

[eGovernment in]

Cyprus

Κύπρος



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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 Cyprus. 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): 804.4 inhabitants (2011)*

GDP at market prices: 24 200.0 million Euro (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 99.0 (2010)

GDP growth rate: 0.5 % (2011)

Inflation rate: 3.5 % (2011)

Unemployment rate: 9.6 % (2012)

Government debt/GDP: 61.5 % (2010)

Public balance (government deficit or surplus/GDP): -5.3 % (2010)

*Provisional**

Source: [Eurostat](#)

Area: 9 250 km²

Capital city: Nicosia

Official EU language: Greek, English

Currency: Euro

Source: [Europa website](#)

Political Structure

The Republic of Cyprus was established in 1960. It is an independent, sovereign republic, with a presidential system of government.

The executive branch is headed by the [President](#), who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The Council of Ministers is appointed by the President. The last presidential elections were held on 17 February 2008. The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

Legislative power is held by a unicameral [Parliament](#), the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriot parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 22 May 2011.

The [Administration of Justice](#) is exercised by the island's separate and independent judiciary and autonomous in its sphere of competencies, authority and jurisdiction. The Judicial Power is vested in the Supreme Court and Inferior Courts established by law.

By the Constitution of the Republic of Cyprus, the [Attorney General's Office](#), the [Auditor General](#) and the [Central Bank of Cyprus](#) are Independent Services and do not come under any Ministry.

The Republic of Cyprus acceded to the European Union on 1 May 2004.

Head of State: President [Demetris Christofias](#) (since 28 February 2008).

Head of Government: President [Demetris Christofias](#) (since 28 February 2008).

Information Society Indicators

Percentage of households with Internet access: 57 % (2011)

Percentage of enterprises with Internet access: 91 % (2011)

Percentage of individuals using the Internet at least once a week: 54 % (2011)

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

Percentage of enterprises with a broadband connection: 88% (2011)

Percentage of individuals having purchased/ordered online in the last three months: 16% (2011)
Percentage of enterprises having received orders online within the previous year: 7 % (2011)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 28%, downloading forms 21%, returning filled forms 13% (2011)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 85%, downloading forms 75%, returning filled forms 41% (2011)

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

February 2012

On 8 February 2012, the Council of Ministers approves the **Digital Strategy for Cyprus**. The Digital Strategy is a comprehensive plan for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus, including actions aiming at a 'paperless' government and at improving supply and demand for eGovernment services.

January 2012

- ▶ The 7th Citizen Service Centre (CSC) is established in Famagusta, in accordance to the government's strategy for operating at least one CSC in every district of the island.
- ▶ The Road Transport Department (RTD) introduces of **direct briefing system** via SMS messaging for mobile phones. As of January 2012, registered users can be continually informed/updated, via sms, on issues related to their vehicles and road safety, such as a reminder for the date of expiry of a vehicle roadworthiness test (MOT), the road tax renewal date, and the date of cancellation of the registration of a vehicle, among other issues.

News 2011-2001

2011

- ▶ In *December 2011*, a study concerning better implementation of the Public Sector Information (PSI) Directive in Cyprus is completed. Funded by the [Ministry of Finance](#) and commissioned to Deloitte Cyprus, the study reviews licensing, charging, turnover, data available and enterprises, investigates practices of other Member States and offers recommendations on the requirements of the public sector and the broader business environment of Cyprus. Following the study, a PSI web portal is planned acting as a single point of access to data sets produced and held by public service bodies.

In the same month, the **Accounting eService** provided by the [Department of Merchant Shipping](#) goes live and allows authorised users (ship owners, lawyers) to have access to their accounting statements and view their outstanding financial obligations.

- ▶ On *1 November 2011*, the results of the project on the reduction of the administrative burden are announced in an [event](#) organised by the Ministry of Finance and the contractor KPMG Ltd. The project, which lasted from November 2009 to the beginning of 2011, is part of the [Better Regulation initiative](#). Its purpose is to serve the national target of a 20 % reduction by the end of 2012 in the administrative burden caused by legal obligations on businesses. Three phases comprised the study: The first included the mapping of around 5 500 different legal obligations imposed on businesses, the second concerned the selection of 8 areas of priority and the third included the cost estimates of the legal obligations in the 8 areas of priority selected in the previous phase. Based on the results of the third phase, the contractor has submitted over 30 proposals targeting the reduction of the administrative burden in the 8 priority areas. These are currently under implementation, coordinated by the Central Specialised Unit for Better Regulation of the Ministry of Finance.

