


# Digital Public Administration factsheet 2023

Greece



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# 1 Interoperability State-of-Play

# 1 Interoperability State-of-Play

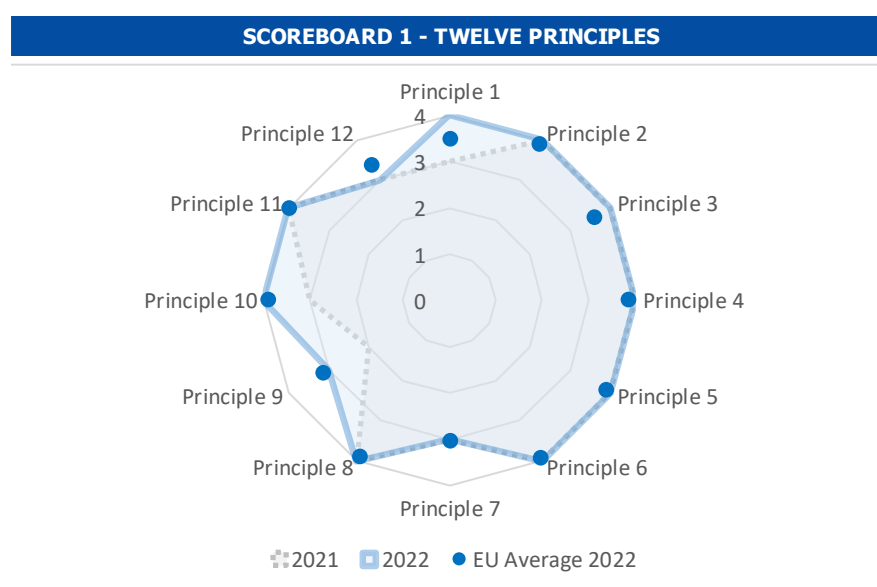
In 2017, the European Commission published the [European Interoperability Framework \(EIF\)](#) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. Whereas during the previous, the MM relied upon three scoreboards, the 2022 edition includes an additional scoreboard on cross-border interoperability, assessing the level of implementation of 35 Recommendations. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the four scoreboards (Principles, Layers, Conceptual model and Cross-border interoperability), outlined below.

Scoreboard 1 Interoperability Principles		Scoreboard 2 Interoperability Layers		Scoreboard 3 Conceptual Model	
	Recommendation(s) n°		Recommendation(s) n°		Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1	Interoperability Governance	20-24	Conceptual Model	34-35
Principle 2 - Openness	2-4	Integrated Public Service Governance	25-26	Internal information sources and services	36
Principle 3 - Transparency	5	Legal Interoperability	27	Basic Registries	37-40
Principle 4 - Reusability	6-7	Organisational Interoperability	28-29	Open Data	41-43
Principle 5 - Technological neutrality and data portability	8-9	Semantic Interoperability	30-32	Catalogues	44
Principle 6 - User-centricity	10-13	Technical Interoperability	33	External information sources and services	45
Principle 7 - Inclusion and accessibility	14			Security and Privacy	46-47
Principle 8 - Security and privacy	15				
Principle 9 - Multilingualism	16				
Principle 10 - Administrative simplification	17				
Principle 11 - Preservation of information	18				
Principle 12 - Assessment of Effectiveness and Efficiency	19				

Scoreboard 4 Cross-border Interoperability

Source: [European Interoperability Framework Monitoring Mechanism 2022](#)

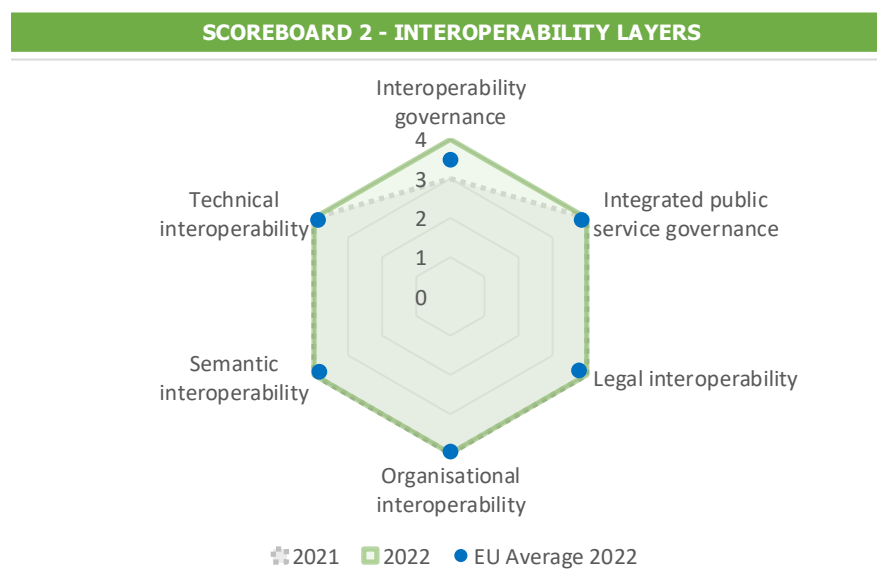
Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Greece in 2022, comparing it with the EU average as well as the performance of the country in 2021.



Source: [European Interoperability Framework Monitoring Mechanism 2022](#)

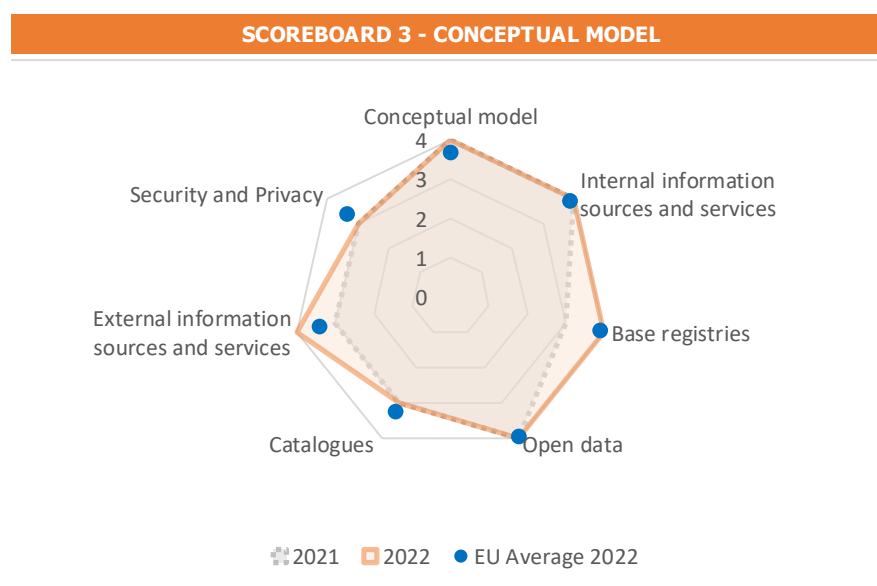
The Greek results in Scoreboard 1 stand for an overall good implementation of the EIF Principles. Greece performs above the European average for Principle 1 (Subsidiarity and Proportionality). Potential areas of improvement relate to the implementation of Principles 7 (Inclusion and

Accessibility) and 12 (Assessment of Effectiveness and Efficiency) for which the score of three could be further improved. Particularly, full compliance with the European accessibility standards of the Directive on the accessibility of the websites and mobile applications of public-sector bodies (Principle 7 – Recommendation 14) should be achieved. In addition, Greece could increase its score on Principle 9 (Multilingualism) to reach the maximum score of four by enhancing its use of information systems and technical architectures that cater for multilingualism when establishing a European public service (Principle 9 – Recommendation 16) and more specifically, the total number of language resources proposed to users.



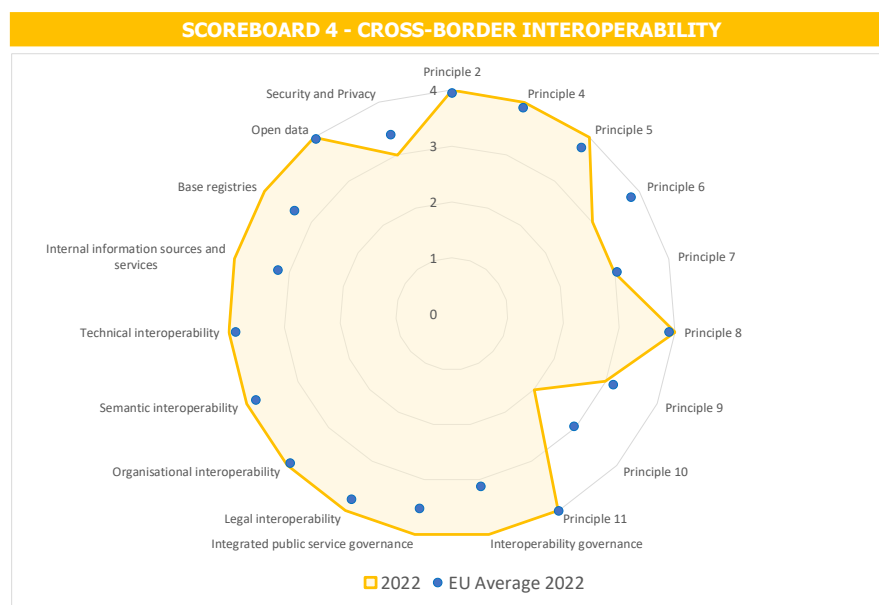
Source: [European Interoperability Framework Monitoring Mechanism 2022](#)

Greece's scores in Scoreboard 2 illustrate a very good performance of the country with scores of 4 in all the interoperability layers. Compared to 2021, in 2022 Greece increased its score under the Interoperability Governance layer overtaking the European average.



Source: [European Interoperability Framework Monitoring Mechanism 2022](#)

The Greek results in relation to the Conceptual Model in Scoreboard 3 show an overall good performance of the country. Greece has a high performance in external information sources and services, performing better than the EU average in this area. Potential areas of improvement relate to catalogues and security and privacy. To increase its score on catalogues, Greece could increase its efforts to put in place catalogues of public services, public data, and interoperability solutions and use common models for describing them.



Source: European Interoperability Framework Monitoring Mechanism 2022

The results of Greece on Cross-Border Interoperability in Scoreboard 4 show an upper-medium performance of the country. Particularly, Greece has the maximum score of four for five principles, namely openness, reusability, technical neutrality and data portability, security and privacy as well as preservation of information. However, Greece has still margin for improvement in relation to five indicators where the country obtains a lower performance, such as Principle 10 (Administrative simplification – Cross-border). For instance, efforts could focus on simplifying processes and using digital channels whenever appropriate for the delivery of European public services, to respond promptly and with high quality to users' requests and reduce the administrative burden on public administrations, businesses and citizens (Recommendation 17).

Additional information on Greek's results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).

#### **Curious about the state-of-play on digital public administrations in this country?**

Please find here some relevant indicators and resources on this topic:

- [Eurostat Information Society Indicators](#)
- [Digital Economy and Society Index \(DESI\)](#)
- [eGovernment Benchmark](#)



# 2 Digital Public Administration Political Communications



## 2 Digital Public Administration Political Communications

### 2.1 Specific political communications on digital public administration

#### Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Greek government signed the [Berlin Declaration on Digital Society and Value-Based Digital Government](#), thus re-affirming its commitment – together with other EU Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies.

#### **new** A Digital State – Greece on the move

To celebrate three years since the launch of the first version of platform gov.gr, on February 2023 the Ministry of Digital Governance has organized the event entitled 'A digital state, Greece on the move'. During his speech, PM Kyriakos Mitsotakis remarked the numerous remote transactions now available to citizens via the online platform gov.gr and accessible by smart phones and tablets. Digital Governance Minister Kyriakos Pierrakakis added that gov.gr recorded 1.2 billion online transactions in 2022 alone, showing a remarkable increase in the use of the platform every year.

#### Digital Transformation Bible (2020–2025)

The [Digital Transformation Bible \(DTB\)](#) is a record of the interventions planned in the revised [National Digital Strategy for 2020–2025](#). It focuses mainly on: the technological infrastructure of the State, the education and training of the population for the acquisition of digital skills as well as the way Greece in which utilises digital technology in all sectors of the economy and public administration. In December 2020, the Ministry of Digital Governance launched an [open public consultation](#), which was successfully concluded for the initial publication of the DTB. This strategy outlines the basic principles, framework, governance model and guiding principles for the digital transformation of the country, which are elaborated in six strategic axes (connectivity, digital skills, digital government, digital business, digital innovation, integration of technology in every sector of the economy) and in 17 areas of economy as horizontal and vertical interventions. In addition, it describes over [450 specific projects](#), which are expected to carry out the national digital strategy. The new strategy brings forth seven objectives, as follows:

- Safe, fast, and reliable access to the internet for all;
- A digital State offering better digital services to all citizens in all spheres of life;
- Development of digital skills for all citizens;
- Facilitation of the digital transformation of enterprises;
- Support and strengthening of digital innovation;
- Making productive use of public administration data; and
- Incorporation of digital technologies in all economic sectors.

