition within the scope of providing telecommunications services;
- ▶ Develop and use of modern telecommunications infrastructure;
- ▶ Ensure order in the management of numbering, frequencies and orbital resources;
- ▶ Ensure that users derive maximum benefit in terms of choice, price and quality from telecommunications services;
- ▶ Ensure technological neutrality;
- ▶ Ensure that end users who are disabled persons have access to telecommunications services equivalent to the level of access offered to other end users.

Revised in 2009, the EU regulatory framework for electronic communications was implemented by Poland through [the Act of 16 November 2012](#), amending the Telecommunications Law and some other acts.

[Act on Supporting of Development of Telecommunications Services and Networks](#) (2010)

The Act on the Development of Telecommunications Services and Networks, which entered into force on 17 July 2010, sets out the principles for telecom activities by local authorities. In more detail, it specifies forms and rules concerning the support of telecommunications investments; rules governing the activity within the framework of telecommunications of local self-government units; rules concerning the access to telecommunications infrastructure and other technical infrastructure; rights and obligations of investors and rules for locating regional broadband networks.

It was amended in 2012 and 2016. The purpose of the second amendment was to implement the *Directive 2014/61/EU of the European Parliament and of the Council of 15 May 2014 on measures to reduce the cost of deploying high-speed electronic communications networks*.

eProcurement Legislation

[General rules for the Law on electronic invoicing in public procurement \(2016\)](#)

The government adopted the general rules for the Law on electronic invoicing in public procurement as a transposition of Directive 2014/55/EU on electronic invoicing in public procurement. From November 2018 all public administrations shall accept (structured) electronic invoices. After two years, this obligation will also be imposed on all entrepreneurs participating in public procurement. Long-term goal, however, is to consult with stakeholders in order to change national and EU VAT rules, in order to receive electronic invoices as a default mode in the B2B and B2C relations.

[Public Procurement Law \(2004\)](#)

The Law on Public Procurement entered into force in March 2004, enabling the development of **eProcurement systems** for Polish public administrations, the use of advanced electronic signatures in the submission of tenders and the use of electronic auctions for certain contracts. In April 2006, the Public Procurement Law was largely amended in order to implement the provisions of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including those pertaining to electronic auctions and the Dynamic Purchasing System. This amended version places electronic communications between the awarding entity and the economic operator on the same level as that of written or fax communications, regardless of the procurement procedure in question. It furthermore defines the cases when transferred data have to be supplied with a qualified electronic signature.

Re-use of Public Sector Information (PSI)

[Act amending the Act on Access to Public Information and related laws \(2011\)](#)

This Law is a synthetic presentation of the current state of social relations in the field of re-use of Public Information. The Law introduces the following main amendments:

- ▶ Introduces the obligation to provide public information on the objectives of re-use, while the Directive leaves discretion in this area to the Member States.
- ▶ Significantly improves the process of obtaining re-used public information, by abolishing the need to submit applications when public information is already published on the [Public Information Bulletin](#).
- ▶ Grants the applicant the right to sue not only refusal to provide public information to re-use, but also conditions of use, which might violate the law.

Poland has notified the full transposition into national law of the [Directive 2003/98/EC](#) of 17 November 2003 on the re-use of Public Sector Information (PSI). The relevant national legislation in this regard consists of the Code of Administrative Procedure (1960), the Constitution of the Republic of Poland (1997), the [Act on Access to Public Information](#) and the Act on Freedom of Economic Activity.

In 2014 the new portal www.DanePubliczne.gov.pl website has been launched. The Portal aims are to bring together in one place the set of data of particular importance for the development of innovation in the country and the Information Society Development.

[Act on the re-use of public sector information \(2016\)](#)

The act lays down the rules and procedures for making available and transferring public sector information for re-use. It indicates which entities make available or transfer this information and defines the conditions of reuse and rules for determining re-use charges.

This act fully implements Directive 2013/37/EU of the European Parliament and of the Council amending Directive 2003/98/EC on the re-use of public sector information.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Digital Affairs

The ministry was established on 16 November 2015 and has replaced the Ministry of Administration and Digitisation founded in November 2011. With the new Government of Prime Minister Mrs Beata Szydło from November 2015, the Ministry is focused on informatisation and telecommunications and changed its scope and name to Ministry of Digital Affairs.

