

[eGovernment in]

Croatia

Hrvatska



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Croatia. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 4 425.7 inhabitants (2010)

GDP at market prices: 45 899.4 million Euro (2010) *

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 61.0 (2010)

GDP growth rate: -1.2 % (2010) *

Inflation rate: N/A

Unemployment rate: 11.8 % (2010)

Government debt/GDP: 35.3 % (2009)

Public balance (government deficit or surplus/GDP): -4.1 % (2009)

*Provisional value**

Source: [Eurostat](#)

Area: 56 542 km²

Capital city: Zagreb

Official EU language: Croatian

Currency: Kuna (Kn)

Source: [Europa website](#)

Political Structure

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

The Croatian [Parliament](#) (*Sabor*) is a unicameral legislative body of no less than 100 and no more than 160 representatives, all elected by popular vote to serve four-year terms. It convenes regular sessions twice annually: 15 January to 15 July and 15 September to 15 December. Currently the Parliament has 151 members who were elected on 4 December 2011.

The Croatian [Government](#) (*Vlada*) is headed by the Prime Minister who has 4 Deputy Prime Ministers and 17 Ministers. There are 20 Ministries in charge of particular sectors of activity. The executive branch is responsible for proposing legislation and a budget, executing the laws, and guiding the foreign and internal policies of the Republic.

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

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

Head of State: President [Ivo Josipović](#) (since 18 February 2010).

Head of Government: Prime Minister [Zoran Milanović](#) (since 23 December 2011).

Information Society Indicators

Percentage of households with Internet access: 61 % (2011)

Percentage of enterprises with Internet access: 96 % (2011)

Percentage of individuals using the Internet at least once a week: 55 % (2011)

Percentage of households with a broadband connection: 56 % (2011)

Percentage of enterprises with a broadband connection: 84 % (2011)

Percentage of individuals having purchased/ordered online in the last three months: 9 % (2010)

Percentage of enterprises having received orders online within the previous year: 23 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 12.7 %, downloading forms 9.8 %, returning filled forms 5.1 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 57%, downloading forms 56 %, returning filled forms 38 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

October 2011

On 20 October 2011, the Croatian Government [adopts](#) a Decision establishing eGovernment development goals in the State Administration for 2011-2015. It is expected that this decision will allow the country to reach in a short time period the quality of public service expected from EU Member States.

April 2011

On 15 April 2011, the Croatian Parliament [ratifies](#) the Memorandum of Understanding between the Republic of Croatia and the EU on the participation of Croatia in the Interoperability Solutions for European Public Administrations (ISA) Programme. It stands to benefit from its participation through the possibility to use common solutions developed under this programme and to participate in trend spotting the future of information society development in the European Union.

February 2011

On 11 February 2011, the Republic of Croatia [signs](#) a Memorandum of Understanding with the EU to join the Interoperability Solutions for European Public Administrations (ISA) Programme. The programme facilitates cross-border and cross-sector interaction between European public administrations, enabling the delivery of electronic public services and ensuring the availability of common solutions.

By joining the ISA programme, Croatia will become familiar with EU policies in the field of interoperability, one of the key elements identified in the flagship initiative [Digital Agenda for Europe](#) (DAE).

News 2010-2001

2010

- ▶ On *20 December 2010*, Croatia [signs](#) the European Union's [Memorandum of Understanding](#) (MoU) to implement [eCall](#), the pan-European in-vehicle emergency call system, making Croatia the first candidate country amongst the signatories, and the 24th European country overall. Furthermore, it is involved in the pilot project to pre-deploy the eCall service in Europe.

On the occasion of the traditional Archives Celebration Day in Croatia, on *10 December 2010*, the [Central State Administrative Office for e-Croatia](#) and the Croatian State Archives [sign](#) a cooperation agreement on the effective management of digital archives and their contents. The core objective of this cooperation is to improve the legal framework for the management of electronic records and their long-term archiving, preservation and accessibility.

- ▶ The process of switchover from analogue to digital television broadcasting is successfully [completed](#) in a total of seven digital regions representing 16 Croatian counties. On *21 July 2010*, 58 % of Croatian households are successfully digitalised as a result of the Government's digital switchover policy.

