

[eGovernment in]

Poland

Polska



- Country Profile
 - History
 - Strategy
 - Legal Framework
 - Actors
 - Who's Who
 - Infrastructure
 - Services for Citizens
 - Services for Businesses
- What's Inside**

Contents:

| | |
|---|----|
| Country Profile | 1 |
| eGovernment History | 3 |
| eGovernment Strategy | 10 |
| eGovernment Legal Framework..... | 13 |
| eGovernment Actors..... | 16 |
| eGovernment Who's Who..... | 19 |
| eGovernment Infrastructure..... | 21 |
| eGovernment Services for Citizens | 25 |
| eGovernment Services for Businesses | 29 |

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Poland. 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): 38 200.0 inhabitants (2011)*

GDP at market prices: 354 310.0 million Euros (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 63.0 (2010)

GDP growth rate: 3.9 % (2010)

Inflation rate: 2.7 % (2010)

Unemployment rate: 9.6 % (2010)

Government debt/GDP: 55.0 % (2010)

Public balance (government deficit or surplus/GDP): -7.8 % (2010)

*Provisional value**

Source: [Eurostat](#)

Area: 312 679 km²

Capital city: Warsaw

Official EU language: Polish

Currency: Zloty

Source: [Europa website](#)

Political Structure

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

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

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

Poland has a three-tier structure of Local Government, with 16 regions or 'voivodeships' (*Województwa*), 315 counties or districts (*powiaty*), and approximately 2 500 municipalities (*gminy*). Local Government is carried out by councils elected every 4 years at every level. A regional Governor (*Voivode*) represents the Government and the State Administration in each voivodeship. Governors act as 'supervisors' of Regional Government; real power however belongs to elected assemblies and to their chairmen who are the regions' chief executives.

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

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

Head of State: President [Bronisław Komorowski](#) (elected on 6 August 2010).

Head of Government: Prime Minister [Donald Tusk](#) (nominated on 9 November 2007 and re-elected on 9 October 2011).

Information Society Indicators

Percentage of households with Internet access: 67 % (2011)

Percentage of enterprises with Internet access: 94 % (2011)

Percentage of individuals using the Internet at least once a week: 58 % (2011)

Percentage of households with a broadband connection: 51 % (2011)

Percentage of enterprises with a broadband connection: 77 % (2011)

Percentage of individuals having purchased/ordered online in the last three months: 20 % (2010)

Percentage of enterprises having received orders online within the previous year: 5 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 18.0 %, downloading forms 13.2 %, returning filled forms 6.6 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 53 %, downloading forms 56 %, returning filled forms 57 % (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

November 2011

At the high-level conference '[Borderless eGovernment Services for Europeans](#)', the delegates discussed the development of eGovernment services in Europe and the challenges it is likely to face in the years ahead. The conference took place in Poznań, Poland on 17 and 18 November 2011. During the event, experts representing the scientific, business and political communities debated the greatest challenges confronting eGovernment in the European Union. They emphasised that European citizens and businesses required further development of cross-border eGovernment services.

October 2011

On 4 October 2011, the project SWOI [starts](#) classes on and employs [Free and Open Source Software](#) (FLOSS) in middle and upper secondary schools in Poland. [SWOI](#) is the implementation strategy for the use of open and free software as an innovative model for supporting the development of pupils and students' key competences in the field of ICT. The first group of students' work began in the 'Circles of Interest' activity. Under supervision, the participants explore the secrets of open source software.

September 2011

- ▶ On 27 September 2011, Waldemar Pawlak, Poland's Deputy Prime Minister and Minister of Economy, [salutes](#) Free and Open Source Software (FLOSS) as the "greatest success of the 20th century" in a conference talk. According to Mr Pawlak, **FLOSS** is an example of how the free and open exchange of ideas has created a number of products that have amazed and changed the world. In FLOSS he sees the desire for cooperation between people, which in many cases constitutes a synthesis of diverging inspirations and ideas, leading consequently to the creation of ground-breaking solutions and projects. It should be stressed that the [website](#) of the Ministry of Economy runs on the free and open-source content management system (CMS) Drupal.
- ▶ On 20 September 2011, it is announced that a new version of the service to make changes to the register of voters has been made available through the [ePUAP](#), the one-stop shop that facilitates eGovernment services in Poland. The [Ministry of the Interior and Administration](#) in collaboration with the National Electoral Office has created the service 'Append to the register of voters', which provides a free, simple and convenient method of communication for citizens with the relevant municipal office, and between different municipal offices. It enables citizens to electronically list themselves as voters in an electoral district different from their place of permanent residence.
- ▶ On 15 September 2011, it is [announced](#) that the Certification Centre of the Polish [Ministry of the Interior and Administration](#) is to be modernised. The [IT Projects Centre](#) (*Centrum Projektów Informatycznych* - CPI, in Polish) has signed a contract with a contractor to improve the IT infrastructure and install software. The modernisation of the Centre will facilitate two major projects:
 - [pl.ID](#), the Polish ID Card;
 - [Information System of Emergency Notification](#), the tele-information system which facilitates the common European emergency call service [112](#).

The Centre's tasks include the generation of certificates for public administration employees to help them update the system of state registers using the application [Integrated Module of Service for End Users](#) and certificates for the operators of the regional centres to enable them to operate SIPR.

August 2011

On 19 August 2011, it is [announced](#) that Aleksandrów Kujawski, a municipality in the Kuyavian-Pomeranian province of central Poland, is the leader in terms of providing services to citizens over the Internet through the electronic Platform of Public Administration Services ([ePUAP](#)). The municipality employs ePUAP - the one-stop shop that facilitates eGovernment services - to provide 157 services. The services provided by Aleksandrów Kujawski include additions to the electoral register, renting premises, and records for nursery school, kindergarten and schools.