The mission of the new ministry is to create a digital boost for the development of Poland. The main tasks of the new ministry are to develop broadband infrastructure, support the creation of web content and eServices and promote digital competences among citizens. Digitisation is also key to modern administration. Effective digitisation is based on three pillars: providing internet access, developing web content and services and promoting digital competences.

Within the Ministry of Digital Affairs the IT Section was set up. It carries out tasks associated with development of electronic public administration in Poland. It includes:

▶ **Department of State Infrastructure**

Its main task is to coordinate actions provided for the Action Plan of the Minister of Digital Affairs (PD MC) and the Programme for the Shared National Infrastructure which lays out principles for the integration and effective use of all resources in the national infrastructure.

▶ **Department of Systems Maintenance and Development**

Its main task is to maintain and develop the registers and systems, as well as making available the registers' data. It also runs the "pl.ID" and CEPIK 2.0 projects.

▶ **Department of Data Openness and Digital Services Development**

One of their main task is to ensure access to public sector data.

▶ **Bureau of Project Portfolio Management**

It supervises the broad portfolio of projects carried out by the Ministry, including a preliminary assessment, recommendations for the launch, development support, and provision of tools and procedures necessary to run the projects.

▶ **Department of Data Management**

It ensures cooperation between public administration entities and entrepreneurs to develop data-driven management methods and to enhance the efficiency of administration.

▶ **Department of Cybersecurity**

It performs tasks related to cybersecurity issues, which include development and implementation of strategic documents and legal acts in the field of cybersecurity, national and international cooperation, development of guidelines and standards for the appropriate measures of the IT systems protection, preparation of analyses on cybersecurity and its risks to the security of state, as well as development of the central training plans, exercises and tests.

Moreover the structure of the Ministry covers:**▶ Department of Telecommunications**

The Department is responsible for matters related to legal regulations in the field of telecommunications, development of telecommunications networks and services, including broadband networks, execution and implementation of the National Broadband Plan. In the field of telecommunications, it develops opinions on draft legal acts and strategic plans and programmes, as well as cooperates with the EU bodies and international organisations.

▶ Department of International Cooperation and Analyses

The department coordinates the international agenda of the Ministry, provides analyses and serves as an expert body in the fields of information society, digital single market, protection of personal data, data economy and eGovernment.

Coordination**The Government Plenipotentiary for Digital Single Market (DSM)**

The main responsibilities of the Plenipotentiary include coordination of Poland's efforts in the three main DSM pillars:

- 1) better access for consumers and businesses to online goods and services,
- 2) creating the right conditions for digital networks and services and
- 3) maximising the growth potential of Polish Digital Economy.

The Plenipotentiary elaborates and supervises the way the DSM is being established in Poland and coordinates among a number of central governmental administration bodies. He also ensures high-level collaboration at the EU level and represents the Minister of Digital Affairs in international foras.

Chief Information Officer to help coordinate the National Integrated Informatisation Programme (PZIP).

Committee of the Council of Ministers for Digitisation

One of the primary roles for the Committee is to coordinate the departments that work on the digitisation of the country across whole Government. This is the reason why it is formed by participants from all Polish Ministries. The purpose of the Committee's work is to achieve synergy through digitisation, coordination, cooperation and creativity. Finally, the Committee will also oversee the preparations for the implementation of the European Digital Single Market Strategy and the implementation of the National Integrated Informatisation Programme.

Implementation**Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)**

The Ministry, besides its other functions, is responsible for implementing the Polish Republic's international objectives in the field of computerisation and telecommunications.

Support**Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)**

The Ministry helps the promotion of digitisation in the country by encouraging investment in IT, facilitating applications of information technology and developing information society in general.

Council for Digitisation - advisory body to Minister of Digital Affairs

It serves as a multilateral forum promoting the cooperation between all digitalisation stakeholders in Poland. When choosing the members of the Council it was imperative that they represent different communities interested in the process of digitalisation of the state, such as governmental administration, local authorities, entrepreneurs, the academic community, technical experts and non-governmental organisations.

Committee of the Council of Ministers for Digitisation

Established in March 2007 on the basis of the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, the Committee is notably in charge of initiating and issuing opinions on draft documents pertaining to the computerisation of Public Administration in Poland. This competence also covers the issues of the development of the information society, the use of ICT in building a knowledge-based economy, as well as connectivity and public records.