In July 2021, the Ministry of Digital Governance released the DTB by publishing a [Ministerial Decision](#) in the Official Government Gazette of 05.07.2021 (Issue B No. 2894/2021).

#### National Policy for Administrative Procedures (NPAP)

[Law 4961/2022](#) established the National Policy for Administrative Procedures (NPAP) as a coherent horizontal public policy for the documentation, evaluation, and improvement of administrative procedures.

NPAP is based on three interdependent pillars: (i) the National Registry of Administrative Procedures -MITOS, which aims to record, capture and standardize all administrative procedures; (ii) the National Program for Simplification of Procedures, as a mechanism for redesigning and streamline administrative procedures on the basis of a common methodology and a uniform and comprehensible way for presenting the simplification efforts to the public, and (iii) the Bureaucracy Observatory, as a mechanism to document the results of the National Policy,



measuring the administrative burden and carrying out a continuous evaluation and assessment of the bureaucracy levels. The success of this national policy depends on the interaction of the three pillars, as the development of a central simplifications program requires both a reliable mechanism to measure the administrative burden, as well as an assessment of the simplification with ex post evaluations. A new digital platform has been designed and launched, and it will become the common point of contact between citizens and the State. In the platform, all the prescribed steps for each procedure will be recorded in an understandable, up-to-date and public manner.

### National Programme for Simplification of Procedures (EPAD)

The [National Programme for Simplification of Procedures \(EPAD\)](#) was established in Article 45 of [Law No. 4635/2019](#). Under the supervision of the Prime Minister, EPAD constitutes the national, central and horizontal policy which, through a central, governmental and inter-ministerial coordination aims to plan and implement actions to redesign and simplify administrative procedures. EPAD aims to reduce bureaucracy and the administrative burden of services provided to citizens and businesses, as well as to streamline the internal functions of the public administration. Successful implementation of EPAD ultimately aims to significantly improve the daily life of all citizens and to strengthen the development dynamics of the country, while defending the public interest in the context of a modern state of law.

EPAD has the objective of creating a coherent framework of rules, methodologies and actions for the improvement and upgrading of legislation and administrative procedures. At the same time, special emphasis is placed on providing relevant public information, in order to achieve the maximum possible benefit for society, the economy and the public administration itself, all while strengthening the trust citizens have in the State. The program consists of three axes of intervention, which include actions and policies for all beneficiaries, i.e. citizens, businesses and public employees and officers: (i) quality and clarity of legislation/regulations; (ii) simple and understandable procedures, and (iii) timely and accurate information.

### Bureaucracy Observatory

To reduce red tape in the new digital environment, Greece has also set up a [Bureaucracy Observatory](#) based on Article 47 of [Law No. 4635/2019](#), currently under the Ministry of Interior (initially under the Ministry of Digital Governance). The main mission of the Bureaucracy Observatory consists in assess and record the administrative burden deriving from legislation/regulations on citizens, businesses and civil servants. It also drafts annual reports about bureaucracy trends in Greece in quantitative and qualitative terms. Being the most widespread relevant methodology, the Standard Cost Model - SCM was chosen to facilitate identification, evaluation and calculation of administrative costs that occur when citizens and businesses comply with administrative requirements. The version of the model currently in use has been adapted and customised to Greece, aiming at the best description of the actual situation with the minimum total number of separate survey points. In particular, the General Directorate of Public Sector Administrative Procedures of the Ministry of Interior acts as the Observatory Coordination Mechanism and the National Documentation Centre (EKT) as the Executive Mechanism of the Observatory. The Observatory entails an evaluation and documentation mechanism with a mission to identify, periodically assess and evaluate administrative burden caused by both new and old regulations and administrative practices. It does so by capturing the impact of simplification actions on both administrative burden and bureaucracy. Its work is reflected in the annual reports on bureaucracy trends in Greece. The Observatory's annual reports also include the preceding year's implemented key actions of the National Simplification Programme. Up to date, 19 measurements in administrative burden on citizens, enterprises and civil servants have occurred in six different policy sectors.

new

### Greek National Coalition for Digital Skills and Jobs

Established in May 2018, the [Greek National Coalition for Digital Skills and Jobs](#) is a synergy between various entities, public or otherwise, which seek to promote digital skills in the Greek society. It was reformed in 2022 (articles 87-89 of [Law 4961/2022](#)), together with the regulatory framework, and it now governs the organization and operation of the National Coalition in a more flexible and functional way. The coalition is made up of organizations such as: public and private sector bodies, civil society representatives, associations of natural and legal persons and non-

governmental organizations, if they are active in fields relevant to the mission and competences of the National Coalition (i.e. technology, training/education, promotion of digital skills and employment, equality and digital accessibility issues). In this new framework, regulations were introduced to expand its competences and strengthen its role in the development of digital skills of the general population of the country, such as upgrading digital skills, enhancing the employment of human resources and supporting the digital transformation of the country at national, regional and local level.

The Coalition also established its internal Coordination Body and defined its responsibilities, in order to ensure an effective coordination at a central level and the successful fulfilment of its tasks.

The objectives of the National Coalition are: (i) to facilitate cooperation between all parties; (ii) to introduce actions with the aim of enhancing digital skills, and (iii) to address the digital gap in every sector of the Greek economy and society. To achieve the above-mentioned objectives, and in accordance with the European Commission's Digital Skills and Jobs Coalition, the following four target groups have been identified:

- **Education:** enrichment and digital transformation of the learning and teaching process for pupils and students. Integral to this effort is the provision of incentives for the continuous training of teachers;
- **Training:** development of employees, unemployed and businessmen's digital skills to promote the digital economy;
- **Information** and communications technology professionals: promotion of high-level digital skills for ICT professionals in all industry sectors; and
- **Citizens:** the objective is to enhance all citizens' digital skills to enable them to be active in a digital society.

In October 2020, the Greek government and Microsoft announced the plan 'GR for GRowth' through an investment that is expected to reach approximately EUR 1 billion. The 'GR for Growth' initiative in Greece will build data centres in the country and develop resources in the economy that will promote growth opportunities, thus supporting the people of Greece, the government and businesses. The 'GR for Growth' initiative includes the upgrading of digital skills for over 20 000 public servants by 2025 (the overall goal is to train a total of 100 000 public sector, business and IT professionals, educators, and students). In particular, as part of the National Coalition for Digital Skills and Employment (National Coalition), the Ministry of Digital Governance, the Ministry of Interior and the National Centre for Public Administration and Local Government are organising a series of training programmes aimed to upgrade the digital skills of civil servants. The educational programmes are interactive, as alongside the constant presence and guidance of trainers, they also include practical workshops (online labs). Participation in the programmes as well the corresponding certification are free of charge and the training is conducted in Greek and English. The programme started in June 2021 and until March of 2023 more than 5000 civil servants attended training programs. This initiative was posted as best practice in the [EU Platform for Digital Skills and Jobs](#).

## National Recovery and Resilience Plan 'Greece 2.0'

The [National Recovery and Resilience Plan 'Greece 2.0'](#) was approved by ECOFIN on 13 July 2021. The 'Greece 2.0' plan includes 106 investments and 68 reforms, utilising resources for a total of EUR 31.16 billion, of which EUR 30.5 billion of European funds (EUR 18.43 billion in grants and EUR 12.73 billion in loans) will mobilise a total of EUR 60 billion in investments in the country over the subsequent five years. The main strategic objectives are the following:

- Pillar 1: Green Transition;
- Pillar 2: Digital Transformation;
- Pillar 3: Employment, skills and social cohesion; and
- Pillar 4: Private Investments and Transformation of the economy.

new

## Fifth National Action Plan on Open Government 2022-2024

Greece has been participating in the international collaborative initiative known as Open Government Partnership since 2012. Following the successful completion of the [Fourth National Action Plan on Open Government](#) from June 2019 to August 2021, the [Fifth National Action Plan 2022-2024](#) was submitted.

The development of the Fifth National Action Plan was supported for the first time:

- By a working group (Focus Group) consisting of public sector executives and representatives of other bodies and organizations of Civil Society;

- By a National OGP Website using open software that was appropriately conformed by EL/LAK;
- By the 1st Open Government Workshop that took place on 3 November 2022, which provided delegates from different areas with the opportunity of being informed about this initiative and to actively participate in the discussions on the collaborative formation of the National Action Plan.

The submitted National Action Plan, following an official public open consultation, encompasses commitments that serve the national policy priorities as expressed by the Digital Transformation Bible, the needs of citizens and businesses and the proposed directions from the OGP in a coherent, implementable, sustainable and structured 5th National Action Plan that will strengthen Greece's participation in the OGP.

## Digitisation of archives and related services

The investment aims at the digitisation of key archives in various sectors (Justice, Health, Education, Maritime Affairs & Insular Policy and Digital Governance) and their integration into the respective information systems, as well as the secure storage of Public Sector and "Broader" Public Sector Archives. These emblematic and large projects, expected to be completed in May 2026, will lead to a drastic improvement of the speed of service to the citizen by the State services, while at the same time it will free up public resources due to the reduction of the cost of access to the public's archives. More in details:

- Justice System: this project concerns the digitisation of all physical records related to justice (such as past court decisions, wills, successions, court files of ongoing cases, etc.) and the migration of those digital data into the relevant systems;
- Public Health System: the project concerns the digitisation of all physical health records and the migration of those digital data into the relevant health IT systems. Digitisation will help retrieve a patient file (either electronic or physical) in a very short time. As a result of the normalisation-correlation of the Physical Archiving Protocol with the Electronic Patient Archive, it will be possible to provide quality patient service in a very short time;
- General Archives of the State: the project concerns the digitisation of all physical records of the General Archives of the State and the migration of those digital data into the relevant IT systems. Also, the project contains all the necessary IT infrastructure (Data Centres and the infrastructure located to local agencies), together with the appropriate SW development and support services. The project is expected to significantly help the General Archives of the State to serve its mission and increase the contribution of ICT to the daily life of citizens, simplifies citizens' transactions with the General Archives of the State, promotes the constitutional rights of citizens and overall contributes to improving their quality of life. It is a fully electronically-provided public service through an electronic platform that will complement the existing information hub on issues related to the operation, the services provided, and the archival material stored in the General Archives of the State; and
- Maritime: the project for the digitisation of the archives of the Ministry of Maritime Affairs and Insular Policy, such as the development of the integrated IT system of digitally available services for seafarers, staff of the Ministry of Maritime Affairs, marine enterprises, and cooperating companies, offers fully digitalised services which will be able to use the archives for the fastest and most effective service of their requests.

## Guide for Digital Accessibility to public websites and mobile applications

The General Secretariat of Information Systems and Digital Governance published a [guide for Digital Accessibility](#) of public sector websites and mobile applications based on the W3C standards and guidelines.

## Access for all

A new project has been designed for the upgrade of public websites and portals to improve digital accessibility. The project has been proposed in the context of the National Recovery and Resilience Plan.

## 2.2 Interoperability

### National Digital Strategy for Interoperability

The National Digital Strategy for Interoperability is outlined in the [Digital Transformation Bible 2020–2025](#). Specific guidelines are provided to help accomplish interoperability in all technical, semantic, organisational, and legal dimensions, both at national and international level and for various policy areas. Moreover, dedicated structures such as the Interoperability Centre, tasked with the coordination of all base registries as well as departments responsible for interoperability policy coordination and implementation, have been created to implement effective, citizen-centric cross-border digital services.