July 2011

Since 1 July 2011, it has been possible to [register business activities](#) in Poland through the Internet, provided that the entrepreneur has a trusted profile or electronic signature. The [Central Register and Information on Business Activity](#) (*Centralna Ewidencja i Informacja o Działalności Gospodarczej* - CEIDG, in Polish), which is run by the [Ministry of Economy](#), has introduced the CEIDG-1 form to replace the EDG-1 form. The new form is available through [ceidg.gov.pl](#) and [firma.gov.pl](#) websites.

June 2011

Since 9 June 2011, users of the electronic Platform of Public Administration Services ([ePUAP](#)) [make use](#) of a new **electronic identity function**, the Trusted Profile (*Profil Zaufany* - PZ, in Polish). Regulations specifying the scope and terms of use of the Trusted Profile were published on 9 May 2011, and cover its validation, renewal and cancellation. These regulations thus constitute amendments to the [Act on the Computerisation of the Operations of the Entities Performing Public Tasks](#), which introduced the operational framework for the ePUAP Trusted Profile.

April 2011

- ▶ As of 20 April 2011, applicants hoping to study at the [Jagiellonian University](#) in Poland are able to [conduct](#) their admission application electronically. The application process is facilitated by the electronic Platform of Public Administration Services ([ePUAP](#)). The Jagiellonian University is the country's oldest university. Using the electronic system, the applicant is able to receive any letters, including decisions and rulings, in electronic form. The University's [Online Application System](#) (OAS) has published a short [guide](#) on how to apply using ePUAP.
- ▶ In April 2011, it is [announced](#) that certain Polish legal acts would be transmitted to the [Government Centre for Legislation](#) in electronic form only, using the eGovernment portal electronic Platform of Public Administration Services. As a result, the electronic version of the legislation, which previously was merely complementary to the original paper version, will be validated as it bears a digital signature, the only form of authentication and confirmation of the date of the act.

February 2011

A Polish producer and integrator of IT solutions wins in February 2011 a tender on electronic signature [published](#) by the Norwegian Agency for Public Management and eGovernment (*Direktoratet for forvaltning og IKT* - [Difi](#), in Norwegian); the agreement was signed electronically. The aim of the agreement is for the Norwegian public entities to be able to check and validate eSignatures - in terms of correctness and quality - based on electronic identities (eIDs) from more than 300 providers in Europe. The service will firstly be piloted in the Pan-European Public Procurement Online ([PEPPOL](#)) project for electronic tendering across borders in Europe.

January 2011

- ▶ A [new version](#) of the Polish one-stop shop eGovernment portal [ePUAP](#) ('Electronic Platform of Public Administration Services') is launched in early January 2011 with a **two-fold purpose**:
 - to enhance the portal's convenience for citizens;
 - to facilitate the provision of eGovernment services for public entities.

News 2010-2001

2010

- ▶ In *December 2010*, the administration of the Polish city of Poznań starts [using](#) many open source tools, providing a variety of eGovernment services to citizens, civil workers and politicians. The city also offers websites that combine city maps with city planning and provides public Internet access points. In addition, through open source Poznan's citizens submit information to the Municipal police.
- ▶ On *12 October 2010*, the IT Projects Centre (*Centrum Projektów Informatycznych - CPI*, in Polish) of the Ministry of the Interior and Administration reaches an [agreement](#) with a private company to build and implement a **nationwide universal platform** constituting the Police's eServices communication vehicle to ensure the efficient exchange of information within the Police. This eServices Platform will provide the following services, which will be available on [ePUAP](#): eProcurement; eAuctions for properties; electronic applications for weapon permits; electronic applications for licenses; eRegistration of complaints and ePolice office.
- ▶ On *7 June 2010*, the European Commission [issues](#) a decision confirming its financial contribution to the Polish ID card project, named the [pl.ID](#). In accordance with the provisions of the [Council Regulation \(EC\) No 1083/2006](#) of 11 July 2006, the project must be approved by the European Commission and accepted by the Ministry of Regional Development. Therefore, the Information Technology (IT) Projects Centre of the Ministry of Interior and Administration, responsible for the 'pl.ID' project, requested in 2009 the Commission's confirmation to contribute via the European Regional Development Fund ([ERDF](#)) to the implementation of the project.

2009

- ▶ On *1 October 2009*, two websites ([poszukiwani.policja.pl](#) and [zaginieni.policja.pl](#)) are officially launched [providing free access](#) to databases containing information on wanted and missing persons. These sites are introduced at a briefing, where it was stressed that both portals will help **improve the quality** of investigations and assist in the identification of people escaping justice. The data, provided on the two websites, are taken from the National Police Information System (*Krajowy System Informacyjny Policji: KSIP*).
- ▶ On *6 August 2009*, an agreement is [signed](#) providing Internet connections in **municipal libraries** across Poland. Following the Agreement, the TP Group will install free of charge fixed broadband connections in the public libraries where the necessary conditions are met. The Ministry of the Interior and Administration sees the computerisation of public libraries as an example of the best actions that the government authorities, the non-governmental organisations (NGOs) and the private sector can undertake for the development of the information society in Poland.
- ▶ In *July 2009*, the Polish municipality of Jaworzno [migrates](#) all schools to open source. Money saved in this way will be used to increase the number of computers for use by the students. The 27 schools in Jaworzno currently have 553 computers available. Moving to open source should help double this number. Without open source, the Jaworzno municipality estimates that it would have had to spend about three million Polish zlotys (approx. € 680 000) on proprietary software licences and new computer equipment. Moving to open source will reduce the costs by three quarters.