- ▶ On *10 October 2011*, an internet-based collaboration platform starts its live operation. The platform enables government and quasi-government organisations (in Cyprus and abroad) to communicate and collaborate effectively and efficiently towards the achievement of the common goals of the Presidency of the Council of the EU, to be undertaken by Cyprus during the second half of 2012.
- ▶ On *14 September 2011*, the Treasury of the Republic [receives](#) the [Cyprus Innovation Award](#) under the 'public sector' category for the development of its [eProcurement system](#). The Innovation Award competition is a yearly event established by the Cyprus Employers and Industrialists Federation in 2006. The interoperable web-based application serves as a unique European model covering all contracting authorities (public services, local authorities and governmental/non-profit semi-governmental organisations) in a Member State. It includes all tender procedures, as laid down by the provisions of European and Cypriot public procurement law, and provides assistance to SMEs. The eProcurement system was developed with the support of the Department of Information Technology Services under the Ministry of Finance, and it is managed by the Public Procurement Directorate of the Treasury of the Republic.
- ▶ In *August 2011*, the [Cyprus Productivity Centre](#), through its '[Keep me informed](#)' online system, offers a personalised email service. Registered users can define issues/matters of their interest (subsidy schemes, vocational trainings, etc) and receive email messages corresponding to their stated preferences.
- ▶ The [Cyprus Pollutant Release and Transfer Register](#) (PRTR) goes live on *9 March 2011*. It is a publicly accessible electronic database that provides key environmental data from industrial facilities operating in Cyprus. More specifically, the PRTR enables the public to have access to environmental information concerning the annual amounts of pollutant releases to air, water and land, as well as off-site transfers of waste and of pollutants in waste water from several facilities operating in Cyprus. PRTR lies under the responsibility of the Ministry of Agriculture, Natural Resources and Environment, and the Ministry of Labour and Social Insurance.
- ▶ The '[e-Filing](#)' project, which will allow the complete online registration of a new company, shows its first results in *February 2011*. The project was approved for co-financing by the European Regional Development Fund of the European Union. The complete system is expected to go live gradually, starting with the eSearch module which has been in operation since 22 February 2011. eSearch allows access to registered organisations' data such as shareholders and partners details.
- ▶ The 'VIRGIN' project - renamed to '[VIPI](#)' project - aiming at providing a 'one-stop-shop' interactive portal and learning environment, targeting trainers and trainees, with particular attention towards people with disabilities, is [launched](#) in *January 2011*. The project partnership brings together organisations and businesses from Belgium, **Cyprus**, Greece, UK and Lithuania. The project will develop an interactive online platform where those disabled can access a wide variety of ICT training courses and serious games for acquiring ICT skills. Trainers will be able to upload and download various learning objects, using a semantically enriched environment which significantly improves the search experience and the relevance of search results.

Since *January 2011*, candidate drivers can pay online for their examination fee and can select the examination date, time and centre for their driving licence test, via a **road transport** web-enabled system.

During the same month, Cyprus police announce the launch of a new system for paying extrajudicial fines for traffic violations through the Internet. The system is available on a 24x7 basis and fines can be paid using a credit card through the website of the [Cyprus police](#).

2010

- ▶ The 9th EU benchmark measurement report '[Digitising Public Services in Europe: Putting ambition into action](#)', published in *December 2010*, shows Cyprus as being one of the two top performers with 100 % online availability of the eProcurement pre-award process. As far as eProcurement visibility is concerned, Cyprus is one of the best performers with 94 % against an EU-27+ average of 71 %.
- ▶ The Small Vessels eService provided by the [Department of Merchant Shipping](#) to the police force goes live in *November 2010*. The service allows the identification of small vessels details and owners.
- ▶ The development of online services for the **Civil Registry Department**, regarding the reissuance of ID cards/birth certificates, change of postal address, among other services, is completed in *August 2010*. The online services will be available to the public once the decision on the relevant service fees is made by the responsible department.
- ▶ Since *June 2010*, the [Cyprus Productivity Centre](#) offers free access to educational programmes on eSkills, which are based on the 7 units of ECDL (European Computing Driving Licence), via its learning management system, "*eGnosis*".
- ▶ In *May 2010*, the eCatalogue module of the [eProcurement system](#) goes live, allowing all Cypriot authorities to order stationery and office equipment online. The content is continuously enriched with new catalogues whereas its value exceeds € 8 million.
- ▶ The strategic study for an **Enterprise Resource Planning System** (ERP) is completed in *April 2010*. Such a system will address the needs for adopting the accrual basis of accounting in accordance with [EU Directive 2011/85/EU](#). It will also consolidate and modernise all existing IT systems used by the Treasury and will satisfy the strategic targets of the 'Medium-Term Budget Framework'. A proposal to the Council of Ministers is under preparation.

During the same month, the project '[DIEGO](#)' – Digital Inclusive eGovernment, supported by the European Commission, is [launched](#). The project, resulting from the collaboration of 12 partners in 6 Member States including Cyprus, aims to guarantee equal access to electronic public services for all citizens. The platform, in continuous development, provides several services, such as appointment services or multimedia content and voice-over-IP (VOIP) communication with administrations. '[DIEGO](#)' is expected to run until September 2012.

During the same month, a new [Citizen Service Centre](#) (CSC) is established in Paphos, following the government strategy for the expansion of the CSC network and the improvement of services provided to citizens and businesses.

2009

- ▶ In *November 2009*, the European Institute of Public Administration ([EIPA](#)) awards the Public Administration and Personnel Department of Cyprus a 'best practice certificate' for the Citizen Service Centres project, under the category 'Performance Improvement in Public Service Delivery'. The prize was in the context of the European Public Sector Award (EPSA) 2009.

During the same month, the [8th benchmark measurement report](#) carried out for the European Commission, published in *November 2009*, shows that as far as the **eProcurement pre-award process** is concerned, Cyprus achieves the highest score at 93 % on an EU-27+ average of 59 %.

- ▶ In *October 2009*, within the framework of the 4th European eGovernment Awards 2009, the Cypriot eProcurement system is awarded the Good Practice Label by [ePractice](#).
- ▶ The **eProcurement** system, a secure and interoperable web-based application, starts its pilot operation in *June 2009* (system to go live in *November 2009*).
- ▶ In *June 2009*, the 'Citizen Service Centres' project is awarded the Cyprus Innovation Award for the public sector by the Employers and Industrialists Federation.