The strategy also outlines strategic planning that incorporates important policy projects, such as the alignment of the new European Interoperability Framework with the national framework, the implementation of a horizontal governance model, and projects that target the sectoral level for the implementation of interoperable digital services.

new

### eGovernment Interoperability Framework

Since the end of November 2021, the Ministry of Digital Governance has been working on the update of the existing National Interoperability Framework. In this process, all relevant stakeholders have been invited and have taken an active part in shaping the new framework, in order to better address the existing challenges and to be more effective. In June 2022, the design and implementation phase of the new National Interoperability Framework was completed at the Ministry of Digital Governance in strong cooperation with stakeholders from Public, Private sector and Academia. The new National Interoperability Framework meets the requirements of the existing European and Greek legislation and is aligned with the current version of European Interoperability Framework and also takes into consideration the reinforced European interoperability strategy and the forthcoming Interoperable Act. The innovation behind the updated National Interoperability Framework is that it is accompanied by an integrated governance model that will ensure its sustainability through the public participation of all public and private sector stakeholders, as well as by an Implementation Guide, which is expected to contribute decisively to the design, implementation, and evaluation of major ICT projects, as well as to the development of integrated interoperable public services. In addition, a new portal, called the new Digital Portal for the National Interoperability Framework, was developed. It aims to be the national contact point of interoperability issues for the public and private sector. The portal provides up-to-date information on issues around the field of interoperability at national and European level. It aims to contribute significantly to the delivery of effective interoperable citizen-centric digital services, satisfying at the same time the requirements of the vision of an Interoperable Europe. A new Ministerial decision is being prepared to officially launch the structure and components of the new National Interoperability Framework.

### Digital Authentication Framework

The [Digital Authentication Framework](#) aims to effectively support eGovernment at central, regional and local level, and contributes to achieving interoperability at information system, procedure and data level. More specifically, the Framework sets the standards, procedures and technologies required for the registration, identification, and authentication of eGovernment services users, including citizens, businesses, public authorities, and civil servants. It also aims to create an integrated and coherent set of policies regarding digital certificates and public key infrastructures.

### Certification Framework for Public Administration Sites and Portals

The [Certification Framework for Public Administration Sites and Portals](#) specifies the directions and standards to be followed by public agencies at central and local level when designing, developing and deploying the eGovernment portals of the public administration, and supporting eGovernment services.

### Interoperability and Electronic Services Provisioning Framework

The [Interoperability and Electronic Services Provisioning Framework](#) defines the basic principles and the general strategy to be followed by public agencies when developing eGovernment

information systems. It also provides organisational and semantic interoperability guidelines, as well as technical specifications and communication standards.

## 2.3 Key enablers

### 2.3.1 Open data, Reusability and Access to public information

The Independent Power Transmission Operator published a [new open data portal](#) with respective APIs. Moreover, a [Digital platform of Growthfund's subsidiaries](#) for the distribution of Open Data and Open programming interfaces (Open APIs) recently was announced.

The Bank of Greece also updated and made several workshops for the exploitation of the [open data](#) that is being provided.

### 2.3.2 eID and Trust Services

#### Cross-Checking Process

Recently, the General Secretariat of Information Systems and Digital Governance initiated a process for cross-checking and correlating base registries as a key step to achieve the implementation of eID and trust services. The cross-checking process is specified in Articles 48 and 53 of Law No. 4623/2019 (Government Gazette 134/A/9-8-2019).

### 2.3.3 Security aspects

#### National Cybersecurity Strategy 2020–2025

In December 2020, the [National Cybersecurity Authority of the Ministry of Digital Governance](#) issued an upgraded National Cybersecurity Strategy for 2020–2025. The new strategic framework includes, inter alia, an in-depth assessment of the current situation, the identification of new challenges and critical success factors, the mapping of key stakeholders, as well as a concrete action plan with flagship activities, milestones, and indicators to implement the following strategic objectives:

- A functional cybersecurity governance system;
- Shielding critical infrastructures and securing new technologies;
- Incident management optimisation, fight against cybercrime and privacy protection;
- A modern environment for cybersecurity investments with emphasis on the promotion of research and development; and
- Capacity building, promoting information and awareness raising.

The National Cybersecurity Strategy 2020–2025 is being implemented with a yearly plan which incorporates an array of approaches, such as policies, legislative initiatives and targeted investments, carried out by the National Cybersecurity Authority in collaboration with other competent authorities and academic/research institutions.

All in all, the NCSS 2020–2025, is an indispensable tool for digital technologies utilization, as well as building confidence and trust in digital transformation among citizens and businesses.

### 2.3.4 Interconnection of base registries

#### Service Level Agreement

A [Service Level Agreement](#) was signed between the General Secretariat of Information Systems and Digital Governance the Ministry of Interior regarding the Citizens Registry.

### 2.3.5 eProcurement

#### Ministerial Decisions on eProcurement

Following the amendments of [Law No. 4782/2021 \(Government Gazette 36/A/9-3-2021\)](#) on the modernisation, simplification and reformation of Public Procurement [Law No. 4412/2016 \(Government Gazette 147/A/8-9-2016\)](#), the Ministry of Development issued, in cooperation with the Ministry of Digital Governance and the Ministry of Infrastructures and Transportation, a series



of Joint Ministerial Decisions amending accordingly the functioning of the National Electronic Public Procurement System (Government Gazette JMD 2453/B/9-6-2021 and JMD 2813/B/30-6-2021) and the Central Electronic Registry of Public Procurement (Government Gazette JMD 3075/B/13-07-2021).

## 2.4 Domain-specific political communications

### Single Digital Map

With the Law No. 4635/2019 titled 'I invest in Greece and other provisions', any interested investor or citizen is able to know electronically what terms and conditions apply to a particular investment. The Single Digital Map, based on cadastral information, unifies geospatial data, namely:

- Terms and restrictions of construction.
- Land use;
- City plans;
- Plot and building lines;
- Land parcels;
- Forests;
- Natura 2000 areas or special habitat protection areas;
- Seashore, beach and port areas;
- Waters, streams, wetlands, navigable rivers and large lakes;
- Archaeological sites or historical sites; and
- Traditional settlements or protected areas.

Once land registration is complete, the boundaries of all plots will be added.

new

### National Action Plan for Gender Equality 2021–2025

The [National Action Plan for Gender Equality \(ESDIF\) 2021–2025](#) is structured around four Priority Axes each of which focuses on a specific thematic dimension of gender equality policies. The subject of the prevention and control of stereotypes and prejudices is incorporated in all axes as it must be considered and highlighted in all individual thematic policies and actions. The thematic Priority Axes are the following:

- **Priority Axis 1 'Preventing and combatting gender-based and domestic violence'** focuses on: measures to protect women from all forms of violence; training and education of officials of the competent authorities; informing and raising awareness of the parties involved and the public. It is governed by the principles and guidelines of the Istanbul Convention.
- **Priority Axis 2: Equal participation of women in the labour market'** concerns the reduction of the work-related inequality gap in terms of employment and occupational segregation, remuneration and discrimination on the grounds of maternity and childcare, by introducing interventions initiated in the field of basic education and extended to training, further education and lifelong learning but also to actions aimed at harmonising professional, private and family life.
- **Priority Axis 3 'Equal participation of women in decision-making and leadership'** focuses on enhancing the presence of women in positions of power and representation in political and social life, their stronger civic participation and empowering girls through education, informative events, and promoting as role models successful women who have been active and have excelled in all sectors.
- **Priority Axis 4: Mainstreaming the gender perspective into sectoral policies'** refers to the integration of gender perspective into all perspectives of sectoral policies, where close cooperation with relevant ministries, public bodies and local government is required. Through this axis, efforts are being made to promote gender equality in budgets and policymaking, in specific vulnerable social groups and populations, in the fields of education, health, sport, culture and media. Finally, Priority Axis4 includes the enhancement of gender-based production of statistical data and research to support the monitoring, planning and refinement of gender equality promotion actions.

Their refinement (specification) has been based on the analysis of the Strategy Framework as defined by the UN Agenda 2030 on Sustainable Development, the Council of Europe Gender Equality Strategy 2018-2023, the European Gender Equality Strategy 2020-2025, the Development Plan for the Greek Economy, and the Gender Equality requirements under the new programming period 2021-2027.



## Electronic services of the National Printing House

The main activity of the National Printing House is the design, printing, management and circulation of the Greek Government Gazette, both in its printed and digital version. It is also in charge of managing supplying and distributing publications of the State and the wider public sector. In July 2022 the National Printing House has started the implementation of a new project that aims to redesign, simplify and model the process of reception, processing and publication of the Greek Government Gazette for all issues handled by the Organization. It will also entail the corresponding process of reception, planning and printing (or digital publishing) of other National Printing House publications. It will do so by developing a new, modern IT system, which will grant the following:

- A new service environment for traders, with customized features, security and user-friendly capabilities; and
- A sophisticated search functionality of the Greek Government Gazette for the general public, so that the search becomes faster and fully meets the information requirements of the interested parties.

Finally, the Publicity Plan will be prepared and the focused actions of publicity of the act will be implemented, with the aim to provide information to the parties that hold transactions with the National Printing House and to the general public on the results of the act, the organizational and technological changes that have been implemented in the National Printing House procedures and the new features that will be provided to users and trader.

## Transformation of Consular Services Procedures

The project aims to improve the services provided by the Consular Authorities of the Ministry of Foreign Affairs to the citizens, through the redesign of the existing procedures. The aim is to provide a high level of service without the need for their physical presence at the Consular Authorities, whenever possible. The redesigned procedures will be completed with the electronic submission of documents and supporting documents, as well as electronic payments. Citizens will be able to ask questions to every Consular Authority through multiple digital channels in written physical language through multiple communication channels, will receive information and replies, will be able to attach the relevant documents for each process and complete their work by submitting the relevant documents to the Consular Authorities.

## 2.5 Innovative technologies

### 2.5.1 Artificial Intelligence (AI)

#### Declaration on Cooperation on Artificial Intelligence

Greece signed the [Declaration on Cooperation on Artificial Intelligence \(AI\)](#) during the Digital Day 2018. Following that, Greece has been actively participating in all relevant working groups at EU level, addressing AI from different perspectives, from the Digital Single Market to skills and ethics. In 2021, the Digital Transformation Bible was published (Greek Government Gazette 2894/B/5-7-2021). This is the reference document that drives the digital transformation of the country, acknowledging AI as one of the leading "strategic axes". It also lays down:

- The conditions for the development of AI, including the skills, the trust framework, the data policy, and the ethical principles for its safe development and use;
- The national priorities to maximise the benefits of AI with a view to meet societal challenges and foster economic growth, and
- The necessary actions and the corresponding proposed horizontal interventions related to the aforementioned priorities.

#### National Strategy for AI

Following the publication of the [Digital Transformation Bible](#), the Greek Ministry of Digital Governance has conducted Greece's National Strategy for Artificial Intelligence.

The key projects and actions of the strategy are structured around three high level policy areas, namely AI Enabling Framework; AI for Economic Growth and Digital Transformation and AI Principles, which include the six following fine-grained Strategic Targets:

- AI Enabling Framework, including: The Development of National AI Infrastructure, which includes actions that aim at creating or enhancing AI infrastructures like databases, supercomputers, and experimentation infrastructures; AI Research, Education & Skills Capital, which focuses on the development of the human capital needed for the successful development, deployment, operation of AI systems; and AI Innovation Ecosystem, which comprises activities that foster the creation of a vibrant AI innovation ecosystem.
- AI for Economic Growth and Digital Transformation, including: AI for the Private Sector, which aggregates the full range of activities that are destined to boost AI-based private sector growth. It comprises actions that encourage and facilitate data sharing in the private sector, along with activities that support enterprises in accessing AI resources; AI for the Public Administration, which includes the implementation of reference AI projects in the public administration, along with actions that unlock the innovation capacity of the public administration.
- AI Principles, including: Ethical, Trustworthy and Human Centred AI, which comprises technical, legal, and regulatory development activities towards ethical, responsible, and inclusive AI systems. With Law 4961/2022 the Ministry of Digital Governance regulates issues around AI are defined and a National Committee for the governance of National AI strategy and an AI observatory is being established

### 2.5.2 Distributed ledger technologies

In October 2019, Greece signed the Memorandum of Understanding on Cooperation and the Exchange of Best Practices in the field of Distributed Accounting Technology (DLT) between the Republic of Cyprus, the French Republic, the Hellenic Republic, the Italian Republic, the Republic of Malta, the Portuguese Republic and the Kingdom of Spain.

With Law 4961/2022 the Ministry of Digital Governance, regulates issues around Distributed Ledger and Blockchain. Moreover, Greece is actively Participating in the initiative for European Blockchain Infrastructure Services and the respective forthcoming EDIC.