- ▶ In *June 2009*, the pilot project called 'Simple Procedures Online for Cross-border Services' (**SPOCS**) is conducted by Poland, Austria, France, Germany, Greece, Italy and the Netherlands. It aims to develop new technical solutions for enhancing the quality of the [electronic cross-border services](#) provided by the Public Administrations. Under the EU Services Directive, by the end of 2009, each EU Member State has to establish "points of single contact", through which service providers can easily obtain all relevant information and complete all necessary procedures electronically, without having to contact several administrative or professional bodies.
- ▶ The Ministry of the Interior and Administration and the Social Insurance Institution (ZUS) [sign](#) an agreement in *April 2009* concerning the provision of **social security services** through the Electronic Platform for the Public Administration Services (ePUAP). The agreement is the next step in order to make more public services available for citizens. The forms available on ePUAP facilitate the filling of applications.
- ▶ In *May 2009*, the Government adopts a bill amending the 'Act on the Informatisation of Activities Undertaken by Entities Fulfilling Public Tasks' of 2005, thus taking the next step towards the implementation of the '[Digital Poland](#)' programme. The amendments aim to make it easier for citizens and businesses to sign an electronic contact with the Public Administration. Emphasis is placed on the establishment of the correct basis for eGovernment services: the [ePUAP](#) eGovernment platform, the central repository of electronic document models and the implementation of tasks deriving from the Strategy for the Development of the Information Society in Poland until 2013.

2008

- ▶ In *December 2008*, the [Strategy for the Development of the Information Society in Poland until 2013](#) is passed by the Council of Ministers and signed by the Prime Minister. This strategy is a response to the need of **reducing digital exclusion** by identifying and removing existing educational, economic and geographical barriers. It addresses three areas: people, business entities and public administration. Within each of its three areas, it maps out strategic directions and determines the objectives that should be accomplished in order to achieve the desired development status for the information society in Poland in 2013.

A special interministerial group is established by the Council of Ministers on *23 December 2008* to prepare '*Polska Cyfrowa*' programme ([Digital Poland](#)) and later to coordinate and monitor its implementation. The main objective of the programme is to popularise broadband services in Poland by 2012, by, inter alia, removing obstacles that hinder investments in ICT and promoting such investments. Some key responsibilities of the group are to: conduct analyses of legal, financial and technical possibilities of optimal implementation of the Programme's objectives; prepare legislative and regulation amendments necessary to accomplish these objectives; and cooperate with local authorities in the scope of implementing the Programme's objectives.

- ▶ In *September 2008*, a new [PaybyNet service](#) set up by the National Chamber of Settlements, allows Polish citizens to pay for public services via the Internet, handling many official matters without leaving their home. The Ministry of the Interior and Administration's Public Administration eServices Platform (ePUAP) allow users paying online for public administration services.
- ▶ In *July 2008*, extended testing [delays](#) the full launch of the Electronic Platform of Public Administration Services (ePUAP) in Poland, as it was reported by IPSEC information service. The ePUAP project was conceived to enable government authorities to open their own 'eWindows'. It aims to provide them with a technologically neutral platform to deliver eServices without having to develop their own infrastructure.
- ▶ In *April 2008*, the **CERTUM** General Certification Authority in Poland, the official centre for the certification of eSignatures and the verification of electronic documents, [recommends](#) the **eNotarius validation service**. The [eNotarius](#) service, developed in Norway, is currently available, through CERTUM, on a non-commercial basis, to all users in possession of a qualified CERTUM certificate. The eNotarius service is based on the DVC (Data Validation and Certification) server, in accordance with the certification policy set out in the Polish Act on Digital Signature.

On *25 April*, the Polish region of Silesia [launches](#) a new eCommunication system '[SEKAP](#)', which provides a **common platform** for the provision of eGovernment services in the region. As a result, the eServices of all regional administrative offices are provided and requests are centralised through a single web address. The users may set up their personal email boxes to manage their communications with the Public Administration and to follow the progress of their files online.

- ▶ In *March 2008*, the [Ministry of the Interior and Administration](#) (MSWIA) publishes an [update](#) on the implementation of the **ePoland Strategy 2004-2006**, which was initially adopted by the Council of Ministers in January 2004.
- ▶ In *February 2008*, a [new Internet site](#) aimed at [cutting red tape](#) allows Poles to **voice** their **views** on Government services and draw attention to ineffective legal provisions or procedures. Citizens' concerns will then be collected and analysed by a dedicated Parliamentary Committee to help the Government to deliver on its commitment to become a more citizen-friendly environment.
- ▶ In *January 2008*, the [new eDeclaration system](#) is introduced. As a result, anyone with an electronic signature, who has registered as an online client with the Taxation Office, is able to submit their tax declaration electronically. The registration form can be downloaded from the eDeclaration website, but it must be submitted in paper form. Once the registration request has been approved, the Taxation Office issues an eCertificate allowing the taxpayer to access the online services.

Within the same month, the Polish Government puts in place the infrastructure to [enable](#) citizens to **submit** documents **electronically**. The beginning of May 2008 was the deadline set out in a 2001 law for the Polish Government to accept documents in electronic format accompanied by an electronic signature. This has prompted the Ministry of the Interior and Administration to announce that an incoming correspondence box will be available for free at the eGovernment website ([ePUAP](#)).