- ▶ On *30 June 2010*, the Central State Administrative Office for e-Croatia, upon the consent of the Ministry of Public Administration, [introduces](#) the final version of the [Standard Electronic Records Management Project](#) (SPEUP), including recommendations for the establishment of electronic records management within state administration bodies.

On *29 June 2010*, the counties of Bjelovar-Bilogora, Virovitica-Podravina, Požega-Slavonija and Slavonski Brod-Posavina (eastern Croatia), constituting the digital region D2, [enter](#) the digital television era. Thus, Croatia reaches the following numbers in the process of digitalisation: 6 digitalised regions, 14 digitalised counties and 784 651 households begin to enjoy the benefits of digital television.

On *24 June 2010*, the Government [introduces](#) the Croatian Interoperability Framework, which enables the separate information systems of state government bodies to be connected to the government network. This improves information management processes and data exchange amongst state government bodies, while citizens carry out public services electronically in a simpler and faster manner. The Croatian Interoperability Framework sets forth guidelines by which inter-alignment of state government bodies' information systems are to be carried out. These guidelines are seen by the Central State Administrative Office for e-Croatia as a key factor within the implementation of the Strategy for the development of eGovernment, in association with representatives of the academic community, all state government bodies and the local IT community.

- ▶ On *22 April 2010*, the Croatian Protection and Rescue Directorate [joins](#) the [EU Common Emergency Communication and Information System](#) (CECIS) whose aim is to protect citizens from natural and technical disasters and other hazards by facilitating the exchange of information and experience among the relevant authorities at European level. The system uses 'sTESTA', the European Union's secured Trans European Services for Telematics between Administrations network. It is used for the provision of trans-European services among the public administrations of the European Union. The Republic of Croatia is connected to sTESTA via the ICT network of the Croatian public administration bodies - [HITRONet](#).

- ▶ On *30 March 2010*, the field of digital D7 region, which encompasses Zadarska and Sibensko-kninska County, [shuts down](#) the analogue signal and switches to digital TV broadcasting.

On *3 March 2010*, the three counties of Medjimurska, Varazdinska and Koprivnicko-krizevacka (the 'digital region D3') together [become](#) the second region to switch to digital TV broadcasting in Croatia.

- ▶ On *26 January 2010*, the [Central State Administrative Office for e-Croatia](#) organises workshops aimed at familiarising the state administration bodies and the broader expert community with the contents of the Standard Electronic Records Management Draft Project. The project facilitates the introduction of electronic records management in all state administration bodies.

2009

- ▶ On *26 October 2009*, the Croatian Government officially [launches](#) a [website](#) to help Croatian businesses be informed and prepared for NATO tenders. In the framework of the 'Croatian Economy and NATO' project, the Croatian Government launched the '[natonatjecaji.hr](#)'; a website for NATO public tenders, to provide interested Croatian businessmen with all the necessary information about scheduled tenders, their procedures and required documents.
- ▶ In *August 2009*, the [national information system](#) for applying online to Croatian universities is [presented](#) by the Ministry of Science, Education and Sports. The system has the advantage of ensuring the transparency of both the State *matura* results and the applications. Likewise, the costs related to taking the exam and to the issuance of the required documents are reduced.

- ▶ In *July 2009*, pursuant to the [Public Procurement Act](#) and within the scope of its activities, the [Central State Administrative Office for e-Croatia](#) signs the Framework agreement for the procurement of computer equipment (software). The aim of the Framework agreement is to secure the state government and other public authority bodies with the most beneficial terms and conditions and to procure antivirus, antispam and similar protection licenses.
- ▶ In *January 2009*, the State Secretary agrees on the [Strategy for the Development of Electronic Administration](#). The adoption of the Strategy opens a path for the beginning of new age for state administration – administration for citizens. The essence of the strategy is that there is great room and opportunity for cooperation between the IT sector and state administration on the build-up of user-friendly state administration.

In the same month, the Government [adopts](#) the [Strategy for the development of eGovernment](#) over the period of 2009-2012. It aims to lay down the foundations for the building of modern, transparent, efficient and streamlined public services for citizens. The new strategy is well in line with the provisions of Croatia's Public Administration Reform Strategy, in particular those relating to the use of ICT as a key tool for reforming the Public Administration.