Audit/Assurance

Supreme Audit Office (NIK)

The Supreme Audit Office (NIK) is the auditing body in Poland whose purpose is to promote economic efficiency and effectiveness in the public service to the benefit of the Republic of Poland. It monitors the execution of the State budget and the monetary policy guidelines, and conducts audits upon demand of the Parliament or its bodies.

Data Protection

Inspector General for the Protection of Personal Data

The duties entrusted to the Inspector General comprise, among other duties: supervising the compliance of data processing with the legal provisions on the protection of personal data; issuing administrative decisions and considering complaints with respect to the enforcement of the provisions on the protection of personal data; keeping the register of data filing systems and providing information on the registered data files; initiating and undertaking activities to improve the protection of personal data.

Regional & Local eGovernment

Policy/Strategy

Regional and Local Authorities

Regional strategies regarding the development of eGovernment services are conceived and designed at regional level in accordance with the national strategy.

Coordination

Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)

The Ministry is responsible to reform and organise all public administrative structures, including government complexes in the province. By coordinating actions in the areas affected by digitisation, the ministry aims to make our society and economy grow. Digitisation enables synergies between various domains – access to internet and digital economy. Not only does digitisation help economy grow, but it also promotes equal

opportunities for all citizens. Internet will make it easier to have access to cultural goods and jobs regardless of whether the person lives in a big city or a remote village.

Implementation

Regional and Local Administrations

Regional and local authorities implement eGovernment services and projects falling within their respective jurisdiction.

Support

▶ Department of State Infrastructure

Its main task is to coordinate actions provided for the Action Plan of the Minister of Digital Affairs (PD MC) and the Programme for the Shared National Infrastructure which lays out principles for the integration and effective use of all resources in the national infrastructure.

▶ Department of Systems Maintenance and Development

Its main task is to maintain and develop the registers and systems, as well as making available the registers' data. It also runs the "pl.ID" and CEPIK 2.0. projects.

▶ Department of Data Openness and Digital Services Development

One of their main task is to ensure access to public sector data.

▶ Bureau of Project Portfolio Management

It supervises the broad portfolio of projects carried out by the Ministry, including a preliminary assessment, recommendations for launching, development support, provision of tools and procedures necessary to run the projects.

Audit/Assurance

Supreme Audit Office (NIK)

Audit of local and regional authorities is provided by the Supreme Audit Office (NIK).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



Anna Streżyńska
Minister of Digital Affairs

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Source: <https://mc.gov.pl/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[ePUAP portal](#)

The Electronic Platform of Public Administration Services (www.epuap.gov.pl) is a system allowing public institutions to provide administrative services to the public via electronic communications channels.

It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures. It also enables public administration offices to provide their services without paying any costs associated with the services.

Through the platform, all official matters can be arranged over the Internet without having to fill in the same information repeatedly, hence ensuring a convenient form of contact with public administration and vice versa.

The ePUAP system has been developed in stages. The 'Development of the ePUAP Electronic Platform of Public Administration Services' was carried out between January 2006 and October 2008 under the 2004-2006 Sector Operational Programme - Improvement of the Competitiveness of Enterprises, Priority 1: 'Enhancement of a knowledge-based economy business environment', Measure 1.5: 'Development of a system for entrepreneurs' access to information and public services online'.

The Centre of Digital Administration (CCA) currently working on the ePUAP2 project which will expand the functionality of the ePUAP platform and increase the number of public services available online. The project is co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

[Geoportal](#)

Poland's Geoportal is set to digitise and centralise all **land-related data** and **information** in Poland. Partly operational since the beginning of 2008, it became fully operational in 2009. The system is based on three different levels: local, provincial and central. It aims to enable users access to the systemised data that have been available only on different portals and in different institutions. The basic options of the system would include searching, exploring, downloading and converting. The 'Searching' option will employ geo-spatial solutions based on metadata. The 'Exploring' option means navigating, zooming and reading map legends. The 'Downloading' option will allow users to obtain the full sets of maps, geo-spatial data or parts of these sets. 'Converting' will allow visitors to change spatial data sets.