At the same time (*January 2008*), to keep residents abreast of the latest local developments, the city of Krakow launches a [mobile news service](#), which transmits the news and information published on the Council's *Magiczny Kraków* website directly to the subscribers' mobile phones and other nomadic devices. The services include the eOffice module, which enables the user to verify, if a new document is ready for collection. This function is **unique** in Poland.

2007

- ▶ In *November 2007*, the Ministry of the Interior and Administration (MSWiA) presents an [update](#) on the project aimed at streamlining the provision of eServices to citizens ('[PESEL2](#)' project). The second stage of this project will see the implementation of the 'PL.ID' project – introduction of the Polish biometric ID card, scheduled for 2008-2013.

At local level, the Polish district of Celestynów begins to use [Gadu-Gadu](#), one of the most popular Polish Internet instant messaging programmes in order to communicate with its citizens.

- ▶ In *October 2007*, the Polish Government launches [CORA](#), a **training programme** on the use of computer technology in Government and Local Administration, as part of the National Computerisation Plan for the period 2007-2010.
- ▶ In *September 2007*, the Polish customs authorities launch a [new Export Control System](#) (ECS) which will allow the **electronic handling** of export customs declarations.
- ▶ As of *May 2007*, most Polish [national insurance transactions](#) can be completed online. Users equipped with an eSignature can find the most common applications on the website of the Social Security Service ([ZUS](#)) and formulate requests whose status can be followed up online.

On another note, residents of the city of Rybnik in southern Poland can [access](#) a new range of eServices with their **electronic card** ([ekarta](#)). For instance, they can pay parking fees and use information kiosks and computer 'telecentres'.

- ▶ The [National Computerisation Plan for the period 2007-2010](#) enters into force on *21 April 2007*. It is the first planning document which describes in a systematic manner concrete tasks to be carried out by public bodies in the field of information society development and for the provision of eServices.

Within the same month, the '**PESEL2**' project is launched aiming at streamlining the provision of eServices to Polish citizens and businesses and ensuring the integration of existing national registers.

At local level, citizens of the town of Czestochowa have been enabled to make appointments to renew IDs, or to obtain driving licenses without leaving home, or queuing thanks to the new [online booking system](#).

- ▶ The Council of Ministers' Committee for Computerisation and Communications is established in *March 2007*. Among other tasks, it is in charge of coordinating and monitoring the implementation by Public Administrations of the National Computerisation Plan for the period 2007-2010.
- ▶ The project of 'National Computerisation Plan' is publicly unveiled on *18 January 2007*, [introducing](#) a new range of eServices between 2007 and 2013. 24 **public eServices** are planned to be set up, covering: processing of IDs and passports; change of residence details; booking of doctors' appointments; eTax declarations dispatch; and reception of information from registry offices.

2006

- ▶ On *1 December 2006*, the tax authorities [introduce](#) eight new eTax declaration forms available to large corporations. These are planned to be made available to all companies in 2008.
Moreover, the Polish Government commits to offer [free Internet connections](#) to **less advantaged** members of the society in an attempt to ensure that all citizens can have equal access to the constantly growing array of available public eServices.
- ▶ In *November 2006*, the city of Katowice [installs](#) a range of new facilities (twelve info kiosks, nine telecentres and one hot spot) aimed at facilitating the **remote access** to the city's administrative services. Visitors can thus find information on the public services provided locally and where to access them – either online, or in person.
- ▶ On *4 October 2006*, the Pomorskie region launches its new [web portal](#). As a first point of contact to the region, it includes a wealth of useful information for citizens, businesses and visitors alike.
- ▶ On *4 September 2006*, the Mazovia region becomes the first in Poland to have a [regional strategy](#) for the development of the information society – the Strategy for Regional eDevelopment of the Mazovia Region 2007-2013. This is also the first strategy in Poland to comply with the European Regional Information Society Association (ERIS@) guidelines.
- ▶ In *April 2006*, the city of Gdansk becomes the first Polish city to introduce **electronic tickets** for public transport.
- ▶ In *February 2006*, a [law authorising](#) Public Administrations to communicate with citizens by email comes into force. To use this new facility, citizens must register online and leave their email address.

2005

- ▶ In *July 2005*, the [Act on the Computerisation of the Operations of the Entities Performing Public Tasks](#) comes into force. It grants both citizens and businesses the right to **contact authorities electronically**. Furthermore, it sets up horizontal/infrastructure programmes for the Administration and establishes a common interoperability framework for IT systems in the public sector.
- ▶ On *29 June 2005*, the Council of Ministers adopts the [strategic document](#): 'Computerisation Development Strategy of Poland until 2013 and Perspectives for the Information Society Transformation by 2020'.

2004

- ▶ In *October 2004*, the Council of Ministers adopts the [eGovernment Action Plan for 2005-2006](#) whose aim is to implement eGovernment in Poland, both at central and regional levels.

- ▶ In *January 2004*, the adoption of a new **Law on Public Procurement** enables the development of eProcurement systems for Polish Public Administrations and allows the use of electronic auctions for contracts up to € 60 000.

Moreover, the Council of Ministers adopts '[ePoland](#)' - the Strategy on the Development of the Information Society in Poland for the years 2004-2006'.

2003

- ▶ In *December 2003*, the Council of Ministers adopts the National Strategy for the Development of **Broadband Access** to the Internet for the years 2004-2006.
- ▶ In *July 2003*, the **official electronic journal** for public information - [Public Information Bulletin](#) - is launched in line with the Act on Access to Public Information.
- ▶ In *June 2003*, CELINA, a customs declaration entry processing system supporting communication between businesses and the **Customs Administration**, is deployed. It fully provides electronic custom procedures, thus enabling the submission of electronic declarations.
- ▶ Establishment of the Ministry of Science and Information Society Technologies in *April 2003*. Taking over from the previous State Committee for Scientific Research, the new Ministry is responsible for information society and eGovernment.