2008

- ▶ In *September 2008*, the [Croatian Academic and Research Network \(CARnet\)](#), in cooperation with the Ministry of Education and Sports [releases](#) a new portal aimed at providing students, teachers and all interested parties with comprehensive information on the country's final high school diploma exams. The new portal describes in a simple, user-friendly manner everything students and teachers need to know about such exams. The website is part of Croatia's [portal for schools](#) initiative which targets teachers, students and parents featuring general information on school education.
- ▶ In *July 2008*, the Government adopts the Digital TV switchover Strategy. According to the Strategy plan, the switchover is to finish in Croatia by the end of 2010.
- ▶ In *June 2008*, the Government adopts the Operational Plan of implementation of the **eCroatia programme** for the year 2008. The Plan's main goals are: continuation of the development of ICT infrastructure, continuation of the progress of the public administration service into citizen service, continuation of the information society developing and bridging the digital gap. Furthermore, Public Administration plans to provide 110 eServices until the end of 2008.
- ▶ In *March 2008*, the Government adopts the Action Plan of the implementation strategy for the development of **broadband Internet access** in 2008. The plan defines a series of continuous actions as well as individual measures to be carried out by the Government of the Republic of Croatia, the Public Administration and other state bodies until the end of 2008 with the purpose of achieving strategic goals as defined in the document.
- ▶ In *February 2008*, Croatia [brings](#) its legislation in line with the eProcurement provisions of the EU Directives on Public Procurement (Directives [2004/17/EC](#) and [2004/18/EC](#)). The implementation of the Act is expected to increase transparency, publicity and legal safety of the public procurement procedures in Croatia.

2007

- ▶ In *October 2007*, a public administration web portal 'My Administration' ('[Moja uprava](#)') is introduced with the aim to build and maintain the system which will provide complete, reliable and applicable information and services to citizens, entrepreneurs and other users of public government services by using all appropriate manners of communication.
- ▶ In *July 2007*, the [Information Security Act](#) is adopted by the Parliament. This law is the legal framework for the implementation of information security in government bodies.

In the same month, information on all Croatian courts, judges, lawyers, experts and judicial practice becomes available at ['sudacka-mreza.hr'](http://sudacka-mreza.hr). The objective is to render the judicial system more transparent and to provide a helpful tool to all parties engaged within it.

- ▶ In *June 2007*, project 'eSpis' (ICMS – integrated court management system) is presented. The goal is to create conditions for the quicker and better protection of the rights of Croatian citizens by improving the efficiency of the judicial system.

The new 'eCorner' service is presented during the same month, thus constituting the sixth service within the ['HITRO.HR' programme](#). It enables entrepreneurs to obtain the information on IT services which are available to all businesses in Croatia. The service meets the recommendations by the National Council for the Competitiveness proposing the augmentation of Croatian ICT competitiveness.

- ▶ In *May 2007*, the Government adopts an Operational Plan of implementation of 'e-Croatia' programme for the year 2007. The Operational Plan consists of actions for the development of IT projects in Public Administration and the review of 130 activities planned for the calendar year.

2006

- ▶ In *October 2006*, the Government adopts the Strategy for the Development of Broadband Internet Access by the year 2008 and the Implementation Action plan of the strategy for the year 2007, creating the prerequisites for the accelerated development and adoption of this technology. Both are aimed at the reduction of the gap between Croatia and EU countries and at encouraging an even-paced development through all Croatian regions and population categories.

- ▶ In *July 2006*, a series of seminars for State Administration employees on the use of Open Source Software start in Zagreb, administered by the [Central State Administrative Office for e-Croatia](#). The seminars are intended for clerks and administrators in information services of government bodies.

The *eObrt* (eCraft) is also presented to the Government in the same month. It is a service for instant registration of the craft via the Internet. The service is an integral part of the ['HITRO.HR' programme](#).

- ▶ In *June 2006*, the latest USAID/Croatia Operational Plan is to promote eGovernment as part of the Local Government Reform Programme. According to the plan, fifty bodies of local governments will introduce new eGovernment systems that offer increased transparency and that will also respond to the needs of businesses planning of local investments.