### 2.5.3 Big data

A project for the management of big data, the analysis of data and Multifaceted reporting is being implemented in the context of the national recovery and resilience plan.

### 2.5.4 Cloud computing

Projects for cloud computing are being implemented for Government in the context of the National Recovery and Resilience Plan. Moreover, a project is being implemented for the creation of a Security Operation Centre and the prevention of Distributed Denial-of-Service Attacks. Lastly, collaboration of research cloud and AWS has been announced for offering services to the Greek Academic and Research Community. Moreover, there is collaboration with MS Azure for public administration cloud services.

### 2.5.5 Internet of Things (IoT)

The Greek Government has initiated a Request for Information (RFI) inviting responses from companies, research organizations, and other stakeholders, in order to develop a comprehensive national strategy for the use of Internet of Things (IoT) technology. The goals for IoT include:

- Increasing the use of IoT in key sectors such as healthcare, transportation, energy and the environment, to improve the delivery of services and to reduce cost and environmental footprint;
- Supporting sustainable economic growth, the creation of new jobs and the improvement of quality of life;
- Fostering innovation and entrepreneurship in the field of IoT, to promote new products, services and application models;
- Ensuring that the benefits of IoT are shared by all citizens, regardless of their socio-economic status, age, or location; and
- Promoting openness and international interoperability of IoT systems, through international collaboration.

With Law 4961/2022 the Ministry of Digital Governance, regulates issues around Internet of Things.

### 2.5.6 High-performance computing

#### Declaration on Cooperation on QCI

The Minister of Digital Governance signed the [Declaration on Cooperation Framework on Quantum Communication Infrastructure for the Hellenic Republic](#) on 3 December 2019 in Brussels. During the ESA Ministerial Council of 27 November 2019 in Seville, Greece announced its focus on the design and implementation of the new generation of satellite technologies and applications through the Agency's optional programmes for the following three years and mainly on the telecommunications sectors (Space & 5G) and Earth Monitoring services. Greece has signed up to a EUR 16 million contribution to the ARTES programme, including the respective sub-programmes on security and quantum technologies. GRNET has been appointed by the Secretary General of Telecommunications and Post to submit the Hellas QCI proposals for DEP & CEF calls launched in 2022. The consortium of HellasQCI is funded by DEP and its kick-off meeting took place in January 2023.

### 2.5.7 High-speed broadband connectivity

#### National Strategy on Broadband

The strategy has been prepared by the General Secretariat of Telecommunications and Post / Ministry of Digital Governance, based on relevant studies and extensive consultation with all relevant stakeholders, and then adopted by the Minister of Digital Governance ([Ministerial Decision 49195 E 2022/24.11.2022](#)). The plan is the strategic roadmap for the development of broadband connectivity in the country, including the 5G roadmap. It contains both administrative measures and planned interventions aiming to support infrastructure projects, including terrestrial and submarine cables, which will be funded by several national and European funding sources. The new plan is aligned with the European Connectivity Targets (Gigabit Society 2025 and Digital Compass 2030). The anticipated public intervention will use funds from ESIF 2021-2027, RRF, CEF Digital as well as national resources. Moreover, a roadmap for the implementation of best practices proposed by the Connectivity Toolbox has been issued. Mobile Communications and 5G In December 2020, Greece successfully [completed the tender process](#) for granting radio frequency usage rights in the 700 MHz, 2 GHz, 3400-3800 MHz and 26 GHz bands, after six rounds of bidding. As a result of the process, the total range available in the above zones was awarded to the companies COSMOTE, VODAFONE Hellas and WIND Hellas. The revenue secured for the Greek State amounts to a total of EUR 372 million.

The tender process, which was finalised after the completion of the public consultation and started in September 2020, was designed and implemented in a transparent and efficient manner and according to a strict schedule that was consistently adhered to. It is also to be noted that the procedure was fully compliant with the current European regulatory framework.

To facilitate the development of the 5G ecosystem, a State-run investment fund known as the [Phaistos Funds](#) was established. Its purpose is the investment in businesses (start-ups or otherwise) which are active in the research and/or development of 5G-based-solutions. Eligible companies could be active in such sectors as transport, logistics, manufacturing, industry, defence, goods and utility networks, health, tourism, information, and media. The fund, established under the Greek [Law No. 4727/2020](#), operates in the public interest in accordance with private economy rules for the service of special public purpose, as per the Fourth Part of [Law No. 4389/2016](#) (Article 94) and of [Law No. 4548/2018](#) (Article 104). It will be funded by 25% with the proceeds of the auction for 5G network frequencies. A parallel target is the participation of the private sector and the attraction of private funds with a value of up to 30% of the State revenue, corresponding to approximately EUR 30 million.

### 2.5.8 GovTech

The exploitation of the European Digital Innovation Hub for the Govtech has already started. Important contribution at this stage is the work that is being done under the [Digigov innovation hub](#). A lot of [workshops](#) are being implemented and planned to set the priorities and needs in the context of Digital Governance and emerging technologies.

Moreover, Greece is chairing a working group that has been established for preparing a proposal for a Multicountry Project regarding Connected Public Administrations. This project will be

implemented in the context of the Digital Decade Policy Program by a European Digital Infrastructure Consortium. The Rationale and Objectives of the forthcoming Multi Country Project is expected to include the following:

- Creation of e-delivery network for Public Administration;
- Support of the digital transformation of public and private service;
- EU's Digital Sovereignty (eIDAS regulation, eID toolbox, Web analytics platform for public administration in the EU);
- Synergies between private and public investments (Public Innovation Procurement and Pre-Commercial Procurement of Innovative Solutions), and
- Contribution to the digital transformation of businesses (B2B, B2G data exchange)
- Use of Rich communication services.

The EDIC generally, aspires to contribute to the targets of the forthcoming Interoperable Europe Act.

## 2.5.9 Other Innovative technologies

### Space Technologies and Applications

Space technologies and applications are an enabler for digital transformation. Since 2017, the General Secretariat for Telecommunications and Post of the Ministry of Digital Governance has been the competent administrative authority for all civilian space issues in Greece. It represents the country in all European and international organisations with a focus on space-related activities. Since May 2003, the country has been a space faring nation, with the launch of the first [Greek Telecommunication Satellite](#), HELLAS SAT II. In June 2017 HELLAS SAT III was launched, to replace the aging HELLAS SAT II and in February 2019 HELLAS SAT IV was launched. Since 2019, Greece has an operational [Governmental Satellite Communications \(Govsatcom\) system](#) named [GreeCom](#) which connects Ministries, the Parliament, embassies, various national authorities and civil defence.

The Greek strategy in space matters aims to:

- Strengthen national security and defence, especially with the utilisation and development of space infrastructure;
- Develop the Greek space industry;
- Utilise space data and develop relevant applications, and
- Support space research and innovation.

The recent strategy on Digital Transformation 2020–2025 lays out the specific activities the government will undertake in relation to space activities as follows:

- Upgrade of the Hellenic Copernicus Collaborative Ground Segment;
- GOVSATCOM- GreeCom;
- Line of action for the development of 5G Networks;
- GOVSATCOM- GreeCom
- Fibre in the sky and ground infrastructures;
- Development of the Micro-Satellite Project;
- Applications of Secure Quantum Cryptography – EuroQCI; and
- National Experimental Infrastructure for the Quantum Key Distribution (QKD).

### European Digital Innovation Hubs

On 22 June 2022, the Ministry of Digital Governance announced the completion of the tender procedure by the European Commission in order to create the European Digital Innovation Hubs (EDIHs) network. Greece will participate in the network with 4 EDIHs, which will be funded by the European Commission through the Digital Europe Programme 2021-2027 (DEP) with an amount of EUR 9.3 million for 3 years, while 3 more EDIHs will participate in the network without European funding, as they have received the EU seal of excellence. The national funding of the EDIHs will be from NSRF 2021-2027

The total 7 EDIHs of Greece are the following:

- SmartHEALTH. It's an EDIH for Smart Health. It deals with precision medicine and innovative eHealth services and its coordinator is the Foundation for Research and Technology - Hellas (FORTH);
- DigiAgriFood. It's the Digital Transformation and Green Transition of the Agri-Food Value Chain in Central and Northern Greece. Its coordinator is the Democritus University of Thrace (DUTH);

- GR digiGOV-innoHUB. It's the Greek digital Government and Public Services innovation hub and its coordinator is the Greek Research and Technology Network;
- SmartAttica-AtHeNAI- Smart Attica DIH, the Attica region. It's the Greek Innovation hub for Artificial Intelligence in Energy and Environment, Supply chain and mobility, Culture and Tourism. Its coordinator is the National Center of Scientific Research 'Demokritos';
- HEALTH HUB, whose coordinator is the Institute of Entrepreneurship Development iED;
- SYNERGiNN EDIH. It's the Digital Innovation Hub of Western Macedonia, whose coordinator is the University of Western Macedonia, and
- EasyHPC- EasyHPC@eco.plastics.industry.WCG. It's an open HPC ecosystem for the ecological transformation and the advancement of the competitiveness of the plastic industry in the regions of West & Central Greece. Its coordinator is the University of Patras.

The national pre-selection process of the proposals submitted to the EU for the final selection was coordinated by the General Secretariat of Information Systems and Digital Governance, with the support of the following General Secretariats:

- Research and Innovation (Ministry of Development);
- Public Investments and NSRF (Ministry of Economy );
- Industry (Ministry of Development), and
- Industrial Relations (Ministry of Labour and Social Affairs).



# 3 Digital Public Administration Legislation



## 3 Digital Public Administration Legislation

### 3.1 Specific legislation on digital public administration

#### Law on Emerging Information and Communication Technologies, strengthening Digital Governance and Other Provisions

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions, contains numerous provisions regarding government digital services, such as the use of advanced technologies (AI, Internet of Things, Distributed Ledger Technology (LDT)), the simplification of administrative procedures and digital governance, among others.

#### Law on Digital Governance

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance (transposing into the Greek legislation Directive (EU) 2016/2102 and Directive (EU) 2019/1024) – Electronic Communications (transposing into the Greek law Directive (EU) 2018/1972) and other provisions contains numerous provisions regarding government digital services, such as:

- The creation of a personal number (PA) for citizens to allow for their formal identification in the provision of public services;
- The creation of an electronic registered delivery service for the private and public sectors;
- The creation of a Register of Public Administrative Procedures and a Citizen Communication Register;
- The strengthening of the Single Digital Portal gov.gr;
- The obligation to provide digital public services through the Single Digital Portal of Public Administration (gov.gr – EIP);
- The permanent establishment of new digital services that were introduced as a direct result of the COVID-19 public health crisis;
- The provision of the necessary institutional framework for the digital transformation of the Greek public sector and society;
- The development of measures pertaining to the Transparency Programme, public sector information, open data and other issues related to transparency and open government; and
- The introduction of the accessibility framework for the public sector's websites and applications for mobile devices to render their services accessible to all users, including to persons with disabilities.

The purpose of Law No. 4727/2020 is to codify in a single text, the scattered and complex legislation on digital governance, while Article 108 repeals Articles 1 to 37 of Law No. 3979/2011.

#### Law 'I invest in Greece and other Provisions'.

Law No. 4635/2019 (Government Gazette 167/A/30-10-2019) contains numerous provisions regarding government digital services, such as:

- The creation of the open Single Digital Map which will collect and centralise geospatial data, such as land use and building planning;
- The creation of a single digital public administration portal, 'gov.gr', which will gather all digital public services under one single portal;
- The implementation of the National Programme for Process Simplifications by the Ministry of Digital Governance to simplify administrative processes; and
- The precise procedure to be followed from 1 January 2021 for the compulsory electronic submission of applications to Administrative Courts.

## Law on the Unified Mobility System in Public Administration and Local Government

Law No. 4440/2016 (Government Gazette 224/A/2-12-2016) establishes permanent voluntary mobility of public sector personnel based on an electronic database and an evaluation procedure for submitted applications.

## 3.2 Interoperability

### Law on Emerging Information and Communication Technologies, strengthening Digital Governance and Other Provisions

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions contains numerous provisions regarding government digital services.

### Law on Interoperability Organisation

Law No. 4623/2019 (Government Gazette 134/A/9-8-2019) provides, inter alia, articles dedicated to the interoperability of new organisational structures, roles, and responsibilities at cross-sectoral and national level.