During the same month the new '**Candidate Placement System**' goes live, providing enhanced functionality through the web and the intranet. Some of the system's operations are:

- Candidates and vacancies administration
 - CV bank, which holds candidates' CVs and manages their job applications
 - Measurement of the performance of the public employment service with quantitative and qualitative indicators (intranet)
 - Provision of statistical data (intranet).
- ▶ On *21 April 2009*, the Minister for Communications and Works inaugurates the installation of two **broadband internet connection** systems via satellite in the communities of Kapedes and Odou. These are the first two communities served within the framework of the government's policy to provide free and fast Internet access to remote and rural communities.
- ▶ In March 2009, the Council of Ministers approves a project related to the creation of a Contact Centre that will deliver, via phone, sms and e-mail, administrative information regarding competences of a number of civil service organisations. For this reason, the Public Administration and Personnel Department (PAPD) has already recorded, in co-operation with other competent public organisations, approximately 500 procedures that deal with the provision of specific services.
- ▶ Following the decision of the Council of Ministers on *18 February 2009*, the Minister of Communications and Works is appointed as the Minister responsible for the information society. The Council also appoints the [Department of Electronic Communications](#) (DEC) as the executive arm of the Minister to develop and implement a national information society strategy. In addition, the Council creates an information society advisory committee to the Minister, chaired by the Permanent Secretary of the Ministry of Communications and Works, comprising representatives of relevant ministries, industry and academia.

As of *February 2009*, the web-enabled 'Road Transport System' allows the online participation of citizens/businesses in the auction process for vehicle registration numbers.

- ▶ The eService 'Authentication of Seafarers Certificates' of the [Department of Merchant Shipping](#) goes live in *January 2009*.

2008

- ▶ The development of eServices for the [Department of Merchant Shipping](#) starts in *October 2008* aiming to improve services offered to law offices, shipping companies, police, etc. Some of these eServices include the updating of vessels' crew lists, the authentication of seafarers certificates by shipping companies and the identification of small vessels details and owners by the police.
- ▶ The Road Transport Department is awarded, in *July 2008*, the **Cyprus Innovation Award** for the public sector for its web-enabled system.
- ▶ In *February 2008*, a new Citizen Service Centre is established in Larnaca.

2007

- ▶ In *October 2007*, the contract for the implementation of a total solution for conducting public procurement competitions in Cyprus, using electronic means, is signed. The project is co-funded by the European Commission under the Transition Facility of 2006. The owner of the system is the **Public Procurement Directorate (PPD)** of the Treasury of the Republic of Cyprus. The system provides advanced functionality for all procurement phases, comprising eRegistration, eNotification, ePreparation of calls for tenders, eTendering, eAwarding and eStatistics. The system also supports the use of eAuctions. Significant consideration is assigned to the non-functional aspects of the eProcurement system, and especially to those that can guarantee adherence to the core principles of the EU Directives on security, equal treatment and non-discrimination.

During that same month, a new **Citizen Service Centre** is established in Pelendri (Limassol District) with the aim to provide services to citizens residing in rural areas.

- ▶ In *September 2007*, in a press conference, the Minister of Finance, Mr Michalis Sarris, [presents](#) the innovative [Electronic Office Automation System \(eOAS\)](#); a system targeting the **reduction** of **bureaucracy** and the increase of productivity and effectiveness in the public sector. The system, is web-enabled, platform independent and is developed in accordance with European and other international standards.

During the same month, the 7th report of the web-based survey on electronic public services, carried out for the European Commission, shows that as far as the **National Portals assessment** is concerned Cyprus achieves a very high score of 98 % against an EU-27+ average of 75 %. 22 out of 24 standard benchmarked services are accessible through the portal.

- ▶ In *July 2007*, the feasibility study on the creation of a **secure government gateway**, which will constitute the central passage to all available eServices, is completed.
- ▶ In *January 2007*, a new [Citizen Service Centre](#) is established in Polis Chrysochous (Paphos District) with the aim to provide services to citizens residing in rural areas.

2006

- ▶ In *December 2006*, the **social insurance web-enabled system** goes live. The system allows the payment of social contributions, for employees or the self-employed, through the Internet, via direct debit payments.

During that same month, a **strategy study** identifying the benefits, as well as the resources and timeframes required for the creation of a government data warehouse is completed.

- ▶ In *October 2006*, another [Citizen Service Centre](#) (one-stop-shop) is established in Limassol, offering multiple services to the public.

In the same month, the 'Europe Direct' network of Cypriot information centres is set up to [provide](#) information on the activities of the European Union for its citizens and to accept feedback from the general public. This information can now be found on the [Europe Direct](#) portal of the European Union, which provides information for all Member States.

- ▶ In *September 2006*, Cyprus launches a **new eGovernment portal**, through which the public can access various government information and services via a single point of entry, based on the life-event cycle. The new portal replaces the previous one and is available at: <http://www.cyprus.gov.cy>.
- ▶ In *July 2006*, the **strategic study** for an **eProcurement system** is completed. The study covers phases such as eRegistration, eNotification, ePreparation of a call for tenders, eTendering, eAwarding, as well as statistical analysis.
- ▶ In *June 2006*, the 7th report of the web-based survey on electronic public services, carried out for the European Commission, classifies Cyprus among the top four European countries which offer car registration eServices.

In the same month, the web-enabled version of the [Electronic Office Automation System \(eOAS\)](#) is completed and the system rolls out to a number of government services.

- ▶ As of *January 2006*, all government ministries/departments/services maintain their **own websites**.

During the same month, more eServices are provided to the citizens through the web-enabled 'Road Transport' system, such as online renewal (payment) of **road tax licences** via credit cards; and direct arrangements of citizens with inspection centres regarding technical inspections of motor vehicles.