In the same month, the National Council for Information Society holds its first constituent meeting. The Council is tasked with exploring, raising and promoting all relevant issues regarding the development of an information society in Croatia, with a special emphasis on priority measures and developmental aims.

- ▶ In *January 2006*, the ['ePDV'](#) (VAT) service is presented, becoming the fifth ['HITRO.HR' programme](#) service. It is a service for electronic payment of value added tax (VAT) which is designated for all entrepreneurs in Croatia.

2005

- ▶ In *December 2005*, the new eLearning programmes are presented to increase student and teacher information literacy in elementary and secondary schools. The eLearning programmes are part of an advanced system of education leading to a knowledge-based society and seek to increase national competition to the level of modern and advanced countries in Europe.

During the same month, the information-communication network for state administration ([HITRONet](#)) implemented by the Financial Agency ([FINA](#)), enters its second phase of development, linking the following regions: Osijek, Rijeka, Split, Pula, Zadar, Dubrovnik, Varaždin and Karlovac.

- ▶ In *November 2005*, the final proposal of the [Law on Electronic Document](#) is adopted. In this way, legal procedures are defined relating to the development, trade, use and storage of the information comprised in an electronic document.

The new service '[eREGOS](#)', which is part of the '[HITRO.HR](#)' service, is presented to the Government within the same month. The service refers to electronic transmission of an official form, known as R-Sm form (the insured person's specification based on calculated and paid compulsory contributions for the pension fund insurance) for entrepreneurs.

During the same month, the new '[eKATASTAR](#)' (eCadastre) service within [HITRO.HR](#) is presented to the Government. The service is a browser of cadastre data which makes it possible for natural and legal entities to obtain information via the Internet page.

- ▶ In *October 2005*, the contract between the Republic of Croatia and the City of Zagreb on establishing the Information Systems and Information Technology Support Agency, APIS-IT, is signed in Zagreb.
- ▶ In *May 2005*, the first [HITRO.HR](#) office becomes operational. It is an eService intended for communication between business subjects and citizens on one side and Government on the other. The aim is to provide quicker service to service users, to help avoid administrative obstacles and decrease the number of documents that a service user is required to submit.

On *11 May 2005*, the Minister of Justice puts into operation digital land registers, also providing the possibility of obtaining registered land certificates via the Internet. Digital land registers become available through the web address '[pravosudje.hr](#)'.

- ▶ In *March 2005*, the Government adopts the National Programme for Information Security in the Republic of Croatia and the Plan for the implementation of the National Programme for Information Security in the Republic of Croatia for the year 2005.

2003

- ▶ In *December 2003*, the Croatian eGovernment strategy is [set](#) in the '[e-Croatia 2007](#)' programme, based on the principles and priorities outlined in the [eEurope 2005](#) Action Plan. The e-Croatia strategy sets the objective of providing online access to key services in public administration, health, education and the judicial system by 2007.
- ▶ In *October 2003*, the freedom of information law is adopted as the [Act on the Right of Access to Information](#).
- ▶ In *September 2003*, the eCommerce law harmonised with [Directive 2000/31/EC](#), is approved by the Government.
- ▶ In *June 2003*, the law on [Personal Data Protection](#) is adopted, implementing the relevant EU Directive.

2002

In *January 2002*, the [Law on Electronic Signatures](#) is adopted, implementing the relevant EU Directive.

2001

A cutting-edge, intra-governmental infrastructure to automate cabinet work is set up. Background documents for government sessions are to be made available solely in electronic format: ministers are to use computers equipped with software interfacing with government departments' back-end systems through a virtual private network (VPN) that allows them to retrieve and exchange documents. A government-wide multi-service network that will include computer, voice communication and allow videoconferencing is thus envisaged.

eGovernment Strategy

Main strategic objectives and principles

Decision establishing eGovernment development goals in State Administration (2011-2015)



In 2011, the Croatian Government adopted a [Decision](#) establishing eGovernment development goals in the State Administration for the period 2011-2015. Following several years of investment in IT solutions and in the development of eGovernment, the Government adopted this decision to further develop eGovernment in line with the EU's '[eGovernment Action Plan 2011-2015](#)'.