### Law on Digital Governance

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance (transposing into the Greek legislation Directive (EU) 2016/2102 and Directive (EU) 2019/1024) – Electronic Communications (transposing into Greek law Directive (EU) 2018/1972) introduces provisions at various levels and for various issues for the implementation of effective interoperable digital services at national and international level.

### Ministerial Decision Law on Operation of Interoperability Center

Ministerial Decision No. 118944/2019 (Government Gazette 3990/B/01.11.2019) defines the operation of the Interoperability Centre of the General Secretariat of Information Systems and Digital Governance concerning the approval procedures and provision of online services among information systems of public bodies.

## 3.3 Key enablers

### 3.3.1 Open Data, Reusability and Access to public information

#### Law on Web Content Accessibility Guidelines

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance, integrates Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies into Greek legislation, aiming to safeguard the right to unobstructed and equal access of all citizens to electronic information, via the public sector bodies' websites and mobile apps, as well as their production, exchange and dissemination.

The law replaces Articles 1-13 of Law No. 4591/2019 on the accessibility of the websites and mobile applications of public sector bodies. In the context of Greece's relevant obligations as an EU Member State, on 23 December 2021 Greece submitted to the European Commission the report on the results of the first monitoring period of websites and mobile apps of the public sector bodies, published also on the official website of the [General Secretariat of Information Systems and Digital Governance](#).

Law No. 4780/2021 (Government Gazette 30/A/28.02.2021) established the Greek National Accessibility Authority as an advisory body of the State on the subject of accessibility of persons with disabilities, in all areas of human activity. Its mission is to constant monitor the situation and to formulate relevant proposals and public policies on the right of access for persons with disabilities. Its jurisdiction lies - among other things - into proposing the development and updating of accessibility standards in all areas, including the digital environment.

[Law No. 4823/2021 \(Government Gazette 136/A/03.08.2021\)](#) introduces several provisions on the upgrade of schools and empowering teachers. It also includes the accessibility standards of school units' websites.

[Law No. 4961/2022 \(Greek Government Gazette 146/A/27-07-2022\)](#) on Emerging information and communication technologies, reinforces digital governance and other provisions. In Articles 79-80 the Registry of Websites and Applications for Mobile Devices is redefined. The aim is to collect in the same registry both the websites and mobile applications of the bodies of the Greek Public Administration. Corrections are applied as far as the definition of 'applications for mobile devices' in Article 38(2) of Law 4727/2020 and the presumption of compliance with Article 41(3) of Law 4727/2020 are concerned.

### Other regulatory acts with regards to digital accessibility

[Law No. 4779/2021 \(Greek Government Gazette 27/A/20.02.2021\)](#) on the transposition into national law of Directive (EU) 2010/13 of the European Parliament and of the Council of 10 March 2010 on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the provision of audiovisual media services, as amended by Directive (EU) 2018/1808 of the European Parliament and of the Council of 14 November 2018 and other provisions of competence of the Secretariat-General for Communication and Information, establishes the accessibility of audiovisual media services for persons with disabilities.

[Law No. 4994/2022 \(Greek Government Gazette 215/A/18.11.2022\)](#) 'Transposition of Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on accessibility requirements for products and services and other urgent provisions to enhance growth', incorporated into Greek legislation this EU Directive with a view to strengthening the functioning of the internal market, as regards accessibility requirements for products and services, increasing the availability of accessible products and services, improving their accessibility to persons with disabilities, creating economies of scale, facilitating cross-border trade and mobility and enhancing innovation.

### Guide for Digital Accessibility to public websites and mobile applications

The General Secretariat of Information Systems and Digital Governance published [a guide for Digital Accessibility](#) of public sector websites and mobile applications based on the W3C standards and guidelines.

### Law on the Re-use of Greek Public Sector Information

The legislative framework on the re-use of public sector information comprises a set of laws implementing EU directives aiming at reusing different types of public sector information and increasing transparency in the activities of public sector authorities. In particular, in 2003 Greece implemented [Directive 2003/98/EC](#) of the European Parliament and of the Council. The transposing law was then amended in 2014 by [Law No. 4305/2014](#).

Recently, via [Law No. 4727/2020](#), the Directive (EU)2019/1024 on open data and the further use of public information sector was transposed into Greek law, bringing it up to speed with current EU developments.

### Law on the Ratification of the Pension Rules of the Draft Financial Assistance Contract

[Law No. 4336/2015 \(Government Gazette 94/A/14-08-2015\)](#) provides for the creation of a portal ensuring easy access to legislation for citizens, both in published form and in codified version. The aim is for citizens to be able to trace all legislation relevant to their case in a clear and concise manner.

## 3.3.2 eID and Trust Services

### Electronic Signatures

[Law No. 4727/2020](#) defines advanced and qualified electronic signatures, deals with the legal consequences of electronic signatures and determines the procedures of issuance, circulation, prototyping and archiving as well as the validity of electronic documents and their printouts.

[Regulation \(EU\) 910/2014](#) on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), adopted on 23 July 2014, provides a regulatory environment for secure and seamless electronic interaction between businesses, citizens and public authorities in the context of electronic services.

### Trust Services

[Law No. 4727/2020](#) defines the responsibilities related to trust services and outlines the operating framework of trust service providers. Moreover, it regulates the related procedures for the issuance and use of digital certificates issued by trusted service providers.

In compliance with the legislative act and [Regulation \(EU\) 910/2014 \(eIDAS\)](#), the approved digital signatures provided by the trust service providers are the legal equivalent of handwritten signatures in both substantive and procedural law. Furthermore, digital signatures provide secure communication and electronic transactions among public sector organisations, citizens, and businesses through internet applications.

[Ministerial Decision 27499/2021 \(Government Gazette 3682/B/10-8-2021\)](#) defines the minimum safety requirements, standards and accepted methods for remote authentication and any special characteristics (remote identification) of the natural person making the request for issuance of a qualified certificate for a trust service using electronic means, without the physical presence of this person, according to par. 1 (d) of article 24 of the eIDAS Regulation.

In September 2021, the Hellenic Public Administration Certification Authority (APED) which is the trust service provider of the Greek Public Sector, successfully completed the audit and inspection of its management system and processes, according to the eIDAS Regulation. As a result, the Hellenic Telecommunications and the Post Commission renewed the license of APED and the right to be in the Trusted List of Qualified Trust Service Providers. APED began its operations, in its new form, in January 2022. Until the end of 2022 APED issued 36.139 qualified electronic certificates for digital signatures for natural persons.

Additional actions were implemented for digital signatures offering digital certificates to the [public servants](#) and [Members of professional chambers](#) in Greece.

### 3.3.3 Security aspects

#### Law on the Protection of Individuals regarding the Processing of Personal Data

[Law No. 4624/2019 \(Government Gazette 137/A/27-8-2019\)](#) establishes additional measures for the implementation of the General Data Protection Regulation (GDPR) and incorporates Directive (EU) 2016/680. The law must be complied with by all public and private sector bodies/organisations that process personal data in the context of their activity. The GDPR imposes a number of new obligations on editors, which derive from basic principles and in particular the enhanced principle of transparency in the way data are collected, processed and stored, and the new accountability principle, according to which the data controller is responsible for demonstrating compliance with all the principles governing the processing of personal data. Also, new rights are introduced such as the right to be forgotten and the right to data portability.

#### Law on the Protection of Personal Data and Private Life about Electronic Telecommunications

[Law No. 3471/2006](#) was adopted on 28 June 2006, revising [Law No. 2472/1997](#) and aiming at setting preconditions with regard to personal data processing and the assurance of confidentiality in telecommunications. [Law No. 3471/2006](#) was amended by [Law No. 3917/2011](#) and [Law No. 4070/2012](#). The purpose of Articles 1 to 17 of this law is the protection of the fundamental rights of individuals, in particular the right to privacy. To that end, conditions are established for privacy in the context of personal data processing, and security and privacy of electronic communications.

#### Law on a High Common Level of Security of Network and Information Systems

Greece transposed [Directive 2016/1148/EU](#) of the European Parliament and of the Council concerning measures on a high common level of security of network and information systems across the Union into Greek legislation with [Law No. 4577/2018 \(Government Gazette 199/A/3-12-2018\)](#). Furthermore, [the Ministerial Decision No. 1027/2019 \(Government Gazette 3739/B/8-10-2019\)](#) lays down specific regulations, measures, and procedures for the effective implementation of the aforementioned legal framework, including (inter alia): the criteria for the definition of Operators of Essential Services (OESS) at national level, security policy obligations,

baseline security requirements, obligations for Chief Information Security Officers (CISOs), notification of incidents procedure, and an audit/sanctions framework.

### Law on Urgent Measures to address the Consequences of COVID-19 and the Associated Spreading Risk

[Law No. 4683/2020 \(Government Gazette 83/A/10.04.2020\)](#) establishes – among other things - the legal framework for urgent measures to (i) address the consequences of the COVID-19 pandemic; (ii) provide support to society in general, and entrepreneurship, in particular; and (iii) ensure the smooth operating of the market and public administration.

In the third section, the law contains arrangements on how to digitally operate and respond to urgent needs of public administration, including the issuance of documents via the national digital gateway of the public administration ('gov.gr' Portal), the citizens' submission of applications to public administration, the possibility for citizens to complete and electronically sign authorisation documentations and declarations of honour, and the electronic submission of applications through Citizens' Service Centres (KEP in Greek).

### 3.3.4 Interconnection of base registries

#### National Citizens Registry

Pursuant to Articles 38-41 of [Law No. 4623/2019 \(Government Gazette 134/A/9-8-2019\)](#), the General Secretariat of Information Systems and Digital Governance has undertaken the technical implementation of all interoperability-related initiatives and the development of services. Key elements contained in the National Citizens Registry of the Ministry of Interior have started to be made available to the Secretary-General of Information Systems and Digital Governance. That way, the recognition of citizens in multiple State registries is improved, reducing bureaucracy, and thus ensuring better, faster and more efficient public service delivery. Furthermore, a recent [Ministerial Decision \(10726/2020\)](#) regulates that significant registries are to provide quality public sector information as open data via APIs.

#### Law on the National Register of Minors

The Greek government adopted [Law No. 4538/2018 \(Government Gazette 85/A/16-5-2018\)](#) of the Ministry of Labour, Social Security and Social Solidarity on foster care and adoption, and the creation of a digital National Register of Minors. The law aims at improving the transparency and speeding up of the adoption and foster care processes. The entire life cycle of the service will be fully digitised.

In addition, the law establishes the National Register of Candidate Parents and Approved Foster Parents of Minors under the supervision of the [National Centre for Social Solidarity \(EKKA\)](#) and the maintenance of a National Register of Minors and Special Registers by all child protection and care units operating as non-profit organisations, listing the details of the minors they are hosting.

### 3.3.5 eProcurement

#### Law on Public Procurement

The national Public Procurement [Law No. 4412/2016 \(Government Gazette 147/A/8-9-2016\)](#), which comprises the transposition of the Public Procurement Directives 2014/24/EU and 2014/25/EU as well as the Remedies Directive 2007/66/EC, amended and extended also the initial eProcurement [Law No. 4155/2013 \(Government Gazette 120/A/29-5-2013\)](#). New provisions introduced by [Law No. 4782/2021 \(Government Gazette 36/A/9-3-2021\)](#) amending Public Procurement Law No. 4412/2016 are stipulating, among other provisions, that contracting authorities and contracting entities:

- Are required to use the [National Electronic Public Procurement System](#) at all stages of the procurement process for contracts with an estimated value exceeding EUR 30 000, VAT excluded;
- Shall use the National Electronic Public Procurement System to establish an Electronic Archive of a Public Contract's documentation in case of eProcurement processes;
- May use Public Procurement e-Catalogues Systems that might introduce relevant eShops and e-Marketplaces; and
- May explicitly use e-Auctions for procuring specific goods and services.

The new provisions also allow the Ministry of Development and Investments to issue a number of Joint Ministerial Decisions regulating the functioning of the National Electronic Procurement System and the Central Electronic Registry of Public Procurement and also set the legal foundations to pursue the goals set by the [National Public Procurement Strategy 2021–2025 \(-JMD 2182/B/25-5-2021\)](#), the vast majority of which are about the digital transformation of public procurement and end-to-end eProcurement.