[Central registration and information on business](#)

Platform launched in 2011. All individuals with a trusted profile or electronic signature can within 15 minutes clear all the formalities required to immediately start up, suspend or renew a business.

Obywatel.gov.pl

In 2015, the portal obywatel.gov.pl was created. Providing easy instructions on how to navigate the portal with the aim making citizens waste no time. Nowadays there are dozens of most popular services provided by the public administration available on the portal.

[e-Court](#)

Electronic writ-of-payment proceedings came into force on 1 January 2010. As a result a new kind of civil proceeding was incorporated into the Polish Code of Civil Procedure. Allowing to "unlocate" the handling of cases by creating a new way of access to the court which is examining the case. The aim is to increase the efficiency of the procedure and to improve the quality of service to the parties in court proceedings. The claimant states the evidence to support their claims in the content of the statement of claim, without attaching them to the statement of claim

[Mortgage register](#)

Digitisation of mortgage register (Electronic registration, Provide free access to mortgage register, secure real estate trading)

Networks

STAP

STAP, a **Secure Network for Public Administration** is a nationwide network linking Central Government departments, offices, agencies and Local Government. Its **primary goals** are: to integrate existing public networks in order to minimise maintenance and service costs (phone, Internet access and data transmission); to increase security; to enable the interoperability of applications; and to provide a communication infrastructure for the Electronic Platform of Public Administration Services (ePUAP). This is an acronym for a number of different sectoral networks.

SIPR

The SIPR project involves the development of a nationwide telecommunications platform to handle emergency calls that will be used by local and provincial Public Safety Answering Points (CPR & WCPR). The technology will standardise the procedures of reporting incidents and other dangerous situations to the 112 number. Reports received directly by CPR/WCPR operators will be immediately fed into the system (within a shared, separate OST 112 network) and will cause appropriate services and agencies to be notified about reported event.

[CLOUD](#)

'Computerisation of Local Government Bodies using cloud computing' is a project that will enable public administration offices to provide new and integrated eAdministration services to citizens and enterprises taking advantage of functionalities available from the Electronic Platform for Public Administration Services (ePUAP). The project will produce new ICT systems for local government bodies and integrate systems which local government bodies are using at present.

eIdentification/eAuthentication

Commercial CAs Certificates

Qualified and unqualified certification authorities (CAs) issue electronic identifiers to individual persons. These identifiers are usually Integrated Circuit Cards (ICC) with crypto-controller, private cryptographic keys and public key certificates installed inside or software-based tokens. In the case of eGovernment systems and applications, most frequently used **identifiers** are the ones with **qualified public key certificates**. Electronic signatures with unqualified certificates are used rarely, and their usage is mainly limited to message authentication, authentication of servers, workstations and other IT equipment.

National register numbers

Each Polish citizen is obligatorily provided with **two distinctive identifiers**: a PESEL number (General Electronic System for Citizens Evidence) and NIP (Tax Identification Number) when starting a business activity. With regard to the use of electronic signatures in eGovernment applications, in particular the PESEL number appears particularly relevant as they have been envisaged to be used as the **unique identifier** in the certificate of the **future eID card** (but not in commercial CA certificates). Furthermore, the national registry number PESEL and NIP can be envisaged to become the identifiers used in the future for all back-office information exchanges in eGovernment applications for those who hold such numbers. Providers of applications based on national registry number are only allowed to use the national register number in specific cases which are strictly regulated.

'PESEL2' project

The PESEL Register (General Census Electronic System) is the main **reference database** for individuals, which is obligatorily provided to all Polish citizens. The PESEL2 system consists in the **integration** and **reorganisation** of the existing State registers. The information resources of the PESEL2 will only contain the data included in the current PESEL system. The operational **objective** of the programme is to allow for the online use of the system to access the data contained in the 'PESEL' system registers.

eSignatures

The National Certification Centre (<https://www.nccert.pl/>) performs the role of the root certification authority for the infrastructure of secure electronic signatures in Poland, entrusted to the National Bank of Poland by the Minister of Economy pursuant to the Act of 18 September 2001 on the electronic signature. Currently in Poland there are five qualified certification service providers. In addition Government (Ministry of Digital Affairs) provides free of charge but limited to relations with administration Trusted Profile solution. Trusted Profile is a two steps verification method based on login/password and one time password via SMS (using server certificate). Now Poland is in the process of eIDAS adoption.

eProcurement

Procurement platforms: Public Procurement Office portal

The Public Procurement Office of Poland plays a central role in policy making and coordination of the entire domestic public procurement system. The launch of the Public Procurement Office portal ('PPO portal') managed by the Public Procurement Office has been essential for the functioning of public procurement in Poland. The PPO portal contains **information** and **tools** aimed at developing the eProcurement system.

