



Three projects developed in Portugal are amongst the finalists competing for the **4th European eGovernment Awards 2009** - an initiative of the European Commission to stimulate innovation by identifying best practice examples using information and communication technologies in public sector organisations. This year 52 awards finalists from 17 countries are competing for the prizes. The winners will be announced on 19 November at the Ministerial eGovernment Conference 2009 in Malmö (Sweden). For the first time the finalists' projects are accessible online through a virtual exhibition.

Selected finalists 2009: Portugal

A total of 27 Portuguese cases were submitted this year. Three cases were selected as finalists:

- **2GCS** presents a second generation citizen's shop;
- **VIA** provides a direct gateway to the Social Security services;
- **AFN/MB** helps to obtain hunting licenses.

Moreover, a cross-border Estonian/Portuguese project, **CrossBorderDS**, was selected as a finalist (see Estonian country factsheet <http://www.epractice.eu/awardsmediakit>). Five other Portuguese submissions were recognised as good practices.

The 2nd Generation Portuguese Citizen's Shop (2GCS)

Making life easy for citizens

Category 2a: eGovernment empowering citizens



In 1999, the first Citizen's Shop was set up to bring a vast range of public and private services together in one place. 2GCS, released in 2007, features a new customer service model and channel integration. Citizens can quickly and easily access information on all services, organised by life events, in person, by phone or via the internet. → www.lojadocidadao.pt

CITIZEN'S SHOP

Portuguese Social Security Contact Centre: VIA SEGURANÇA SOCIAL (VIA)

Social security made easy for citizens and businesses

Category 2a: eGovernment empowering citizens



VIA enables all citizens and businesses to obtain general and detailed information on all products and services provided by the Social Security. Moreover, VIA empowers users to securely assess the status of any request currently being processed or previously filed. It can easily be accessed by phone, email or fax. Over a six-month period, VIA has led to time savings equivalent to some €3.5 million for both citizens and businesses. → www.seg-social.pt

Licensing of Hunters via the "Multibanco" ATM Network (AFN/MB)

Licenses ready at the snap of one's fingers

Category 3: eGovernment enabling administrative efficiency and effectiveness

The National Forest Authority of Portugal offers easy and convenient access to hunting licenses via an electronic inter-bank network of automated teller machines (Multibanco ATM network) spread across the country. Hunters can purchase their licenses using their hunter cards and taxpayer identification numbers. AFN/MB ensures users 24/7 access from anywhere, a fast and user-friendly interface and a simplified, up-to-date and secure service.

→ www.afn.min-agricultura.pt/portal/caca/cacador/licencas-de-caca





4th EUROPEAN eGOVERNMENT AWARDS 2009 – FACTS

- Submissions from 31 out of 34 eligible countries
- Total number of submissions: 259
- Number of finalists: 52 from 17 countries
- Number of finalists by categories:
 - Category 1: eGovernment supporting the Single Market - 5 finalists
 - Category 2a: eGovernment empowering citizens - 18 finalists
 - Category 2b: eGovernment empowering businesses - 6 finalists
 - Category 3: eGovernment enabling administrative efficiency and effectiveness - 23 finalists

4th EUROPEAN eGOVERNMENT AWARDS 2009 - CATEGORIES

- **Category 1. eGovernment supporting the Single Market:** strengthening the Single Market by increasing mobility for businesses and citizens in the EU;
- **Category 2. eGovernment empowering citizens:** improving access to public services for citizens;
- **Category 2b. eGovernment empowering businesses:** improving access to public services for companies, by creating business opportunities and generating savings for businesses (particularly SMEs);
- **Category 3. eGovernment enabling administrative efficiency and effectiveness:** making public services and administrative processes simpler and more efficient, thus reducing the administrative burden.

A separate **public prize** will be awarded based on the online votes cast by members of ePractice.eu (membership open to all).

EUROPEAN eGOVERNMENT AWARDS BACKGROUND

The purpose of the European eGovernment Awards is to support the implementation of European eGovernment policy and strategies and facilitate good practice exchange. In this context, since their launch in 2003 the Awards have been promoting the best ICT-based solutions for public services in Europe.

The European eGovernment Awards are organised every two years, coinciding with high-level EU Ministerial eGovernment conferences. Their aim is to monitor progress and identify policy and research priorities for the future. This year the 5th Ministerial eGovernment Conference, "Teaming up for the eUnion", is a European Commission-Swedish Presidency joint event. It will take place on 19-20 November 2009 in Malmö (Sweden). The European eGovernment Awards ceremony and Finalists Exhibition are integral parts of the conference.

FURTHER INFORMATION

Awards website: www.epractice.eu/en/awards

Full list of finalists: www.epractice.eu/en/awards/finalists

Virtual Exhibition of European eGovernment Awards: <http://www.expopolis.com/>

5th Ministerial eGovernment Conference, 19-20 Nov 2009, Malmö (SE): www.egov2009.se

Press queries: info-eGov-conference-press@ec.europa.eu Tel: +32 2 299 45 31

EUROPEAN eGOVERNMENT AWARDS CONSORTIUM

- Center for European Public Administration, AT www.donau-uni.ac.at/verwaltung
- Danish Technological Institute, DK www.teknologisk.dk
- RSO S.p.A., Rome, IT www.rso.it
- P.A.U. Education, ES www.paueducation.com