2005

- ▶ In *December 2005*, the first **Citizen Service Centre** is established in Nicosia with the aim to provide multiple services from a single point of contact. The ultimate goal is to have a citizen-centric public service which provides high quality services to the public and reduces administrative burden to citizens and businesses. The Citizens Service Centre offers more than 64 different services from a number of governmental organisations.
- ▶ In *May 2005*, the 'Road Transport' system provides its first online services through the web regarding **car registration, car information and driver's licence availability**.
- ▶ In *January 2005*, the '**Register and Search for Job Vacancies**' system goes live, enabling job seekers, registered at the local district labour offices to search and locate job vacancies. It also allows employers to publish and manage job vacancies. Through the system, jobseekers can also visit the European Employment Services (EURES) network website, be informed on jobs and learn about job opportunities throughout the European Union.

2004

- ▶ In *2004*, a **National Strategy for the Development of the Information Society** is drafted by the Cyprus Planning Bureau.
- ▶ In *May 2004*, the European Investment Bank ([EIB](#)) releases the first € 35 million instalment of an overall approved financing of € 70 million to **upgrade IT systems** in the **public sector** of the Republic of Cyprus. The project, led by the Department of Information Technology Services ([DITS](#)) in the Ministry of Finance, is mainly driven by the priorities set in the Partnership Agreement concluded between Cyprus and the EU in 2000 and revised in 2002. It concerns investments in IT systems in various government departments, encompassing investments in physical networks and hardware, as well as the development of specialised software systems.
- ▶ In *January 2004*, the [TaxisNet](#) web-enabled service for income tax returns and the [Theseas](#) web-enabled service for customs clearing are launched.

2002

In *2002*, the adoption of the '**eGovernment strategy**' takes place. The new strategy constitutes an update of the previous 'Information Systems Strategy' ([ISS](#)).

2001

In *June 2001*, the **Government portal** www.cyprus.gov.cy is launched.

News 2000 and before

- ▶ Launch of the '**Information Systems Strategy (ISS)**', which revises and complements the 'Government Computerisation Master Plan'. The strategy aims to achieve the best possible quality of services offered to the public, making full use of the new information technologies.
- ▶ Adoption of the '**Data Management Strategy (DMS)**', which provides an integrated information structure supporting public sector requirements for strategic and tactical management of information as well as operational systems. The purpose of the DMS is to speed up the process of implementing the 'Government Computerisation Master Plan' by ensuring the inter-connection and inter-operability of the information systems under development.
- ▶ Adoption of the '**Government Computerisation Master Plan**'. The plan identifies 80 priority projects for the period *1989-1997*, including batch applications, revenue collection and payment systems.

eGovernment Strategy

Main strategic objectives and principles

Strategy for the Information Society



The [Digital Strategy](#) for Cyprus (the national information society strategy) was approved by the Council of Ministers on 8 February 2012. The Digital Strategy is a comprehensive plan for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains".

The Digital Strategy for Cyprus includes **measures** to:

- ▶ increase penetration and participation of all citizens and businesses in the digital society;
- ▶ facilitate coverage (infrastructure rollout);
- ▶ expand the use of public eServices by all citizens;
- ▶ improve eSkills and digital literacy;
- ▶ modernise public administration and provide more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;
- ▶ promote digital entrepreneurship;
- ▶ promote green ICT.

Information Systems Strategy (ISS) (2012-2015)

A new, updated and [revised Information Systems Strategy \(ISS\)](#) to cover the period until 2015 is currently under preparation. The tender for the revision of the strategy was issued in April 2010, with the project planned to commence during the first quarter of 2012 and to be completed thereafter in 6 months. **Objectives** of the new strategy include:

- ▶ the revision and enhancement of procedures and standards used for the implementation of information systems;
- ▶ the development of a new government security policy, which will take into account current and emerging technologies;
- ▶ the preparation of a national eGovernment interoperability framework, based on guidance provided by the European Interoperability Framework ([EIF](#)).

eGovernment inducing policies and strategies

eGovernment Vision (2002-present)

Even though policies on eGovernment are contained in the general policy documents on information systems mentioned above, the last dedicated (and still valid) strategy on eGovernment dates back to 2002. Commonly referred to as the **eGovernment Vision (2002)**, it set the delivery of one-stop-shop services as its main target. This was to be realised either via the web, or via other channels, namely, kiosks, call centres, citizen support centres and other channels.

The architecture of such systems is to be based on three main **building blocks**:

- ▶ A **front end**, realised as a government portal aggregating all information and services in one place, based on the life-event-cycle. The portal has already become operational acting as an institutional website and as an entry point to public information and services.
- ▶ A **middleware tier**, realised as a government gateway to provide interoperable, secure and authenticated web-based interconnection of back-end systems. This gateway, called the '[Government Secure Gateway](#)', is expected to become available in 2013.
- ▶ A **back-end**, realised as web-enabled information systems and processes involved in service delivery.

The process to achieve the objectives of the eGovernment Vision 2002 is ongoing, especially when it comes to the development of citizen-centric, web-enabled services. To date, this has resulted in services such as the electronic submission of tax returns, the renewal of road tax licences using credit cards, the payment via direct debit of social contributions and other related services. All government ministries and departments have maintained their own websites, which are either informative and provide downloading of forms and other documents, or support user interaction.

The necessary infrastructure was to evolve, and indeed has evolved, according to the Information Systems Strategy. The result was the development of the Government Data Network (GDN), which currently interconnects all government information systems and organisations.

National Strategic Reference Framework for Cohesion Policy (2007-2013)

The National Strategic Reference Framework for Cohesion Policy ([NSRF](#)), 2007-2013, is a strategic programme document, which presents a **development strategy** for the utilisation of resources allocated to Cyprus from the Structural Funds and the Cohesion Fund for the period 2007-2013. The preparation of the NSRF was introduced for the first time in the 2007-2013 programming period and, among other elements, includes an analysis of the strategic vision and the objectives related to the development of the information society in Cyprus and, in particular, eGovernment services and eHealth.