Information on Polish public procurement system

The current public procurement system of Poland is based on the Act of Public Procurement Law (PPL) adopted on 29th January 2004, with further amendments. The Polish central government body competent for matters concerning public contracts is the President of the Public Procurement Office, which is assisted in his work by the Public Procurement Office (<http://www.uzp.gov.pl>). Entities obliged to follow PPL are different types of the public finance sector units. Such awarding entities are obliged to award contracts according to the rules of fair competition and equal treatment of economic operators, impartiality and objectivity of persons preparing and conduction procedures specified in the act of the Public Procurement Law.

Knowledge Management

Public Information Bulletin

The [Public Information Bulletin](#) (*Biuletyn Informacji Publicznej* – BIP) is the official electronic journal providing access to public information. Information is distributed through a system of web information pages of central and local administration authorities, designed in a uniform layout and with common content guidelines.

Polskie Repozytorium

Polskie Repozytorium is an electronic, **central repository** of documents of the Polish Government concerning decision-making process in the EU Council, in particular:

- ▶ Initial positions to the communications of the European Commission,
- ▶ Instructions for Polish representatives for meetings of the EU Council and its preparatory bodies.

Other Infrastructure

eLegislation

[Government Centre for Legislation](#)

Since April 2011, various Polish legal acts have been transmitted to the [Government Centre for Legislation](#) in electronic form only, using the eGovernment portal electronic Platform of Public Administration Services. As a result, from that day onwards the electronic version of the legislation, which previously was merely complementary to the original paper version, will be validated as if it bears a digital signature, the only form of authentication and confirmation of the date of the act and will be made available to the public.

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 and Administration, Control of Special and Intelligence Services

Website: <http://www.msw.gov.pl/>

Description: Personalised information about the status of document is available online.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://psz.praca.gov.pl/>

Description: The portal provides detailed information for job seekers and employers, as well as refers to a website, allowing for job searches in Poland, EU and EEA countries as well as internships.

Pue.zus.pl – portal enable to check current retirement account

Professional qualifications

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

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: the Journal of Laws and the Polish Monitor, issued by the Prime Minister.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The new eDeclarations system, introduced on 1 January 2008, allows anyone, to submit his/her tax declaration electronically. There is no need to possess any signature to use this service.

Platform for Public Administration Services

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: The Electronic Platform of Public Administration Services (www.epuap.gov.pl) is a system allowing public institutions to provide administrative services to the public via electronic communications channels. It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures.

Unemployment benefits

Responsibility: Central Government, Ministry of Economy, Ministry of Family, Labour and Social Policy, Social Insurance Institution (ZUS)

Website: <https://www.praca.gov.pl/>

Description: Registration as an unemployed person is possible online. Also many other services are in place like: request a referral to training, request for organize the internship, an application for a certificate. The competent ministry manages the Labour Fund handling benefit claims in case of employer's insolvency or bankruptcy. Registration are administered by county labour offices and benefits are also paid by them.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Transport, Construction and Maritime Economy, Department of Road Transport

Website: www.obywatel.gov.pl

Description: Information and application form for downloading is available on the portal obywatel.gov.pl. Personalised information with possibility to check status of document is also available online.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Ministry of Transport, Construction and Maritime Economy, Department of Road Transport

Website: www.obywatel.gov.pl

Description: The whole procedure is described on national portal Obywatel.gov.pl. There is also an application form available for downloading.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government/Regional and Local authorities

Website: www.obywatel.gov.pl

Description: Every Polish citizen who lives in Poland, has to register in person or by a proxy. Information and forms for downloading are available on above mentioned portal.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Local authorities

Website: <http://www.msw.gov.pl/>, <https://obywatel.gov.pl/>

Description: Information available on the above portal, as well as obywatel.gov.pl, where one can fill in a request form and sent it to his municipality. Many municipalities offer forms to download too.