2002

- ▶ In *December 2002*, the **Polish Internet Library** is launched providing online access to over 10 000 books of Polish literature.
The eGovernment document '[Gateway to Poland](#)' is published; it proposes the creation of an integrated platform for the provision of public services online.
- ▶ In *July 2002*, the 'Act on Providing Services by Electronic Means' and the 'Act on the Protection of Certain Services provided by Electronic Means based on, or relying on conditional access' are adopted.
- ▶ In *June 2002*, a manifesto entitled 'Polish eGovernment 2005' is [adopted](#). It calls for granting increased political priority to the development of eGovernment in the country and proposes a set of 10 targets to be achieved by the end of 2005.

2001

- ▶ In *September 2001*, both the [Act on Electronic Signatures](#) and the Act on Access to Public Information are adopted.
The Council of Ministers furthermore adopts '[ePoland](#)' – An Action Plan for the Information Society Development for the years 2001-2006'. eGovernment is one of the key elements of the action plan.
- ▶ In *June 2001*, the [eEurope+ Action Plan](#) is published for the development of the information society in the EU Candidate Countries.

News 2000 and before

The strategy document 'Aims and Directions of the Information Society Development in Poland' is [published](#) in *November 2000*. One of its strategic objectives is the use of ICT in order to assist in the establishment of open, transparent, citizen-friendly structures of Public Administration and to ensure greater efficiency in the functioning of the public sector.

eGovernment Strategy

Main strategic objectives and principles

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



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

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

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

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

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

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

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

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

The main **source of funding** for the Strategy is the budget of Poland's central government and the EU's structural funds available in Poland under Operational Programmes for 2007-2013. The **responsibility** for co-ordinating and supervising the implementation of objectives adopted in this strategy has been vested in the Information Society Department of the Ministry of the Interior and Administration. It will be supported by the Computerisation & Communication Committee of the Council of Ministers, together with its working groups and the departments and units in charge of implementing particular components of this strategy.

Previous eGovernment Strategies

National Computerisation Plan (2007-2010)

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

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

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

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

eGovernment Action Plan (2005-2006)

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

- ▶ widespread availability of online services and content;
- ▶ development of valuable content and services available via the Internet;
- ▶ common availability to use computer and communication systems.

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

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

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

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

Gateway to Poland (2002-2006)

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

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

[Aims and directions of Information Society Development in Poland](#) sets the objectives of the Polish information society policy. One of the strategic objectives consists of using ICT to help establishing open, transparent, citizen-friendly structures of public administration, thus ensuring greater efficiency of the public sector.

Regional Infrastructure Projects and Strategies

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

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

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

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

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

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

The Act was adopted by the *Sejm* on 17 February 2005 and came into force on 21 July 2005. It grants both citizens and businesses the **right to contact** public authorities **electronically**. This Act furthermore sets up horizontal/infrastructure programmes for all sectors of Public Administration and establishes a **common interoperability framework** for IT systems in the Polish public sector. This law is essential for: the standardisation and interoperability of Public Administration systems; the front and back office integration of Public Administration systems; the supervision and support of IT projects in Public Administration, at both central and local levels; the multi-annual Strategic Plan of IT implementation (horizontal & sectoral projects) in Poland in the context of the 2007-2013 National Development Plan.

Freedom of Information Legislation

[Act on Access to Public Information](#) (2002)

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

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

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

Data Protection/Privacy Legislation

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

The Act on the Protection of Personal Data was adopted on 29 August 1997 and was amended three times in the course of 2004. This Act follows the rules established by European Union's [Directive 95/46/EC](#) on the protection of individuals with regard to the processing of personal data. The [Inspector General for the Protection of Personal Data](#) supervises the observance of the Act. In case of breach of the provisions on personal data protection, the Inspector General, ex officio or upon a motion of a person concerned, by means of an administrative decision, shall order to restore the proper legal state.

[Draft Regulation on the Compilation of Writings in the form of Electronic Documents](#) (2011)

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

eSignatures Legislation

[Act on Electronic Signatures](#) (2001)

Adopted on 18 September 2001, the Act on Electronic Signatures was amended in 2004 and 2005 respectively. This Act, which is compliant with the [EU Directive 1999/93/EC](#) on a Community framework for electronic signatures, set the deadline of 1 May 2008 for the legal validity of electronic signatures, i.e. the provision of public eServices with electronic signatures. From that date onwards, the Polish public authorities have been obliged to accept documents and/or requests in electronic format accompanied by an eSignature.

[Draft Regulation on the Technical Requirements for Electronic Identity Card Layer and Communication Protocol for Electronic Identity Cards](#) (2011)

The Regulation sets out the technical requirements for the electronic layer of the identity card and the electronic communication protocol with identity cards. The electronic ID card layer meets the technical requirements specified in this Regulation by the following standards: safety requirements for electronic layer; requirements for confidentiality of communications with a layer of electronic ID card; and authentication ID storing data and software in a layer of electronic ID card.

eCommerce Legislation

[Act on Providing Services by Electronic Means](#) (2003)

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

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

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

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

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

eCommunications Legislation

[Telecommunications Law](#) (2004)

The Telecommunications Law, transposing the [EU regulatory framework for electronic communications](#), was adopted in July 2004 and came into force on 3 September 2004. It was widely amended in 2005 in order to upgrade the regulative process in telecommunications, better adjust national provisions to EU regulations, and introduce new pro-consumer regulations, especially within the scope of solutions to settle arguments between telecommunications operators and consumers.