Interventions of the NSRF for strengthening eGovernment aim at further extending public services offered via the Internet and at improving their safe use. Actions are to be co-financed by the Structural Funds for the period 2007-2013.

National Action Plan for Better Regulation (2007-present)

The [National Action Plan for Better Regulation](#), which was approved by the Council of Ministers in July 2007, aims for better and streamlined governance inline with the objectives of the [Europe 2020](#) strategy. Priority is along three **axes**: better legislation; reduction of the administrative burden; and assessment of the impact of legislative initiatives. The study on the reduction of the administrative burden for businesses, completed in April 2011, called for the further development of eGovernment and the development of the '**electronic state**', as a means to reduce the requirement of physical presence when interacting with government bodies.

Previous Strategies

'Government Computerisation Master Plan' (1989-1997)

The '**Government Computerisation Master Plan**' for the period 1989-1997 identified 80 priority projects such as batch applications, revenue collection and payment systems. A revised version of the plan was adopted in 1998 to include new infrastructure and strategic projects in accordance with the EU accession requirements. This resulted in the launch of the Information Systems Strategy (ISS), and the Data Management Strategy (DMS) aiming to provide a guide for interconnection and interoperability of the information systems under development.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no specific eGovernment legislation in Cyprus.

Freedom of Information Legislation

[Constitution of the Republic of Cyprus](#)

Even though there is no specific legislation regulating freedom of information, section 19 of the Cyprus constitution protects, at the highest level, the 'right to freedom of speech and expression'. More specifically, paragraph 2 of the aforementioned section explicitly provides that the above right includes 'the freedom to hold opinions and receive and impart information'.

Data Protection/Privacy Legislation

[The Processing of Personal Data \(Protection of Individuals\) Law \(2001\)](#)

The 'Processing of Personal Data (Protection of Individuals) Law' (138(I)/2001) entered into force in November 2001, and was amended by Law [37\(I\)/2003](#). It is compliant to the *acquis communautaire*, and especially, the European Directive [95/46/EC](#) on Data Protection. On 31 December 2007, the 'Retention of Telecommunication Data for Purposes of Investigation of Serious Criminal Offences Law' of 2007 (Law 183(I)/2007) was introduced harmonising Cypriot legislation with EU Directive [2006/24/EC](#) of 15 March 2006. The law regulates the terms under which the retention of personal data for the purpose of crime investigation, detection and prosecution is legal.

eSignatures Legislation

[Legal Framework for Electronic Signatures and Associated Matters \(2004\)](#)

The law (188(I)/2004, as subsequently amended, implements the European Directive [1999/93/EC](#) on electronic signatures. It effectively establishes the legal framework governing both eSignatures and certain certification services for the purpose of facilitating their use and their legal recognition. Based on the provisions of this law, supplementary regulations may also be issued so as to define additional requirements for the use of eSignatures in the public sector.

eCommerce Legislation

[Law on Certain Legal Aspects of Information Society Services, in particular Electronic Commerce and Associated Matters \(2004\)](#) and its amendment in 2007

The law (156(I)/2004, the 'Electronic Commerce Law') serves the implementation of Directive [2000/31/EC](#) of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market. The law aims at ensuring the free movement of information society services between the Republic of Cyprus and the Member States of the European Union, relating to the establishment of service providers, commercial communications and the conclusion of electronic contracts. Services covered by the law include online information services, online advertising and online selling of products and services, among other services.

eCommunications Legislation

[Law on Regulation of Electronic Communications and Postal Services \(2004\)](#)

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications (Law 112(I)/2004) and the modification of the 2002 law on radio communications (Law 146(I)/2002) – to transpose the new EU regulatory framework. It has also introduced four pieces of secondary legislation in the field of radio communications. The last amendment of the 2004 law was made in 2008 by Law 46(I)/2008.

eProcurement Legislation

[Law on Coordination of Procedures for the Award of Public Works Contracts, Public Supply Contracts and Public Service Contracts and Related Matters \(2006\)](#)

The EU Public Procurement Directive ([2004/18/EC](#)), which includes provisions related to the electronic submission of tenders, has been adopted in national legislation by Law 12(I)/2006, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The law was put into force at the beginning of 2006. Prior to the implementation of the eProcurement system and based on the provisions of this law, other supplementary eProcurement regulations were also issued.

Re-use of Public Sector Information (PSI)

[Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies \(2006\)](#)

The Cypriot transposition of European Directive [2003/98/EC](#) is Law 132(I)/2006, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of Communications and Works](#)

Following the decision of the Council of Ministers on 18 February 2009, the Ministry has taken responsibility for the development of the information society, with executive arm the [Department of Electronic Communications](#). Additionally, an 'Advisory Committee' chaired by the Permanent Secretary of the Ministry of Communications and Works has been established. Its purpose is to advise the minister on political decisions related to the information society.

[Department of Information Technology Services \(DITS\), Ministry of Finance](#)

The Department of Information Technology Services (DITS) is the government body responsible for the promotion and implementation of eGovernment within the public sector. Its mission is to plan, develop, implement, manage and maintain the ICT systems which modernise the functioning of the public sector.

Coordination

[Directorate for the Co-ordination of Computerisation of the Public Sector, Ministry of Finance](#)

The directorate is responsible for coordinating and monitoring the computerisation project of the entire civil service. It primarily coordinates and monitors progress recorded by the computerisation projects under construction or projects planned within the framework of the 'Medium-term Government Computerisation Plan'.

Implementation

[Department of Electronic Communications, Ministry of Communications and Works](#)

The decision of the Council of Ministers on 18 February 2009 also appointed the Department of Electronic Communications as the executive arm of the minister to formulate and supervise the implementation of the national information society strategy (entitled 'Digital Strategy for Cyprus'). An information society coordinator from each ministry has furthermore been appointed to liaise with the said department in matters of implementation of information society actions related to each specific ministry.