Criminal Record Certificate

Responsibility: Ministry of Justice

Website: <http://ms.gov.pl/en/national-registers/national-criminal-register/>

Description: The website provides information on how information from the National Criminal Register could be obtained, as well as the forms which need to be forms that need to be completed.

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

Responsibility: Central Government, Ministry of the Interior and Control of Special and Intelligence Services, Police Headquarters

Website: <http://www.policja.gov.pl/>

Description: Information only. Police forces are supervised by the Ministry of the Interior and Control of Special and Intelligence Services. The scope of the information and content varies among regional police forces.

Housing (building and housing)

Responsibility: Ministry of Infrastructure and Construction

Website: www.obywatel.gov.pl

Description: The website provides compiled information on different issues regarding records of land and buildings.

Passport

Responsibility: Central Government, Ministry of the Interior and Administration

Website: <http://www.msw.gov.pl/>

Description: Personalised information about the status of document is available online.

Waste (environment)

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: The website provides compiled information on different issues regarding the activities involving the storage and management of waste.

Elections abroad**Participation in Polish elections**

Responsibility: National Electoral Commission

Website: <http://pkw.gov.pl/>

Description: The website gives access to news regarding upcoming elections and links to the dedicated election websites. The voting abroad is normally explained in the page, dedicated to the specific elections.

5. Education and youth**School, university****Enrolment in higher education/university**

Responsibility: Central Government, Ministry of Science and Higher Education, higher education institutions

Website: <http://www.nauka.gov.pl/>

Description: Some of the largest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education is working on a national system for registering high school final marks and making them available for the enrolment systems of universities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

Website: <http://www.mkidn.gov.pl/>

Description: There is no centralised booking system for Polish public libraries, yet most of the municipal libraries are equipped with online reservation catalogue. For instance, the National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. Polish Internet Library was launched in December 2002. Its aim is to provide access to digitised copies of all the masterpieces of

ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind.

Student grants

Responsibility: Central Government, Ministry of Science and Higher Education, Bureau For Academic Recognition And International Exchange, higher education institutions

Website: <http://buwilm.edu.pl/>

Description: The office coordinates and organises the recruitment of Polish scientists and students on scholarships abroad and foreigners studying and doing internships in Poland. Besides student grants (social, scientific, etc.).

Traineeship, volunteering

Internships

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://oferty.praca.gov.pl/>

Description: The central database for work offers allows for the search of internships in Poland and abroad.

Researchers

Funding support

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: Information on available funding opportunities from the European Union.

Information and assistance to researchers

Responsibility: EURAXESS Poland

Website: <http://www.euraxess.pl/>

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

Website: <http://www.mkidn.gov.pl/>

Description: There is no centralised booking system for Polish public libraries, yet most of the municipal libraries are equipped with online reservation catalogue. For instance, the National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. Polish Internet Library was launched in December 2002. Its aim is to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind.

6. Health

Planned and unplanned healthcare

e-Health

Responsibility: Centre for Health Information Systems

Website: <http://ezdrowie.gov.pl/>

Description: The website provides information on how to open an Internet Patient Account and the associated benefits it would give to its users.

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

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: <http://www.nfz.gov.pl/> (Integrated Informant of Patient)

Description: Information about services, hospitals and health caners is available online.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health, National Health Fund

Website: <http://www.nfz.gov.pl/>

Description: The National Health Fund centralises the financial management of healthcare services. Persons covered by the general health insurance (on the compulsory or voluntary basis) are entitled to free healthcare services from healthcare providers who have signed contracts with the regional branches of the National Health Fund.

When living abroad

Healthcare abroad

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: <http://www.nfz.gov.pl/dla-pacjenta/zalatw-spraw-krok-po-kroku/jak-wyrobic-karte-ekuz/>

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Poland (e.g. while on holiday or on a business trip) in EU states, EEA countries or Switzerland. The website gives information on how to request the EHIC, as well as which forms to complete for obtaining the card.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Local authorities

Website: <http://www.msw.gov.pl/>; <https://obywatel.gov.pl/>

Description: Information available on above portal, as well as obywatel.gov.pl and on the website <http://epuap.gov.pl/>, where one can fill in a request form and sent it to his municipality. Many municipalities offer forms to download too.