### Law on Electronic Invoices

[Law No. 4601/2019 \(Government Gazette 44/A/9-3-2019\)](#) on Corporate Transformations and the Harmonisation of the Legislative Framework was adopted, including provisions transposing Directive 2014/55/EU on electronic invoicing in public procurement. Moreover, two Joint Ministerial Decisions (Government Gazette 3766/B/13-08-2021 and 1202/B/16-03-2022) were issued in the context of public procurement: one defining the electronic invoicing architecture and the other defining the national format of electronic invoices. Finally, [Article 16 of Law No. 4782/2021](#) introduced the mandatory inclusion of a contracting authority identifier for electronic invoicing in public contracts. On April 2023 a Joint Ministerial Decision was issued for the Mandatory use of e-invoicing in public procurement (Government Gazette 2385/B/12/-04-2023).

## 3.4 Domain-specific legislation

### Law on eHealth

[Law No. 4600/2019](#) (Articles 83, 84 and 101) on the Modernisation and Reform of the Institutional Framework of Private Clinics, the Establishment of a National Public Health Organisation and the Establishment of a National Institute of Neoplasia includes provisions relating to eHealth.

### Presidential Decree 131/2003 on eCommerce

[Presidential Decree No. 131/2003 on eCommerce](#) was adopted on 16 May 2003 and transposes [Directive 2000/31/EC](#) of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

### Law 4635/2019 on Geospatial Data

[Law No. 4635/2019](#) on Geospatial Data provides for the creation of the open Single Digital Map, which will collect and centralise geospatial data, such as land use and building planning. Public sector bodies will be obliged to provide competent authorities with electronic access to all geospatial data they hold within their competence in digital form. Public agencies are also required to ensure accurate and up-to-date information on geographic data and arrange for the conversion of all their geospatial data into digital form.

### Law 4463/2017 on Broadband Cost Reduction

[Law No. 4463/2017](#), transposed the [Broadband Cost Reduction Directive 2014/61/EU](#) into the national legislation and, furthermore, streamlined the licensing procedures, thus providing a functional framework for broadband development.

### Law 4727/2020 on Electronic Communications

[Law No. 4727/2020](#) is the new Electronic Communications legislative framework, transposing [Directive \(EU\) 1972/2018](#), establishing the Electronic Communications Code, and including additional national provisions regarding electronic communications. Provisions of the previous [Law No. 4070/2012](#) concerning the national regulatory authority have remained and are still in force. Secondary legislation is under preparation to facilitate the implementation of special provisions of Law No. 4727.

### Law 4635/2019 'Invest in Greece'

[Law No. 4635/2019](#) ('Invest in Greece') includes provisions for the licensing and control of the installation of antenna constructions and antenna farms, as well as provisions for the National Broadband Plan including fibre-optic networks, 5G, Wi-Fi, smart cities, corridors for driverless



vehicles and all infrastructures for fixed, wireless and satellite telecommunication networks or dedicated networks that operate as IoT.

## 3.5 Innovative technologies

### 3.5.1 Artificial Intelligence (AI)

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions contains numerous provisions regarding government digital services, such as the use of advanced technologies (AI, Internet of Things, Distributed Ledger Technology (LDT), UAVs), the simplification of administrative procedures and digital governance, among others.

### 3.5.2 Distributed ledger technologies

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions contains numerous provisions regarding government digital services, such as the use of advanced technologies (AI, Internet of Things, Distributed Ledger Technology (LDT), UAVs), the simplification of administrative procedures and digital governance, among others.

### 3.5.3 Big data

No legislation was adopted in this field to date.

### 3.5.4 Cloud computing

Law No. 4727/2020 is the new Electronic Communications legislative framework, transposing Directive (EU) 1972/2018, establishing the Electronic Communications Code, and including additional national provisions regarding electronic communications, such as provision of digital public services through cloud computing infrastructure.

### 3.5.5 Internet of Things (IoT)

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions contains numerous provisions regarding government digital services, such as the use of advanced technologies (AI, Internet of Things, Distributed Ledger Technology (LDT), UAVs), the simplification of administrative procedures and digital governance, among others.

### 3.5.6 High-performance computing

No legislation was adopted in this field to date.

### 3.5.7 High-speed broadband connectivity

new

#### Joint Ministerial Decision on Broadband Networks

Pursuant to the provisions of existing legislation, a [Joint Ministerial Decision](#) (No 32514 EE 2022) has been issued that provides simplified procedures for the implementation of low-impact works for the deployment of broadband networks. Furthermore, a Ministerial Decision has been issued ([Decision No 5847/2023](#)) specifying the data to be submitted to the 'Broadband Map and Network Infrastructure Register', as well as the data format and any other relevant technical information.

### 3.5.8 GovTech

No legislation has been adopted in this field to date



# 4 Digital Public Administration Infrastructure

## 4 Digital Public Administration Infrastructure

### 4.1 Platforms and Applications

#### 4.1.1 National Platforms and Applications

##### Single Digital Portal – gov.gr

Gov.gr is the single digital delivery channel of Greek public services. It aims to provide a seamless experience to citizens and businesses during their transactions with public administration. Its user-centric design allows users to find the service they are interested in, within 3 clicks at most. Currently, gov.gr hosts more than 1500 services, covering 100 life events (e.g. Registering to a School, Unemployment, Voting, Health benefits, Starting a business). The portal is evolving from a simple catalogue of online services towards an ecosystem. The new generation of digital services (called "gov.gr native services") is built using Digital Service Building Blocks (e.g. e-authentication, support ticketing system).

The responsibility for the operation, coordination and development of gov.gr lies with the Single Digital Gateway Coordination Service, which was established by Law No. 4704/2020 (Article 16).

In this regard, the new unit is responsible for:

- Design of Digital Public Services.
- Digital Public Service Management.
- Strategic Planning and Operational Architecture.
- Data and Business Analytics for gov.gr.
- Citizen feedback and support.
- Change in organisational culture.

new

##### The National Registry of Public Services (Administrative Procedures) – MITOS

The National Registry of Public Services (Administrative Procedures) - MITOS has been established on the basis of article 90 of Law No. 4727/2020 and is kept at under the jurisdiction of the Directorate of Public Sector Administrative Procedures of the Ministry of Interior. It is also part of the Single Digital Portal of Public Administration (gov.gr), with which it interoperates with respect to the processes carried out through it.

MITOS is the pillar-vehicle to record and standardize all administrative procedures of the Greek State in a single repository, with the use of modern technologies/tools. The standardization of the procedures minimizes ambiguity and legal uncertainty and at the same time homogenizes the operation of Public Administration. "MITOS" was established with the aim of recording and standardizing the totality of digital and physical administrative procedures of the public sector, providing all relevant information.

More specifically, MITOS:

- captures and standardizes existing administrative procedures of public services and bodies, recording (at least) the following information: accurate, official titles of existing administrative procedures, legislative framework, competent services, supporting documents, processing time, flow chart, estimate of time and cost of tolls or other fees,
- incorporates a mechanism for continuous updating of procedures,
- supports simplification of procedures through the National Programme for Simplification of Procedures (EPAD), as well as their assessment in terms of their impact on administrative burdens and
- integrates a citizen reporting platform.

##### National Academy for Digital Competences (former National Digital Academy)

The National Academy for Digital Competencies (NADC) is the evolution of the National Digital Academy (aggregator of educational content) founded in 2020 and it is a core initiative of the Hellenic Ministry of Digital Governance, powered by GRNET S.A. (National Infrastructures for Research and Technology), that responds to the emerging need of providing Greek citizens with high quality educational content on digital skills. The NADC's ambition is to increase the digital literacy of the general population and foster the sectorial digital competences by means of:

- Design and implementation of national initiatives through educational activities which enhance digital literacy, digital citizenship, digital upskilling and reskilling while promoting inclusion;
- Development of Massive Open Online Courses (MOOCs) aligned with the European Frameworks on Digital Competences;
- Hosted MOOCs provided by acclaimed institutional and market actors;
- Participation in National, European and International Digital Transformation projects in order to provide consultation on methodologies for skills profiles, as well as to collaborate in producing educational content, in alignment with the European Frameworks, the National Strategy and the National Framework for Digital Competences.

The current courses portfolio has evolved to 323 courses organised in 6 core digital domains, addressing 34 related fields with respective generic or specialized content, created by 40 expert providers. Focusing on Digital skills for citizens, the NADC offers more than 150 courses on the 5 key areas of digital competences as for the European Commission's Digital Competence Framework for Citizens, either by selection of individual courses and level or by use of the Digital Competences Assessment Tool, which is an enabler for drafting a personalized curriculum. In this context, the launch of the "[Digital Citizen](#)" pathway in early 2022, provided citizens with a pack of 5 new courses underpinning basic digital skills. Focusing on Digital skills for professionals, the NADC offers 217 courses for 8 sectorial professional profiles in order to keep pace with new learning, and addressing new digital skills requirements to support in generating growth, employment and social inclusion. Focusing on initiatives for Digital skills for all the synergies of NADC and Local Government have delivered the "[3rd e-age: Digital empowerment of the Elderly](#)", aiming to prevent the Elderly from social exclusion by bridging the digital literacy gap. The program has been successfully launched in June 2022 in two municipalities and replicated in four, while there is a plan for further geographical expansion in 2023. The initiative provides customised guidance, tailored training and personalised support to the elderly in order to develop basic digital skills, perform digital tasks independently and foster inclusion in the Digital World. NADC has also delivered a pilot action on supporting women's participation in digital technologies and leadership positions while further collaboration with Local Government, academia and NGOs will promote women's entrepreneurship by means of Digital Crafting. Finally, the NADC's commitment to innovation is indicated by the program "Digital Citizenship for children", which aims to create a learning community among parents, teachers and child healthcare professionals in order to holistically address the contemporary challenges of the children's digital activity in terms of cybersecurity, risk of addiction and exposure to bullying as well as managing own digital footprint.

### Digital Services Training Portal

The [Digital Services Training Portal](#) provides instructions for use in selected digital services of the Single Digital Portal gov.gr. The aim of the training portal is to provide citizens with easy, fast, and affordable practical support for the use of public administration digital services. The portal provides different courses on a variety of topics such as vaccination or information on gov.gr.

### Hellenic Open Data Portal

The [Hellenic Open Data Portal](#) is the national portal for the dissemination of open data. It is the central directory of the public administration that provides free access to the databases of Greek government agencies. Thirty-nine agencies have been integrated into the open data portal, providing the data for free through an integrated Application Programming Interface (API). The purpose of the Hellenic Open Data Portal is to increase the web accessibility of Greek public administration datasets by providing integrated services, e.g. cataloguing, indexing, storage, search and availability of public sector data and information, as well as online services to citizens and third-party information systems. The implementation of a new version of the portal is in progress to improve the technical features and functions of the data repository but also to provide a quality upgrade to the information. Special emphasis is placed on the use of Application Programming Interfaces (APIs) both in terms of availability and reception of datasets.

### Diavgeia – Transparency Portal

[Diavgeia](#) is one of the major transparency initiatives of the Ministry of Digital Governance. Since its inception in 2010, decisions by public entities cannot be implemented unless they are uploaded on the [Diavgeia Transparency Portal](#) and each document is digitally signed and assigned an automatic and unique transaction number. Diavgeia covers all public institutions, regulatory authorities, and local governments. For the first time in Greece, the Diavgeia Programme introduced the obligation to publish all government decisions on the internet, except for those

containing sensitive personal data and/or national security information. Currently Diavgeia hosts more the 55 million documents.

### Register of Bodies granted by the Public Sector

Within the framework of the principle of open action of the administration, the enhancement of transparency and accountability is sought by extending the scope of the Transparency Programme by further obliging to post the expenses accounts of non-profit organisations that are subsidised by the General Government with an amount of more than EUR 3 000 euro in total per year at the [Register of Bodies granted by the Public Sector](#) (failing to publish the above statements leads to exclusion from any kind of further grant or financing).

### emvolio.gov.gr

The SARS-COV-2 virus poses a major threat to public health as it causes significant morbidity and mortality in certain groups of the population. Its danger is intensified by its easy transmission and continued dispersal, despite the multilevel interventions and extensive restraint measures that have been taken. The COVID-19 pandemic has caused an unprecedented health, social and economic crisis worldwide. It has influenced and continues to influence public and private structures, dramatically changing people's lives. The [emvolio.gov.gr](#) portal was developed in the framework of the National Operational Plan of Vaccinations against COVID-19 in order to quickly ensure the immune protection of citizens against the threat of infection. The portal includes a citizen information website, an online application to schedule appointments, and a website with statistical data from [data.gov.gr](#).