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

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

eProcurement Legislation

[Public Procurement Law](#) (2004)

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

Re-use of Public Sector Information (PSI)

[Draft law amending the Law on Access to Public Information and related laws](#) (2011)

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

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

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

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Administration and Digitisation

The Ministry was founded in November 2011, by the Polish Prime Minister, Mr Donald Tusk, with a twofold mission: first to digitise the public administration and second to computerise the country. In essence, the new Ministry took over part of the agenda from the former Ministry of the Interior and Administration (currently Ministry of the Interior and Control of Special and Intelligence Services). The Ministry is the main initiator of policies and strategies in the field of eGovernment and information society. Among its responsibilities are: the encouragement of IT investments; the promotion of information technology; the setting of IT standards; and the application of information technology in the information society.

Department of Information Technology

The Department is rooted within the Ministry of Administration and Digitisation and it has a vast array of responsibilities in the field of eGovernment. In this regard, it is liable to recommend the strategic tasks of the state and dictate standards and guidelines for the computerisation of public administration. Furthermore, it prepares recommendations on interoperability, technology neutrality and transparency of information standards for systems used to carry out public tasks.

Department of Information Society

This newly established department resides within the Ministry of Administration and Digitisation and is responsible for designing, developing and evaluating strategic directions and programmes related to the information society. In addition, it prepares proposals for changes to the Information Society Development Strategy and creates policies to manage access to public information and its re-use, and to lay the foundations for the construction of open government.

Coordination

Department of Information Society

The Department coordinates projects related to information society development undertaken by institutions performing public functions. Furthermore, it is responsible for coordinating and monitoring the implementation of the [Strategy for the Information Society Development](#) in Poland until 2013.

Committee for Digitisation

One of the primary roles for the Committee is to coordinate the departments that work on the computerisation of the country. This is the reason why it is formed by participants from all Polish Ministries. The purpose of the Committee's work is to achieve synergy through digitisation, coordination, cooperation and creativity. Finally, the Committee will also oversee the preparations for the implementation of the European Digital Agenda and the implementation of the Information System Plan.

Department of Information Technology

The Department is responsible for the coordination of activities related to the implementation, operation and system modifications of Electronic Platform of Public Administration Services ([ePUAP](#)).

Committee of the Council of Ministers for Digitisation Affairs

The Council of Ministers' Committee for Computerisation and Communications coordinates and monitors the implementation of the eGovernment strategy carried out in the Public Administration.

IT Project Centre (CPI)

The IT Project Centre (also known as Centre for IT Projects) is a [state unit](#) created in February 2008 due to changes in the management of projects relevant to the computerisation of the State. The primary objective of the Centre is an efficient and timely preparation and coordination of the execution and implementation of ICT systems and IT projects in the area of internal security on a national scale.

Implementation

Ministry of Administration and Digitisation

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

Department of Information Technology

The Department is responsible for the implementation of tasks related to the funding of IT projects that are being prepared, or carried out by public entities on the basis of the [Act of Computerisation](#).

Ministry of Transport, Construction and Maritime Economy

The Ministry is responsible for the design and implementation of the State's telecommunication policy and broadband strategy. It covers a range of economic aspects, including the development of the market for the needs of the information society and the policy of standardisation associated with telecommunication technology and related legislation.

IT Project Centre (CPI)

The Centre is responsible for the efficient implementation of cross-sectoral and sectoral ICT projects.

Support

Ministry of Administration and Digitisation

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

Centre for Informatics

The Centre was created by the Minister of Internal Affairs and Administration on the basis of Article 23 of the [Act on Public Finances](#) of 27 August 2009. It has a broad array of activities, ranging from maintaining IT systems to designing or programming systems.

Council for Computerisation

The Council for Computerisation is an advisory body of the Ministry of the Interior and Administration. It consists of twenty highly acclaimed experts in the field.

Committee for Digitisation

The Prime Minister signed a decree to set up the Committee on 5 January 2012. Its role is to initiate and present opinions on the computerisation of the country, including computerisation of public administration, information society development, broadband network, communications, audiovisual policy and cooperation with the Schengen Information System and Visa Information System.

Committee of the Council of Ministers for Digitisation Affairs

Established in March 2007 on the basis of the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, the Committee is notably in charge of initiating and issuing opinions on draft documents pertaining to the computerisation of Public Administration in Poland. This competence

also covers the issues of the development of the information society, the use of ICT in building a knowledge-based economy, as well as connectivity and public records.

Audit/Assurance

Supreme Audit Office (NIK)

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

Data Protection

Inspector General for the Protection of Personal Data

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

Regional & Local eGovernment

Policy/Strategy

Regional and Local Authorities

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

Coordination

Ministry of Administration and Digitisation

The Ministry is responsible to reform and organise all public administrative structures, including government complexes in the province.

Implementation

Regional and Local Administrations

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

Support

Department of Information Technology

The Department finances investments in the field of computerisation of public administration, including local and regional authorities.

Audit/Assurance

Supreme Audit Office (NIK)

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['ePUAP' portal](#)

A major undertaking of the National Computerisation Plan for the period 2007-2010, the 'Electronic Platform of Public Administration Services' ([ePUAP](#)) was intended to electronically integrate all public registers and provide an integrated platform supporting a number of interactive services for citizens and businesses, with user identification/authentication, electronic case handling and ePayments, when needed. The platform is to be used by public bodies to ensure the availability of their services based on electronic communications channels using specific basic elements through a single Internet point.