Child allowances

Responsibility: Central/Local Government, Social Insurance Institution (ZUS)

Website: <http://www.zus.pl/>

Description: Information only. The registration for family allowances and payments for eligible persons (based upon family's monthly net income per capita) are managed by local offices of Government agencies or by employers, depending on the status of the claimant. Besides basic allowance, there are various other benefits (e.g. for the care of a child or a family member with disabilities). The payments are carried out by employers or social insurance agencies.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Office of Competition and Consumer Protection

Website: https://uokik.gov.pl/consumer_protection4.php

Description: The portal gives comprehensive information on consumer protection rules in Poland, provides helps and advice for consumers, information on Abusive Contract Terms as well as useful links consumers could consult.

Consumer protection (cross-border)

Responsibility: ECC-Net Poland

Website: <http://www.konsument.gov.pl/en/home.html>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

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. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Economy

Website: www.ceidg.gov.pl

Description: Fully operational portal where it is possible to run, sustain or stop a business online.

Intellectual property rights

Patents

Responsibility: Polish patent office

Website: <http://portal.uprp.pl/>

Description: The website offers multiple online services such as database with information about objects of protection, according to predetermined criteria, publications, list of patent attorneys, as well as ways of communication with the patent office electronically.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Office (GUS)

Website: <http://www.stat.gov.pl/>

Description: The submission of data to regional statistical offices can be done using downloaded client programme and online forms of national and INTRASTAT system.

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

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance

Website: <http://www.e-deklaracje.gov.pl/>

Description: The eDeclarations system, introduced in 2008, can be used to submit tax declarations electronically.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Customs Service

Website: <http://www.mf.gov.pl/?const=2>

Description: Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using [CELINA WebCel](#) (for standard procedures) and [CELINA OPUS](#) (for simplified procedures) subsystems, both constituting the customs gateway. In September 2007, the Polish customs launched a new Export Control System (ECS) which has allowed the electronic handling of export customs declarations. Now, 100% of tax declaration are processed online.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Internet System of Legal Actions (ISAP)

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: the Journal of Laws and the Polish Monitor, issued by the Prime Minister.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Social Insurance Institution (ZUS)

Website: <http://www.zus.pl/>

Description: Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons.

Posting abroad

Employment opportunities outside the country

Responsibility: Labour Market Department Ministry of Labour

Website: <http://psz.praca.gov.pl/dla-bezrobotnych-i-poszukujacych-pracy/praca-za-granica>

Description: The section is divided into information on working abroad in the European Union countries as well as opportunities in other countries. This section also contains information for Polish citizens who return to the country after a period of exile.

Health and safety

Chief Labour Inspectorate portal

Responsibility: Chief Labour Inspectorate

Website: <https://www.pip.gov.pl/en>

Description: The website of the Chief Labour Inspectorate contains all necessary information related to the legality of employment, finding district inspectorates, et cetera.

5. Product requirements

Chemicals (REACH)

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

Responsibility: Bureau for Chemical Substances

Website: <http://reach.gov.pl/>

Description: The website offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Subsidies and financing

Responsibility: Enterprise Agency

Website: <http://gdm.praca.gov.pl/>

Description: Information on available funding opportunities from various ministries and the European union.

Exchanges for young entrepreneurs

Youth guarantee

Responsibility: Ministry of labour and social policy

Website: <http://gdm.praca.gov.pl/>

Description: The website of the programme 'Youth guarantee' offers different services for young people, including information on where to find a job or how to start a business and increase education level to match the market needs better.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Public Procurement Office

Website: <http://www.portal.uzp.gov.pl/>

Description: The portal of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine, database of contract awards and an online tender publication system. Tender notices and tenders award notices with a value above EUR 6 000 and below EUR 60 000 are to be submitted online on the PPO portal by registered Public Administrations.

8. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment

Website: <http://www.ekoportal.pl/>

Description: Information only.

Geoportal

Responsibility: Head Office of Geodesy and Cartography (GUGiK)

Website: <http://www.geoportal.gov.pl/>

Description: The main goal of the geoportal.gov.pl project is to improve competitiveness of enterprises by providing them online access to services based on spatial data, including cadastral data and metadata.

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)

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

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