As EU accession draws nearer (1 July 2013), the business systems of the State Administration must be improved to a level that will enable:

- ▶ electronic communications and data exchange with the administrative bodies of both the EU and its Member States (MS);
- ▶ the development of eGovernment services in supporting the rights of citizens to travel, work, study and live, as well as the freedom for businesses to establish and to provide services, in any EU Member State.

Moreover, this decision aims to ensure the continued and harmonious development of eGovernment in the country while facilitating the building of a system which is oriented towards the needs of citizens and businesses.

Strategy for the Development of eGovernment in the Republic of Croatia (2009-2012)

Up until 2009, eGovernment in Croatia was part of the general ICT strategy. It gained more prominence after a dedicated eGovernment strategic document ('[Strategy for the development of eGovernment](#)') was adopted by the Government for the period 2009-2012.

The purpose of this strategy is to standardise and stimulate the use of ICT in public administration in order to make public services available online and more accessible to end-users. It aims to lay down the foundations for the building of modern, transparent, efficient and streamlined public services for citizens. The strategy is well in line with the provisions of the 'Croatian Public Administration Reform Strategy', in particular that relating to the use of ICT as a key tool for reforming the Public Administration.

In the first phase, the government is tasked with:

- ▶ assessing the existing information systems, communication networks and eGovernment services;
- ▶ implementing the first pilot projects;
- ▶ setting a single methodology and standards for the functioning of the various segments of eGovernment.

In the second phase, the public authorities are to have a complete ICT infrastructure at their disposal, enabling them to communicate with each other in a unified environment.

Previous eGovernment Strategies

eCroatia Programme (2007-2011)

According to the report *['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#)*, eGovernment activities are strongly aligned with the EU's policies, inspired by Croatia's bid for EU membership. As such, eGovernment strategy is set in the '[e-Croatia programme](#)' based on the principles and priorities outlined in the '[2010 - A European Information Society for growth and employment](#)'. The 'e-Croatia programme' sets the **objective** of providing online access to key services in Public Administration, health, education and the judicial system, and continuous development of those services. In addition to improving the quality and responsiveness of public services to citizens and businesses, this strategy also aims at reducing red tape and corruption, while delivering significant cost savings on government operations.

This programme primarily aimed to provide an opportunity for citizens to receive information in a timely manner, and therefore, actively participate in society through a networked information system; to strengthen and connect business entities of the Croatian economy; to provide a comprehensive exchange of information and experience in the business and entrepreneurial world; and to enable the State to become a transparent, quick and efficient service to its citizens.

Every year the Government adopts an [Implementation plan](#) of the 'e-Croatia programme' which represents a framework for the enforcement and monitoring of the programme in order to establish and provide its successful and effective implementation at the level of activities, projects and implementation measures.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is no specific eGovernment legislation in Croatia; however, the country has a comprehensive framework of laws and regulations in place for exercising eGovernance which is supplemented by the **Electronic Document Act** ([OG 150/2005](#)), the **Information Security and Confidentiality Act** ([NN 79/2007](#)), the **Act on the Right to Access Information** ([NN 172/03](#)) and the implementation of the **Convention on Cybercrime** ([OG 173/2003](#)).

Freedom of Information Legislation

[Law on Freedom of Information \(NN 172/03\)](#)

The Law on the Freedom of Information was adopted on 15 October 2003 and aimed at facilitating and ensuring access to information to natural and legal entities through the openness of public authorities. It regulates the right of access to information held, managed or controlled by public authorities, lays down the principle of access to information, exceptions to the right of access to information and procedures for the exercise and protection of the right in question.

Data Protection/Privacy Legislation

[Law on Personal Data Protection \(NN 103/03\)](#)

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

eSignatures Legislation

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

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

eCommerce Legislation

[Law on Electronic Commerce \(NN 173/03\)](#)

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

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

eCommunications Legislation

[Electronic Communications Act \(NN 73/2008\)](#)

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

eProcurement Legislation

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

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

Re-use of Public Sector Information (PSI)

Current status

Currently, there is no specific legislation concerning the re-use of PSI. Re-use of electronic content is addressed by the Electronic Document Act (OG 150/2005), enacted in December 2005, which defines the legal procedures related to the development, trade, use and storage of the information of an electronic document. Moreover, the [Croatian Information and Documentation Referral Agency](#) (HIDRA) ensures the availability of public official data, information and documents, and furthermore promotes its use.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Public Administration

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

Coordination

Ministry of Public Administration

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

Coordination Committee for Computerisation of the Public Sector

The newly-established Coordination Committee is tasked with directing the development and coordination of all ICT activities in the public sector with the aim of rationalising the information system and increasing the quality of public services.