[Department of Information Technology Services \(DITS\), Ministry of Finance](#)

The department implements and manages ICT systems which modernise the functioning of the public sector. In particular, the DITS is in charge of the development or procurement of government-wide systems within the framework of the 'Medium-term Government Computerisation Plan', as well as several small-scale bespoke systems for specific departmental requirements.

Individual Government Bodies

Some government bodies, such as the police and the army, have their own information technology units, with responsibility regarding the implementation of their information systems.

Support

[Department of Information Technology Services \(DITS\), Ministry of Finance](#)

DITS has overall responsibility for the IT public sector, including maintenance, consultancy and technical advice to all ministries and departments. It is also in charge of government-wide procurement processes concerning external services such as consultancy, maintenance of hardware and software, management of systems and other related services.

[Department of Public Administration and Personnel \(PAPD\), Ministry of Finance](#)

The department has overall responsibility for the training of public sector employees and for upgrading their IT skills. It is responsible for the promotion of organisational changes and new processes in public administration to enable successful implementation of eGovernment. PAPD is also the body responsible for the implementation of the Public Sector Information (PSI) Directive in Cyprus.

Audit/Assurance

[Audit Office of the Republic of Cyprus](#)

The Audit Office is an independent office responsible for auditing all public expenses and liabilities incurred by or under the authority of the state. This includes inspection of all financial accounts and other assets as well as the audit of statutory bodies, special funds, local authorities and other public organisations.

Data Protection

[Office of the Commissioner for Personal Data Protection](#)

The Commissioner deals with the protection of personal information against any unauthorised and illegal collection, recording and further use of that information. It also grants the individual certain rights, such as the right of information and the right of access to it. The office also accepts and examines lodged complaints in relation to the application of the law.

Regional & Local eGovernment

Support

[Union of Cyprus Municipalities](#)

The structure of the Cypriot state is highly centralised, consisting of the central government, 6 districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (33), accounting for 65 per cent of the population of Cyprus, are represented. The union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests *vis-à-vis* the central government and other national institutions. Among other responsibilities, the union oversees the promotion of eGovernment at local authority level. Almost all municipalities and a large number of community councils maintain their own websites and promote electronic communication with citizens who can lodge complaints and submit recommendations. Additionally, some web pages give the opportunity to municipality citizens to pay their utility bills through the Internet using credit cards.

Another higher level regional body is the [Union of Cyprus Communities](#), which represents the six districts of the country.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Kikis Kazamias
Minister of Finance

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Head of eGovernment



Costas Agrotis
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Source: <http://www.mof.gov.cy/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Cyprus Government portal](#)

The government portal is an institutional website and an entry point to public information and services. Users can visit governmental and non governmental sites of informative and interactive content. Information and services can be located by life-event cycle, by area of interest, by government organisation and by electronic service.

Facilities available include:

- ▶ **Global Search** for information contained in portal and all other government sites
- ▶ **Useful Links**, such as emergency phone numbers, yellow pages, overnight pharmacies, exchange rates, etc
- ▶ **Personalisation** facilities for layout and type of content presented on screen
- ▶ **Site Map**.

The portal is accessible by anyone; however, certain eServices require user-ID and password.

[Point of Single Contact \(PSC\) Cyprus](#)

PSC serves businesses and entrepreneurs, whether in Cyprus or in other EU Member States interested in pursuing their business aspirations in Cyprus. The portal, established as a one-stop-shop and in accordance with the EU Services Directive, provides comprehensive information relating to the procedures and formalities required for the access to, or exercise of, service activities in the country, online submission of application forms, and tracking the progress of applications submitted.

Procedures required are available, classified by service sector and/or alphabetical list. They are also obtainable via a search engine. Through the '[Personal Space](#)', registered users can submit application forms, view the application forms submitted and track the progress of their ongoing procedures. A step by step guide is provided for submitting application forms.

[Government Secure Gateway](#)

The gateway is a middleware tier to provide interoperable, secure and authenticated web-based interconnection of back-end systems. The project is included in the medium-term Government Computerisation Plan and has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. The relevant tender document was issued in June 2010 and development is projected to start at the beginning of 2012 and be completed within a period of 18 months. Services provided will include:

- ▶ common user identity management/authentication and authorisation;
- ▶ single sign-on credentials;
- ▶ common messaging facility;
- ▶ online payments;
- ▶ integration tier, offering reliable delivery of standards-based data/information between systems and applications.

Network

Government Data Network (GDN) and Government Internet Node (GIN)

The **Government Data Network** (GDN) interconnects all government information systems and organisations. GDN is a **broadband network** based on L3 Ethernet technology over which all government systems are interconnected, exchanging information via web workflow technologies. GDN provides a secure and fast interconnection between the various local area networks of the civil service (Intranet) and furthermore facilitates a secure and fast connection of government organisations to the **Government Internet Node** (GIN).

GIN provides an **interface** between government information systems and the Internet, thus offering Internet, Extranet and Intranet services to all public entities, civil servants, and citizens/businesses. These include connections to private networks of the European Union.

Broadband

Current status

To achieve the target of 100 % coverage of Cyprus with broadband infrastructure, two types of infrastructure are used:

- ▶ **Satellite broadband services** in rural communities, not covered by existing terrestrial broadband networks. Terrestrial infrastructure (Wi-Fi) and satellite connections have been installed, to provide satellite Internet access to anyone within the coverage area of the Wi-Fi infrastructure.
- ▶ **Terrestrial ADSL broadband network**, installed by the incumbent telecommunications operator in Cyprus [Cytac](#) and other operators such as [Primetel](#). 100 % coverage at speeds of 2Mbps has already been achieved.

eIdentification/eAuthentication

Progress in the field of eID

The Ministry of Interior is currently in the process of issuing electronic ID cards in order to replace the traditional ID cards and to enhance security. The eID cards will be used for eIdentification/eAuthentication purposes.