In parallel with the portal, the following applications were developed:

- Online application of the support office;
- Online and mobile application of vaccination centres;
- Online application for the vaccine supply and distribution programme; and
- Programme management and monitoring application.

To support the portal and the applications, the appropriate computing resources and services infrastructure were developed in the Amazon AWS Cloud Computing platform.

### ehealth.gov.gr

Through the [ehealth.gov.gr](#) portal, the process of digital prescription is applied at national level. With the digital prescription, citizens can receive prescriptions on their mobile phone and/or by email, without having to submit them in hard copy to the pharmacist. In this way, the daily life of the citizens is improved, especially of the chronically ill, as they can receive prescriptions remotely. In addition, doctors are relieved of time-consuming formal procedures, allowing them to focus on cases that need their immediate attention.

### ATLAS – [www.atlas.gov.gr](#)

The [ATLAS System](#) is the modern integrated social security system that brings together the insurance history of all insured citizens in the country. With ATLAS:

- The National Register of Insured Citizens is established to register both direct and indirect insured people;
- For the first time, insurance history is collected per insured person, thus creating the Digital Individual Insurance Account, a form of electronic insurance 'CV';
- The National Register of Beneficiaries of care is established; and
- The entire regulatory framework for the establishment and award of pensions is digitised and computerised.

### e-EFKA - [efka.gov.gr](#)

The e-EFKA portal provides electronic insurance services to citizens, which are distributed by category, e.g. insured freelancers, employees, farmers, retirees, etc. The portal has more 85 electronic services, a number that is increasing as new ones are constantly being added to eliminate the obligation of physical presence of the insured citizens at the branches of EFKA. It is worth mentioning that a new service MyEFKA live is available providing citizens with the opportunity to arrange a teleconference with EFKA. Remarkably, more than 230 million electronic transactions of insured persons were made through the website according to the latest press release of April 2023.

## Migration.gov.gr

The [Ministry of Migration and Asylum](#) proceeded to digitalise the process of submitting a series of applications to the Asylum and Migration Services, so that the personal presence of the applicants in the locally competent regional services is not necessary. The portal allows individuals to make an appointment, renew international protection cards, self-register electronically, change contact information, and so on.

## Raptarchis Online Legislation Portal

[Raptarchis](#) provides online access to Greek legislation (including laws, decrees and regulatory decisions as published in the Official Gazette) since the establishment of the Greek State. The service is offered free of charge. Within the Portal, legislation is clearly structured around 40 thematic areas and fields of interest, which are specifically tailored to meet the needs of different categories of users, including citizens, enterprises, and lawyers. In addition, a keyword-based search facility allows users to easily locate the legal information they seek.

In the wake of COVID-19, the [Department of Administrative Codifications-Raptarchis](#) created the project 'Special Administrative Codification of urgent regulatory measures to prevent and limit the spreading of coronavirus COVID-19 and to deal with relevant problems', also referred to as [PANDEKTIS](#). This codification contains all COVID-19 regulatory measures in a consolidated form. This project contains all the legislation along with their amendments from the beginning of the COVID-19 pandemic. The sole source of information are issues A and B of the Government Gazette. As of February 2023, the work already consists of twenty-one volumes, containing 1 900 statutes and administrative orders and an appendix with all the circulars that regulate issues concerning the pandemic. Statutes and administrative orders are presented in chronological order in their current form, following any amendments that have been made by subsequent regulation. Each statute and administrative order has a hyperlink to the Government Gazette in which it was published. Comments of special regulatory utility have also been posted, with the corresponding links/hyperlinks.

## National Portal for Codification and Reform of Greek Legislation

An important project on the better legislative codification is currently being implemented in Greece. It is entitled by the [National Portal for Codification and Reform of Greek Legislation](#). The National Portal will be the electronic hub of codified legislation, which will be organised according to updated standards and will be available free of charge to the public. The project will also include the platform through which all the law-making and regulatory flows will be standardised, the codification will be facilitated, and the operation of the competent authorities will be supported. The project aims to ensure its compatibility and interoperability with N-lex and EUR-Lex environments and align standards and terminology with its European counterparts as well as to accommodate local needs and proposing the new HellasVOC based on EuroVOC. Furthermore, the adaptation of the ontological model (ELI) and the increasing need for securing semantic alignment and thematic specifications are part of the project. The project is expected to be completed in December 2023.

## Digital Civil and Justice Portal

The [Digital Civil and Justice Portal](#) is an integrated System for the Management of Judicial Affairs is fully operational and consists of individual applications to support the operational functioning of the civil and criminal courts of Athens, Piraeus, Thessaloniki and Chalkida as well as the country's Highest Court and its Provisional Bureau. The portal is used by 41 judicial branches in total and aims at speeding up the delivery of justice while enhancing the quality of judicial services to citizens, lawyers, and public sector bodies.

As part of the project, e-Services were developed for the exchange of information between third party information systems (Hellenic Police Headquarters and Plenary of Bar Associations) and the Ministry of Justice (National Criminal Records Management System and Integrated Trial System). The portal allows Greek courts to exchange documents and propose new online services, such as electronic filling of documents, electronic monitoring of the status of different cases, and electronic submission of applications for certificates, among others.

## Geodata Portal

The [Geodata Portal](#) is the Greek government's first attempt to provide free geospatial data of the wider public administration to all citizens of the country. Greece was one of the first eight countries



in the world offering open data, together with the US, the UK, Australia, and other countries, and was presented as an example of good practice on ePractice.eu.

[Geodata.gov.gr](http://Geodata.gov.gr) provides open geospatial data and services for Greece, serving as a national open data catalogue, an INSPIRE-conformant spatial data infrastructure and a powerful foundation for enabling value added services from open data.

Operating since 2010, [geodata.gov.gr](http://geodata.gov.gr) was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed and maintained, with the aim to provide a focal point for the aggregation, search, provision and visualisation of open geospatial information. Citizens can publish, discover, re-use and visualise all published data, for free. In 2017, the number of provided datasets increased, totalling over 6 400 datasets from 265 organisations.

## Elevate Greece

The [National Start-up Registry](#) is the official record of start-ups in Greece. The Registry aims at monitoring start-up entrepreneurship progress based on specific KPIs while supporting them with benefits and incentives and operates as a dashboard of metrics to attract investors from Greece and abroad. New start-ups registered in the National Register 'Elevate Greece' can apply for funding on the platform of the State Aid Information System.

## Opengov.gr

[Opengov.gr](#) is a portal designed to respond to citizens need for information and participation in shaping decisions, offering as much publicity as possible to all activities relating to government policy-making and the administrative chain to create good practices that will be introduced as a means of governance. The portal is designed to serve the principles of transparency, deliberation, collaboration and accountability, and includes three initiatives:

- Open calls for the recruitment of public administration officials: top-level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the [opengov.gr](#) website;
- Electronic deliberation: almost every piece of draft legislation or even policy initiative by the government is posted on a blog-like platform prior to submission to Parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article; and
- Labs OpenGov: an open, innovative initiative has been launched bringing together ideas and proposals from citizens, and the public and private sectors. Labs OpenGov.gr attempts to unleash the power of decentralised knowledge and explore new ways to tackle modern public administration problems.

## Human Resources Management System (HRMS)

A large and innovative IT project in the Public Sector is the 'Human Resources Management System Operation Service' (HRMS). As of April 2023, the project is undergoing its implementation phase. The scope of this project is the provision of services for the analysis, design, development, configuration, implementation, and operation of a Human Resources Management System in the Public Sector. These services will be used by the General Secretariat for Human Resources of the Public Sector of the Ministry of Interior, but also by the entire Public Administration, in order to design, implement and monitor policies and strategic decisions on HR-related issues.

The platform is planned to be delivered online, it will bring together all the functionality required to support the exercise of a Directorate's responsibilities and will be administratively aligned to the strategic directions. All the services of the Human Resources Management System that will be developed within the framework of this project will be installed and hosted in the infrastructure of the government cloud (G-Cloud) of the General Secretariat of Public Administration Information Systems and Digital Governance. This will facilitate horizontal communication and coordination between bodies. The scope of the project includes, among others, the recording and evaluation of the current situation, the Employee Register, the Digital Organization Charts, the management of recruitment, leave and working hours of staff, promotions and selection of supervisors, disciplinary procedures, human resources development and training services. The HRMS,

managed by the Ministry of Interior, will collect, interoperate with other public systems and process the data of about 3 537 institutions and 9 131 managers.

### Gov-ERP: Digital Reform of the Financial System in the Central Administration and the rest of the General Government

The “Reform of the Financial System in the Central Administration and the rest General Government”, as the full name of Gov-ERP is, is an iconic one project for Public Administration. Specifically, it is going to be the new digital tool for the overall upgrade of the financial system and financial management of the Greek State with the aim of increasing its effectiveness. For this reason, it was the first digital project that joined the Recovery and Resilience Fund and becomes one of the first projects of the “Greece 2.0” Plan that are in the implementation stage. In particular, Gov-ERP includes the preparation, support and development of an information system of business planning (Enterprise Resource Planning, ERP) for the General Government and State Administration, which will provide fiscal transparency. At the same time, it will be the “custodian” for the engraving of the country’s economic policy, as it will provide in real time the accurate and reasonable depiction of the financial situation of the Central Administration, but also of all the bodies of the General Government and their asset structure. With its implementation, its quality and efficiency will be enhanced financial management and to ensure the provision of valid and reasonable financial information. Thus, the correct decision-making is ensured, transparency as well as accountability.

### Teleconferencing services in courts and penitentiary establishments and provision of information on the progress of the case lists and exhibits of the courts (Electronic Case List)

An important project is being implemented in Greece, that its object includes as:

- The 1st Action: “Integrated teleconferencing services in courts and penitentiaries”, concerns the implementation of a network of teleconferencing services in courts and penitentiaries in the country, covering the needs of the civil, criminal and administrative courts (Court of First Instance, Court of Appeal and Petty Offences Court), investigative work (Court of First Instance) and requests for judicial assistance.
- The 2nd Action: “Information services on the progress of the case lists and exhibits of the Courts”, concerns the development and commissioning of the information system, through which the publication of the course of the case lists and exhibits of the Courts of the country on the Internet, in interested parties (lawyers, citizens, etc.) taking into account the provisions of the GDPR Regulation.

The project is expected to be completed in 2024.

### Single Digital Platform Serving Citizens & Businesses (CRM)

The aim of the Project is the full adoption of a culture of citizen-centric service by the Public Administration throughout the multichannel service system. As a prerequisite, the creation and operation of the digital infrastructure serving citizens and businesses, natural and legal persons, is recognised as the necessary technological and methodological tool. The method of the activities is done so that the digital infrastructure is adopted by as many public administration bodies as possible throughout the multichannel service system and for as many extroverted services as possible of the Public Administration.

Thus, the Public Administration will achieve the preparation and commissioning of advanced digital infrastructures for the provision of services to citizens and businesses and on the other hand will identify, implement and implement all the necessary procedures for their optimal management and provision to the final recipients – citizens and businesses. In addition, it will contribute to the more efficient Implementation and Productive Operation of ICT projects of public administration bodies by providing easy and quick access to new advanced citizen service services that will be offered above the new horizontal CRMS system in a flexible and flexible way.

The project is expected to be completed in 2024.

### One-Stop Services for Business

The e-YMS (OSS) is a digital platform where the interested party can set up his/her company himself/herself, without the need to visit any public office (established by Article 7 of the N. 4919/2022). Via the platform, Private Companies (IKE), either single or multi-person, General

and Limited Partnership Companies (OE and EE), Limited Liability Companies (ΕΠΕ) and Societe Anonyme (AE) can be established.

### Infrastructure Readiness for Smart Buildings

The Information Society is planning the project Smart Readiness Voucher Scheme that, through a voucher, finances the installation of fiber optics in 120,000 buildings and which is estimated to help boost the demand for a new generation of high-speed telecommunications services. The project is expected to be completed in December 2025.

#### 4.1.2 Subnational Platforms and Applications

##### Govhub: 'Interoperability of Electronic Services of Greek Municipalities'

The [Central Union of Greek Municipalities](#) in collaboration with the Ministry of Foreign Affairs has developed the system Interoperability of Electronic Services of Greek Municipalities System, also known as [Govhub](#). Govhub is the central two-way channel for the **332** Greek municipalities, allowing them to interconnect with the services of the central administration. It also allows:

- the direct and secure access of municipal executives to electronic services that offer data from other bodies through the National Interoperability Centre; and
- the direct and secure access of other public administration bodies to data provided through the Govhub node and the National Interoperability Centre by the municipalities.