Implementation

Ministry of Public Administration

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

Ministry of Maritime Affairs, Transport and Infrastructure

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

Information Systems Security Bureau

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

Support

Ministry of Public Administration

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

Croatian Bureau of Statistics (CBS)

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

Information Systems and Information Technologies Support Agency (APIS IT)

APIS IT maintains the information systems of Croatia. It has developed a document management information system to support the ongoing activities of the State Administration and local government institutions. APIS IT also supports the [State administration portal](#).

Financial Agency (FINA)

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

National Council for Information Society, Ministry of Science, Education and Sports

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

Croatian Information Documentation Referral Agency (HIDRA)

HIDRA is an expert government service which performs information, documentation and referral work. In addition, it promotes the use of official public domain data, information and documentation and ensures the use of additional information, data and documentation relevant to state bodies and institutions.

Central Office for Development Strategy and Coordination of EU funds

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

Audit/Assurance

State Audit Office

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

Data Protection

Personal Data Protection Agency

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Arsen Bauk
Minister of Public Administration

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Contact: <http://www.vlada.hr/en/content/tipafriend/22235>

Source: <http://www.vlada.hr/>

Head of eGovernment



Darko Parić
Assistant Minister of Public Administration

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E-mail: N/A

Source: <http://www.uprava.hr/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[State administration](#) portal

The State administration portal '*Moja uprava*' ('My eGovernment Portal') is an innovative development in terms of administration information usage and its availability. It connects citizens and legal subjects with administration, making information available in one place and in a user-friendly manner. The portal provides information on Government services intended for citizens and entrepreneurs. By providing access to all eGovernment services, it continues to evolve into a one point of contact between Government and citizens.

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

[HITRO.HR](#) portal

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

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

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

[eJudicial practice database](#) portal

The eJudicial practice database portal provides insight into the case-law published in printed versions of the Supreme Court under 'Selection of rulings', thus giving access to complete texts on Supreme Court rulings since 1993. In addition to these rulings, a selection of regional court and High commercial court rulings have been published.

[Judges web](#) service

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

Networks

'eBulletin board and court networking' project

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

'StuDOM' project–System of Local Computer Networks in Students' Dormitories

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

eIdentification/eAuthentication

Current status

There is no specific eIdentification infrastructure. The plan is to define eIdentification and eAuthentication architecture through the '[Strategy for the Development of eGovernment in the Republic of Croatia \(2009-2012\)](#)'. This eGovernment strategy prioritises the development of an eID card. A task force has been established to put forward the measures for eID implementation, as defined in the strategic document.

In the absence of an electronic identity management (eIDM) system, the following smart cards are used to identify the users of eGovernment applications (eServices):

▶ **[FINA eCard](#)**

The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following eServices, among others: eTax, eVAT, ePension and ePayment. The eCard has a qualified certificate prepared in accordance with the [Electronic Signature Act](#) and all related by-laws.

▶ **[SmartX university card](#)**

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

eProcurement

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

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

Knowledge Management

[Croatian Information Documentation Referral Agency \(HIDRA\)](#)

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

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

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

[CROVOC](#) thesaurus

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

HIDRA and the Library of the Croatian Parliament have developed a Croatian Addendum which includes:

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

Other Infrastructure

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

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

[Cadastral data browser](#)

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

[eCourt registry](#)

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

[eCREW](#)

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

[eCustoms](#)

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

[Central Database Registry on Personal Data](#)

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

[Multipurpose Spatial Information System](#)

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

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

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Administration

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

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

2. Job search services by labour offices

- Responsibility: Central Government, Ministry of Economy, Labour and Entrepreneurship, Croatian Employment Service
- Website: <http://www.hzz.hr>
- Description: To facilitate the job search of Croatians, the Croatian Employment Service, i.e. its Regional Departments, introduced the online public service 'Searching for a Job?' with the possibility of free browsing through a list of vacant posts. The web page of the service provides a detailed search for information on available jobs, employers' names, descriptions, dates and expiration of applications, statistics etc. Downloadable forms are also provided.