The Department of Information Technology Services (DITS), which is responsible for eSignature, intends to apply to the relevant competent authority of Cyprus in order to be certified as a Certification Authority for eSignatures, as soon as the required infrastructure (hardware/software) is in place. The eSignature will be stored in the aforesaid eID card. For this purpose, DITS has gained approval for the required budget and the relevant tendering procedure is expected to be initiated within 2012.

eProcurement

[Electronic Procurement portal \(e-PS\)](#)

The eProcurement System, a secure and interoperable web-based application, went live in mid June 2009 and operated on a pilot basis until November 2009. e-PS is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law of public procurement. The portal provides:

- ▶ **Contracting Authority Services**, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.
- ▶ **Economic Operator Services**, for transparent and secure preparation and electronic submission of requests for participation to tenders. The system is managed by the [Public Procurement Directorate](#) of the Treasury of the Republic of Cyprus and was the recipient of the 'Good Practice Label' of the 4th European eGovernment Awards, 2009.

Knowledge Management

[Knowledge Management and Training Network](#)

The [Cyprus Academy of Public Administration](#) aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all public service organisations to an online information/knowledge sharing platform with eLearning capabilities.

Office Automation

[Electronic Office Automation System \(eOAS\)](#)

The eOAS is implemented by the Department of Information Technology Services ([DITS](#)), in co-operation with the [Public Administration and Personnel Department](#), and supports enterprise-wide document management services, as well as control of work-groups and workflow. The ultimate aim of the eOAS is the electronic management of all documents of the civil service, as well as the automation of procedures and regulations that rule their creation, archiving, security, distribution, disposal, and final destruction or long term preservation.

The system is currently installed and operates in 12 government organisations serving 1057 users. Four of these organisations use the client-server version of the OAS whereas eight of these use the new web-enabled version (eOAS). On 24 September 2008, the Government Computerisation Executive Board approved the roll-out of the eOAS in all government offices. Implementation of the entire eOAS is estimated to be completed by 2016.

The eOAS was awarded the **FileNet EMEAN Innovation Award** in May 2007, followed by the **Cyprus Innovation Prize**, given by the Employers and Industrialists Federation in June 2007.

Other infrastructure

Customs and Excise

[THESEAS](#) system

The THESEAS system is the first fully integrated and web-enabled customs system in Europe. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. The system supports:

- ▶ electronic submission of cargo;
- ▶ import declarations;
- ▶ electronic payment of customs duties.

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, Inland Revenue Department

Website: <http://taxisnet.mof.gov.cy/>

Description: The TaxisNet system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the employee's relevant info such as name, address, correspondence address, contact details and tax-payer ID. Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Department of Labour
Website:	http://www.pescps.dl.mlsi.gov.cy/
Description:	<p>The 'Public Employment Service Online System' enables users to search the job vacancies database according to criteria matching their profile. It also allows employers to publish and manage job vacancies.</p> <p>Job seekers who wish to register in the system must personally present proof of ID in order to be provided with a username and password. Registered users who are entitled to unemployment benefits (i.e. within a six month period) must physically present themselves once a month to renew their registration.</p> <p>The system also accepts digital CVs, accessible by interested employers.</p>

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	http://www.mlsi.gov.cy/
Description:	<p>Information and forms to download. Applications and payments are managed by local Social Insurance Offices in cooperation with the Department of Labour.</p> <p>Registered job seekers entitled to unemployment benefits must physically present themselves once a month to renew their registration for a maximum of six months.</p>

b. Child allowances

Responsibility:	Central Government, Ministry of Finance, Grants and Benefits Service
Website:	http://www.mof.gov.cy/
Description:	<p>Information and forms to download.</p> <p>Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).</p>

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Ministry of Health
Website:	http://www.moh.gov.cy/moh/moh.nsf/ehic05_en/ehic05_en?OpenDocument
Description:	<p>Information and forms to download for application to obtain a medical card.</p> <p>With regard to medical costs, no application for reimbursement is required as medical costs are charged according to what the citizen is entitled to, i.e. medical card category. Depending on entitlement status, medical costs for government medical services can vary from zero fees, to reduced fees, to payment of full cost.</p>

d. Student grants

Responsibility: Central Government, Ministry of Finance, Grants and Benefice Service

Website: <http://www.mof.gov.cy>

Description: Information and forms to download.
Due to the fact that original university/college certifications and original proof of payment of tuition fees are required, the eService might be improved only in case of modification of the related legislation and/or implementation of the digital signature. Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <http://moi.gov.cy>

Description: Information and forms to download.
Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online.
Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

b. Driver's licence

Responsibility: Central Government, Ministry of Communications and Works, Road Transport Department

Website: http://www.mcw.gov.cy/mcw/mcw.nsf/mcw14_en/mcw14_en?OpenDocument

Description: Personal submission of documents to the Department of Road Transport is required for obtaining the licence. The site contains information, forms to download and offers some online features. For example, candidate drivers are given the option to select the date, time and place of their test via the Internet. Online payment of the fee is also available. A once-only option to change retrospectively the date of the driving test is also available.
Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

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

Responsibility: Central Government, Ministry of Communications and Work, Department of Road Transport

Website: http://www.mcw.gov.cy/mcw/mcw.nsf/mcw14_en/mcw14_en?OpenDocument

Description: The site offers services for the registration of motor vehicles and motor bikes. For new cars, the entire process can be completed online, including payments. Registration of vehicles can also be made via intermediaries, such as authorised car dealers and importers. The use of the web system is not mandatory; some dealers follow the manual process.