The [latest version](#) of the portal, launched in early January 2011, has a two-fold purpose: First, to enhance the portal's convenience for citizens, and second, to facilitate the provision of eGovernment services for public entities. These will be accomplished via three changes in the portal's operation:

- ▶ A general description of the services to be provided by law has been made available.
- ▶ The services provided by the public bodies can now be found via a directory of life events.
- ▶ The 'trusted ePUAP profile', a free secure electronic signature backed by a qualified certificate, as required for most of citizens/businesses' contacts with the Public Administration, has been put in operation.

[Geoportal](#)

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

Networks

STAP

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

[OST 112](#)

The Nationwide Network of Polish support for the 112 emergency number (OST 112) is a project aimed at improving the security of the citizens by building an integrated Emergency Notification System. It involves the launch of a communications platform to support requests for 112 and other emergency services and communication between the departments responsible for emergency and public safety. 'OST 112' will provide a base in the form of ICT infrastructure such as the Emergency Notification System.

eIdentification/eAuthentication

Commercial CAs Certificates

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

National register numbers

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

'PESEL2' project

The PESEL Register (General Census Electronic System) is the main **reference database** for individuals, which is obligatorily provided to all Polish citizens. The PESEL2 system consists in the **integration** and **reorganisation** of the existing State registers. The information resources of the PESEL2 will only contain the data included in the current PESEL system. Some of the data will however be removed, such as: education; level of income; settlements status in the Tax Office; medical treatment and reasons behind it; data regarding bank accounts of citizens; status in the Police registers; and information regarding the use of social care benefits. The operational **objective** of the programme is to allow for the online use of the system to access the data contained in the 'PESEL' system registers.

'PL.ID' project

The development of a **'Multifunctional Personal Document'** (MPD), which could be used as an intelligent PKI-ready smart card to replace the traditional plastic ID card, has been studied for years. The Ministry of the Interior and Administration is responsible for the MPD project. Necessary legislative changes constitute a part of the identification documents development strategy. The electronic ID is to be based on existing identification numbers and reference databases (PESEL for individuals and REGON for business). In November 2007, the Ministry of the Interior and Administration presented an update of the 'PESEL2' project, aimed at streamlining the provision of eServices for citizens. The second stage of the implementation of the 'PESEL2' project's activities continued under the 'PL.ID' project.

eSignatures

The Polish Government has started putting in place the infrastructure to enable citizens to **submit** documents **electronically**. The beginning of May 2008 was the deadline, as set out in the [Act on Electronic Signatures](#) (2001), for the Polish Government to provide services for citizens with electronic signatures. This prompted the Ministry of the Interior and Administration to announce in January 2008 that an **incoming correspondence box** would be available for **free** on the Electronic Platform of Public Administration Services website ([ePUAP](#)). Over the past years, the few eServices requiring the use of an eSignature in Poland have not been widely used, due to the high cost of an eSignature for Polish citizens. The gradual introduction of new eServices requiring an eSignature (e.g. tax declaration online with the [new eDeclarations system](#)) and the replacement of the national ID cards with **new** ID cards **pre-equipped** with eSignatures are expected to change this situation.

eProcurement

Procurement platforms

There is currently no central eProcurement infrastructure in Poland. Three of the main procurement platforms managed by private operators are:

- ▶ [Polish Procurement Platform](#) (PPP), managed by Polish Securities Manufactory S.A.
- ▶ [Electronic Procurement Platform e-przetarg.pl](#) (EPP), managed by Company SOLDEA
- ▶ Electronic Procurements (PE), managed by eTender Polska Company Ltd.

They were founded on the basis of the Public Procurement Act and provide the following services:

- ▶ **eTendering**, including application for a permit to participate in auction/procurement procedures, questions and answers sessions, as well as submission and opening of proposals;
- ▶ **eAuctions**, either based on reverse electronic auctions, or using the forms published on an appropriate website – only PPP and EPP platforms;
- ▶ **eCatalogues** – only PPP.

Electronic auctions are performed on the basis of electronic communications between the purchaser and the supplier. Valid tenders are claimed in the electronic form and are supplied with secure electronic signature verified with a valid qualified certificate. The scope of the services provided on these procurement platforms does not cover all eProcurement phases; for instance, the platforms do not feature eInvoicing and ePayment modules.

[Public Procurement Office](#) portal

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

In line with the amended version of the Public Procurement Law (2006), **tender notices** and **tenders award notices** with a value above € 6 000 and below € 60 000 are to be submitted **online** on the PPO portal by registered Public Administrations. The posted public tenders can be accessed online via the dedicated search engine of the PPO portal. Furthermore, there is a discussion forum, which provides the exchange of knowledge on eProcurement matters and a reference mechanism for the economic operators registered at the PPO portal.

Knowledge Management

Public Information Bulletin

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

[European Document Exchange System - Poland \(EWD-P\)](#)

The European Document Exchange System - Poland (EWD-P) is an electronic system that **supports** the elaboration of **official Polish positions** towards draft EU legislation, strategic papers and programmes, including positions for working groups and Council meetings. The EWD-P system has been developed and implemented to provide a **central repository** comprising electronic records pertaining to the Polish Government positions with respect to all official Council documentation dispatched to Poland. A **workflow process management platform** has been set up to provide automatic support for all internal Polish Government procedures producing the required position documents. Access to the U32 document repository is transparently supported by the EWD-P system, which provides a **search engine** for documents stored in the system's repository.