3. Social security benefits

a. Unemployment benefits

- Responsibility: Central Government, Ministry of Economy, Labour and Entrepreneurship, Croatian Employment Service
- Website: <http://www.hzz.hr>
- Description: The website of the Croatian Employment Service offers the possibility to obtain and download the paper form in order to apply for social benefits.

b. Child allowances

- Responsibility: Central Government, Ministry of Health and Social Care, Croatian Institute for Health Insurance, Croatian Institute for Pension Insurance
- Website: <http://www.hzzo-net.hr/>; <http://www.mirovinsko.hr>
- Description: All the necessary procedures related to child allowances are managed by the Croatian Institute for Pension Insurance. Online information and forms to download are provided.

c. Medical costs (reimbursement or direct settlement)

- Responsibility: Central Government, Croatian Institute for Health Insurance
- Website: <http://www.hzzo-net.hr>
- Description: The request for exemption from treatment costs and reimbursement of transport costs after using medical services beyond the place of residence is submitted to the Institute for Health Insurance's District Office, or its Branch Office closest to the insured person's residence. Online information and forms to download are provided.

d. Student grants

- Responsibility: Central Government, Ministry of Science, Education and Sports
- Website: <http://public.mzos.hr/>
- Description: The Ministry provides grants for student accommodation, meals and other needs according to criteria set out in the legislation. The Ministry website offers the possibility to download an official electronic form to start the application procedure for student grants in higher education.

4. Personal documents: passport and driver's licence

a. Passport

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

Website: <http://www.mup.hr/44.aspx>

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

b. Driver's licence

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

Website: <http://www.mup.hr/46.aspx>

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

5. Car registration (new, used, imported cars)

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

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

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

6. Application for building permission

Responsibility: Central Government, Ministry of Public Administration, State Administration Office in a county responsible for construction affairs, Ministry of Environmental Protection, Physical Planning and Construction

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

Description: The standard procedure for issuing a building permit is organised by the State Administration Office of a county, responsible for construction affairs, and in special cases, the Ministry of Environmental Protection, Physical Planning and Construction. The information necessary to start the procedure to obtain an environment-related permit (including reporting) is available on the Ministry website. The Ministry distributes building permits for the following buildings: transportation and communication, power structures, water structures, industrial buildings, structures for handling waste and buildings for special purposes.

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

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

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

Description: Criminal offences prosecuted ex officio are filed with the Attorney General, as defined by law. However, criminal offences are usually reported to the police. The police file all information on the offence to the competent Attorney General's Office without delay. The Attorney General Office is a State body that builds charges against all criminal offences prosecuted ex officio. State bodies and corporations are obliged by law to report criminal activities. County Police offices conduct this service under the authority of the Ministry of the Interior. The information necessary to start the procedure for filing an official personal property theft report is available on a publicly accessible website of the Police Headquarters and police stations.

8. Public libraries (availability of catalogues, search tools)

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

Website: <http://public.mzos.hr/>; <http://www.min-kulture.hr/>

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

9. Certificates (birth, marriage): request and delivery

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

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

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

10. Enrolment in higher education/university

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

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

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

11. Announcement of moving (change of address)

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

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

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

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

Responsibility: Central Government, Ministry of Health and Social Care, various hospitals

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

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

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

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

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

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

2. Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

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

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

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

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

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

4. Registration of a new company

Responsibility: Central Government, Ministry of Justice, Ministry of Economy, Labour and Entrepreneurship

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

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

5. Submission of data to statistical offices

Responsibility: Central Government, Bureau of Statistics

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

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

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration

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

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

7. Environment-related permits (incl. reporting)

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

8. Public procurement

Responsibility:	Central Government, Ministry of Economy, Labour and Entrepreneurship, Electronic Public Procurement Classifieds
Website:	http://oglasnik-jn.nn.hr/
Description:	The Electronic Public Procurement Classifieds is a state-owned company which maintains an electronic system of public procurement publications. The website, managed by the Ministry of Economy, Labour and Entrepreneurship, offers the possibility to download an official electronic form in order to start the tender procedure.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

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