6. Application for building permission

Responsibility:	Central Government, Ministry of the Interior, Town Planning and Housing Department
Website:	http://www.moi.gov.cy/tph
Description:	<p>Information and forms to download. The related procedure involves a number of authorities. An application for a building permission is initially delivered to the relevant municipality or district administration office of the Ministry of the Interior. Applications are then forwarded to the regional Town and House Planning Department for final processing and approval.</p> <p>As of November 2007, the web page of the Town Planning and Housing Department allows citizens to follow up progress of their applications for planning and housing permits, provided submission was made past 29 October 2007.</p>

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

Responsibility:	Central Government, Cyprus Police
Website:	http://www.police.gov.cy/police/police.nsf/index_en/index_en?OpenDocument
Description:	<p>Information only, no online declaration possible.</p> <p>According to current legislation, citizens must declare crimes, such as theft, in person.</p>

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

Responsibility:	Central Government, Local Government
Website:	http://library.ucy.ac.cy/ENGLISH/index_en.htm http://www.cypruslibrary.gov.cy http://www.cln.com.cy/opac2/zConnectENU.html http://www.cut.ac.cy/library/english/index.html
Description:	<p>Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.</p>

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

Responsibility: Central Government, Ministry of the Interior, Civil Registry and Migration Department

Website: <http://www.moi.gov.cy>

Description: Information and forms to download.
Through the eCIVIL web-enabled system, citizens will be able to apply online for the reissuance of birth certificates, consular birth certificates, personal identity cards, elections booklets and issuance of permanent residence permit, pay the relevant fee online and receive the original document by either postal mail, or in person. As eSignatures have not been implemented yet, the electronic (e.g. PDF) format of the document cannot be used as a legally binding document.

The online services will be available to the public once the decision on the relevant service fees to be applied is made by the responsible department.

Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

10. Enrolment in higher education/university

Responsibility: Central Government, higher education institutions

Website: [University of Cyprus](#); [Open University of Cyprus](#); [Cyprus University of Technology](#); [Higher Hotel Institute](#); [Nursing School](#); [The Cyprus Forestry College](#); [The Police Academy](#); [Mediterranean Institute of Cyprus](#)

Description: Information and forms to download, using the websites of the individual institutions.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Interior, Civil Registry and Migration Department

Website: <http://moi.gov.cy/>

Description: Information only. The web-enabled Civil Registration System (eCIVIL) will be available to the public once the decision on the relevant service fees to be applied is made by the responsible department.

Through eCIVIL, the service related to the announcement of change of postal address would be treated completely online.

The service 'announcement of moving' requires revision of the related law as it affects the electoral district of a citizen/voter.

Alternative delivery channels for the service are available via the [Citizen Service Centres](#) (CSC).

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

Responsibility: Central Government, Ministry of Health

Website: http://www.moh.gov.cy/moh/moh.nsf/index_en/index_en?OpenDocument

Description: Apart from information, patients can be informed about their pending appointments and the documents they should carry with them. Facilities to cancel already booked appointments are also available. Initial appointments can be booked on behalf of patients only by physicians registered with the public health service.

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.

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, Ministry of Labour and Social Insurance, Social Insurance Department
Website:	https://www.pay.sid.mlsi.gov.cy
Description:	The Social Insurance information system provides services for online payment of social contributions for employees or the self-employed, via direct debit. Registration as an authorised user requires an application and a direct debit order submitted to the District Offices, or the Citizen Service Centres . Upon submission of an application, a subscriber's number is given to the applicant. This number must be specified in the direct debit order prior to its submission to a bank. The order must be submitted by the applicant.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit initial tax returns electronically. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

3. VAT: declaration, notification

Responsibility:	Central Government Ministry of Finance, Inland Revenue Department
Website:	http://taxisnet.mof.gov.cy/
Description:	The TaxisNet system allows all taxpayers - natural persons and businesses to submit V.A.T. tax returns electronically. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC).

4. Registration of a new company

Responsibility:	Central Government, Ministry of Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver
Website:	http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/index_en/index_en?OpenDocument
Description:	Information and forms to download. Currently there is a web-based service available which allows: <ul style="list-style-type: none">▶ search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies;▶ submission of applications for approval of company names;▶ reservation of a company name. A more advanced project on a companies' registration system called e-Filing is still under development. The first module of the system, called eSearch is already available and allows access to registered organisations' data such as shareholders and partners details.

5. Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Finance, Statistical Service of Cyprus (CYSTAT)
Website:	http://www.mof.gov.cy/mof/cystat/statistics.nsf/index_en/index_en
Description:	Information and downloads of statistical data, results of surveys and publications. Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs & Excise Department
Website:	http://www.mof.gov.cy
Description:	The THESEAS system is the first fully integrated and web-enabled customs system in Europe. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. THESEAS includes several modules such as: import manifest system; import declaration system; tariff-taric system; import control system (ICS); export control system (ECS); excise movement control system (EMCS) among other modules.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Agriculture, Department of Environment
Website:	http://www.moa.gov.cy
Description:	Information and relevant applications are available for downloading from the web sites of the relevant authorities involved, depending on the nature of the permit.

8. Public procurement

Responsibility:	Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate
Website:	https://www.eprocurement.gov.cy/ceproc/home.do
Description:	<p>The service is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law. The portal provides:</p> <ul style="list-style-type: none">▶ Contracting Authority Services, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.▶ Economic Operator Services, for transparent and secure preparation and electronic submission of requests for participation to tenders.

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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.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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