Other Infrastructure

eLegislation

[Government Centre for Legislation](#)

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section 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 |
| Website: | http://www.e-deklaracje.gov.pl/ |
| Description: | The new eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, who has registered as an online client with the Taxation Office, to submit his/her tax declaration electronically. Once the registration request has been approved, the Taxation Office issues an eCertificate allowing the taxpayer to access the relevant online service. |

2. Job search services by labour offices

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of Economy |
| Website: | http://www.mg.gov.pl/ |
| Description: | The Labour Information Portal provides information for job seekers and employers. It provides access to a database of job opportunities across the country (system ePULS). |

3. Social security benefits

a. Unemployment benefits

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

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

Description: Information and forms to download. The issues of unemployment are split between the Ministry of Economy, Ministry of Labour and Social Policy, with some benefits covered by the Social Insurance Institution. The competent ministry manages the Labour Fund handling benefit claims in case of employer's insolvency or bankruptcy. Registration and benefits are administered and paid by county labour offices.

b. Child allowances

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

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

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

c. Medical costs (reimbursement or direct settlement)

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

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

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

d. Student grants

Responsibility: Central Government, Ministry of National Education

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

Description: Student grants (social, scientific, etc.) are managed by higher education institutions.

4. Personal documents: passport and driver's licence

a. Passport

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

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

Description: Information only.

b. Driver's licence

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of Transport, Construction and Maritime Economy, Department of Road Transport |
| Website: | http://www.mi.gov.pl/ |
| Description: | Information only. |

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

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of Ministry of Transport, Construction and Maritime Economy, Department of Road Transport |
| Website: | http://www.mi.gov.pl/ |
| Description: | Information only. |

6. Application for building permission

| | |
|-----------------|---|
| Responsibility: | Central Government/Regional and Local authorities |
| Website: | N/A |
| Description: | Information only. Applications are handled by regional and local authorities. |

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

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of the Interior and Control of Special and Intelligence Services, Police Headquarters |
| Website: | http://www.policja.gov.pl/ |
| Description: | Information only. Police forces are supervised by the Ministry of the Interior and Control of Special and Intelligence Services. The scope of information and content varies among regional police forces. |

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

| | |
|-----------------|---|
| Responsibility: | Central Government/Regional and Local authorities, Ministry of Culture and National Heritage |
| Website: | http://www.mkidn.gov.pl/ |
| Description: | There is no centralised information and booking system for Polish public libraries. Only the National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. Polish Internet Library was launched in December 2002. Its aim is to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind. |

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

| | |
|-----------------|---|
| Responsibility: | Central Government, Local authorities |
| Website: | http://www.mswia.gov.pl/ |
| Description: | Information only. Some municipalities offer forms to download. |

10. Enrolment in higher education/university

| | |
|-----------------|---|
| Responsibility: | Central Government, Ministry of Science and Higher Education, higher education institutions |
| Website: | http://www.men.gov.pl/ |
| Description: | Some of the largest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education is working on a national system for registering high school final marks and making them available for the enrolment systems of universities. |

11. Announcement of moving (change of address)

| | |
|-----------------|---|
| Responsibility: | Central Government/Regional and Local authorities |
| Website: | http://www.mswia.gov.pl/ |
| Description: | Information only. Some local authorities provide forms to download. |

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

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of Health, National Health Fund |
| Website: | http://www.mz.gov.pl/ |
| Description: | Information only. The National Health Fund has implemented a public information system of waiting list length and waiting times for health services at healthcare providers – available in all regional branches of the National Health Fund. Some healthcare providers have implemented appointment systems (mostly semi-interactive: the hospital has to call back the person who has filled in the form). |

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, Social Insurance Institution (ZUS) |
| Website: | http://www.zus.pl/ |
| Description: | Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons. |

2. Corporate tax: declaration, notification

| | |
|-----------------|---|
| Responsibility: | Central Government, Ministry of Finance |
| Website: | http://www.e-deklaracje.gov.pl/ |
| Description: | The eDeclarations system, introduced in 2008, can be used by anyone who disposes an electronic signature. All interested persons will need to register as an online client with the Taxation Office and to submit their tax declaration electronically. |

3. VAT: declaration, notification

| | |
|-----------------|---|
| Responsibility: | Central Government, Ministry of Finance |
| Website: | http://www.e-deklaracje.gov.pl/ |
| Description: | The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically. |

4. Registration of a new company

| | |
|-----------------|--|
| Responsibility: | Central Government, Ministry of Justice, National Court Register |
| Website: | http://www.ms.gov.pl/ |
| Description: | Information only. |

5. Submission of data to statistical offices

| | |
|-----------------|---|
| Responsibility: | Central Government, Central Statistical Office (GUS) |
| Website: | http://www.stat.gov.pl/ |
| Description: | The submission of data to regional statistical offices can be done using downloaded client programme and online forms of national and INTRASTAT system. |

6. Customs declarations

| | |
|-----------------|--|
| Responsibility: | Central Government, Customs Service |
| Website: | http://www.mf.gov.pl/?const=2 |
| Description: | Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using CELINA WebCel (for standard procedures) and CELINA OPUS (for simplified procedures) subsystems, both constituting the customs gateway. In September 2007, the Polish customs launched a new Export Control System (ECS) which has allowed the electronic handling of export customs declarations. |

7. Environment-related permits (incl. reporting)

| | |
|-----------------|---|
| Responsibility: | Central Government, Ministry of Environment |
| Website: | http://www.ekoportal.pl/ |
| Description: | Information only. |

8. Public procurement

| | |
|-----------------|--|
| Responsibility: | Central Government, Public Procurement Office |
| Website: | http://www.portal.uzp.gov.pl/ |
| Description: | The portal of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine, database of contract awards and an online tender publication system. Tender notices and tenders award notices with a value above € 6 000 and below € 60 000 are to be submitted online on the PPO portal by registered Public Administrations. |

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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