## 4.2 Networks

### National Public Administration Network

The [National Public Administration Network \(SYZEFXIS\)](#) is a project started by the Greek Ministry of Interior, Public Administration and Decentralisation which has evolved and is now competence of the Ministry of Digital Governance. In particular, the SYZEFXIS II project aims to develop and update the public sector's telecom infrastructure by satisfying all needs for communication through telephony (telephone communication between organisations), data (PC communication, internet) and video (teleconference, training). The project goals are: (i) the improvement of public services functions supported by the upgrade of the telecommunications infrastructure connecting them through the offer of advanced and low-cost telematics; and (ii) the provision of integrated services to citizens using modern and user-friendly government information and transaction systems.

### National Network of Infrastructures for Research and Technology

The National Network of Infrastructures for Research and Technology (GRNET) provides high-quality infrastructure and services to the academic, research and educational community of Greece, and to disseminate ICT to the general public.

GRNET covers the computer systems interface, operation and services needs of all Organisations it supports. It offers:

- A nation-wide fiber optic network offering connectivity services amongst different institutions as well as inter-institutional departmental connectivity in Greece and abroad;
- [High Performance Computing System \(HPC-ARIS\)](#);
- Infrastructures (6), data centers;
- [The National Competence Center for HPC](#);
- [The National Academy of Digital Skills](#);
- [The Greek Internet Exchange GR-IX](#) facilitating the exchange of Internet traffic (IP), and
- Internet, cloud computing, high-performance computing, authentication and authorization services, security services, as well as audio, voice and video services.

### Trans European Services for Telematics between Administrations

Greece uses the [Trans European Services for Telematics between Administrations \(TESTA\) network](#) as the main cross-border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

### Public Metropolitan Area Network (MAN)

The network consists of manholes, ducts, channels, fiber optic cables, points of interconnection, passive and active equipment, that provide broadband access to the public sector buildings. In particular, a broadband infrastructure based on optical fibres has been installed across 68 cities of the Greek territory. Additionally, according to article 3 of law 4463/2017 (A'42) as added by law 4563/2018 (A'169), "The supervision, management, maintenance, exploitation and utilization of the Metropolitan Fiber Optic Networks, infrastructure of which belong to the local authorities and have been funded by national and / or EU resources, is carried out by the General Secretariat of Telecommunications and Post of the Ministry of Digital Governance in the framework of the National Broadband Access Plan for New Generation (NGA PLAN)." As of April 2023, a new contract is running for the abovementioned duties of the Ministry and MAN is exploited by both SYZEFXIS II and GRNET.

## 4.3 Data Exchange

### Central Electronic Document Routing System

The Central Electronic Document Routing System (CEDRS) is a project implemented by the Ministry of Digital Governance, which provides a secure central infrastructure for the exchange of electronic documents between public organizations. CEDRS aims to interconnect all local Electronic Document Routing Systems (LEDRSs) owned by various public organizations and provide a secure environment for the exchange of electronic documents providing additional services like proof of delivery. Small public organizations without LEDRS can gain given access to the relating functionalities in the form of Software as a Service (SaaS). Furthermore, in order to facilitate the electronic exchange of documents a total number of 150 000 qualified digital signatures have been provisioned to public administration employees. The system entered the production phase in May of 2022.

### Interoperability Centre

The Interoperability Centre (Government Gazette 3990/B/1-11-2019), i.e. the information system of the General Secretariat of Information Systems and Digital Governance of the Ministry of Digital Governance, is the single digital platform for interoperability (APIs and web services) and data exchange between public entities. The Interoperability Centre is responsible for the approval processes and the availability of Web services and APIs between the information systems of public agencies and digital services.

Additionally, the Interoperability Center has the competence to provide web services in the private sector when the legal framework provides for it.

### BI-Health

BI-Health is a modern information system strengthening the steady flow of administrative information of the Ministry of Health. BI-Health has a central role in the organisational, operational and economic modernisation of the National Health System through simplification of administrative information processes, effective management of resources and detailed control of operating and financial results.

The BI-Health system ensures the collection and processing of the analytical and aggregated data of the Territorial Public Health Units at a central operational level and allows for the dissemination of information to the management mechanisms with the ultimate aim of improving the quality of the health services provided.

### Documentation Model for Public Administration Processes and Data

The Documentation Model for Public Administration Processes and Data is a practical guide defining the notation, rules and specifications for the design, implementation and documentation of public administration processes, documents and electronic data exchange messages.

### Interface between the Independent Public Revenue Authority Information Systems and e Governance Social Security S.A.

The Ministry of Digital Governance implemented through the Interoperability Centre the interconnection between the information systems of the Independent Public Revenue Authority and eGovernance Social Security S.A. to ensure faster response times and greater efficiency for the services provided. The initiative was launched after the publication of Ministerial Decree No.

424/30-08-2019 regulating the interconnection of the Independent Public Revenue Authority's information systems and eGovernance Social Security S.A.

### SearchCulture.gr

SearchCulture.gr is a cultural digital space developed by the National Documentation Centre (EKT) that acts as the national aggregator for Greek digital cultural heritage content (e.g. archaeological items, historical documents, works of art, books, intangible heritage resources) produced by a variety of institutions such as museums, archives, libraries and ephorates of antiquities.

SearchCulture.gr aims to provide a single point of access to all publicly subsidised digitised cultural heritage and make it re-usable and available in the long run to all communities of interest (including the educational and research communities as well as the general public) in order to enhance creativity, inspiration and innovation.

In light of its institutional role to support knowledge circulation and the transition to a digital society and economy, through SearchCulture.gr, EKT is also responsible for delivering such cultural collections to the European platform Europeana.eu according to its interoperability specifications. It is notable that the scaling of the national content delivered to Europeana is one of the core activities listed in the Digital Bible aiming to accelerate the digital transformation of the cultural heritage domain in Greece and serves the vision of the [Commission's Recommendation \(2021/7953\)](#) with regards to the development of the Digital Public Space for Cultural Heritage. Lastly, SearchCulture.gr is responsible for the provision of the interoperability guidelines that have been embedded in all the recent national calls for digitization, quality specifications, semantic vocabularies and advanced data mining and semantic enrichment tools to a large number of institutions.

## 4.4 eID and Trust Services

### Greek eIDAS

The Greek eIDAS node, which is currently in v2.5, was updated in the summer of 2021 both in the production and pre-production. The production node was relocated to the data centre of R-cloud GRNET in September 2020. The pre-production node remains in the G-cloud.

Its production node interoperates with the production node other countries' e-IDAS. However, the interconnections are not stable, in the sense that when a SSL node expires, all the interconnections have to be retested.

Regarding the revision of the eIDAS Regulation, Greece participates in the Toolbox Expert team, as well as the Regulation Expert group. Greece is currently working on the notification of an eID Scheme. The respective project has been designed and proposed in the context of the Digital Transformation Programme 2012-2027.

### Public Administration Credentials

The Greek government established a mechanism for issuing credentials to public servants to be used for accessing digital services/applications for which they have authorisation, in the context of the performance of their official duties.

The new mechanism applies authentication and authorisation controls ensuring secure access by public servants to digital services in an easy and functional way and improves the protection of citizens personal data and the security of the systems.

### Social Security Registration Number

The first stage of the plan related to the digital infrastructure for eID and trust services was accomplished with the allocation of a [Social Security Registration Number \(AMKA\)](#) to every citizen. This was key to implement the [Electronic \(Medical\) Prescription Programme](#) ensuring reliability, security and transparency of the information handled.

### National Authentication System

In the public administration context, a large-scale project is now under implementation, namely the National Authentication System. The new Authentication System will provide increased level of security, common authentication, additional and modern options of authentication for greater convenience for citizens. The National Authentication System is currently used in gov.gr services and is based on a federated approach reusing infrastructures from public authorities and the banking sector.

## Cross border e-Health services

The Cross border e-Health services was implemented through a Connecting Europe Facility call. The action developed, a test and delivered to the European Commission and the Member States a reference implementation of an eID connector, linking the national OpenNCP-based National Contact Point for eHealth (NCPeH) to the eIDAS node and the relevant attribute providers. The National Contact Point will be in production for patient summary services until the end of 2023.

## 4.5 eProcurement

### Promitheus Portal

**Promitheus** is the portal for public eProcurement aiming to facilitate and encourage the participation of economic operators in public eTender procedures, as well as to ensure transparency and compliance with the rules and principles set by the European and national legislation on public eProcurement, by supporting contracting authorities, contracting entities and economic operators and by offering relevant eProcurement services.

### Central Electronic Register for Public Procurement

The **Central Electronic Register for Public Procurement (CERPP)** is a key component of the IIS NEPPS, recording public procurement information with an estimated value exceeding EUR 2 500 (VAT excluded) for products, services and public works, irrespective of the award procedure. The aim of this register is to foster transparency and accountability and to increase competition, serving as the official national eNotification portal on public procurement procedures as well as the primary open data source on public procurement data starting from sourcing needs up to payment.

### National Electronic Public Procurement System for Goods and Services

The **National Electronic Public Procurement System for Goods and Services (NEPPS GS)** is the mandatory national eProcurement platform assisting contracting authorities, contracting entities and economic operators to conduct and to participate in eTendering procedures regarding the public procurement of goods and services with an estimated value exceeding EUR 30.000, VAT excluded.

### National Electronic Public Procurement System for Public Works

The **National Electronic Public Procurement System for Public Works (NEPPS PW)** is the mandatory national eProcurement platform assisting contracting authorities, contracting entities and economic operators to conduct and to participate in eTendering procedures regarding public procurement of public works. This system is managed by the Ministry of Infrastructures and Transportation with an estimated value exceeding EUR 30 000, VAT excluded.

### Preliminary Consultations

The **Preliminary Consultations** system facilitates contracting authorities and/or contracting entities to run preliminary market consultations, according to the national public procurement law, in order to get the relevant input from the market with the goal of determining objective technical specifications and/or contract notice requirements for planned public procurement projects.

### Business Intelligence

The **NEPPS' Business Intelligence (BI)** is the renowned information system for executive data and information reports on public procurement for major sectorial stakeholders like Central Purchasing Bodies and independent authorities.

### The Hellenic Single Public Procurement Authority

The **Hellenic Single Public Procurement Authority (HSPPA)** was set up to coordinate the national strategy on public contracts within the National Strategic Reference Framework 2007–2013 agreed with the EU, the IMF and the ECB, overseeing Greek reforms to reduce and control State expenditure on public contracts. The SPPA reports to the Ministry of Development. The **Ministry of Environment and Energy** is consulted for green public procurement and the Ministry of Digital Governance for ICT public procurement. The legal framework surrounding the set-up of the Authority has recently been updated with law N. 4912/2022 (A' 59).



## Electronic Invoices System for Public Procurement

The **General Secretariat of Information Systems and Digital Governance** of the Ministry of Digital Governance functions as the sole invoice reception point for public procurement and as the routing node of data to the information systems of competent bodies through the Interoperability Centre. It is also designated as **PEPPOL National Authority** with responsibility for facilitating eProcurement and eGovernment at regional and national level in Europe and setting eInvoicing policy at national level, including the rules for the exchange of invoices and the relevant technical standards.

The **Electronic Invoices System** for public procurement is the new information system supporting the reception of eInvoices for the entire central government, as well as the distribution of eInvoices to other public entities using the web services of the Interoperability Centre of the General Secretariat of Information Systems and Digital Governance.

## 4.6 e-Payment

### e-Paravolo

The **eAdministrative Fee system (e-Paravolo)** is an information system designed and implemented to be used by the public administration to facilitate and support the reception, integration, and conclusion of public payments. It is gradually being extended to include and cover various public payments, such as fees and fines, and it is expected to develop into a general public e-payments system.

## 4.7 Knowledge Management

### Citizen Service Centres and the eKEP Platform

**Citizen Service Centres (KEP)** are administrative one-stop-shops where citizens can have access to public service information and over 1.000 standardised administrative procedures. The network of KEPs is also supported by an **online platform called eKEP**. Citizen Service Centres are linked together by an IP network and use the eKEP Platform to file and manage citizens requests, create a relevant eDirectory, electronically register KEP mail and monitor requests as they progress all the way through settlement. Accessible through KEPs across the country or through the internet, the eKEP Platform supports the use of certified digital signatures, enabling real-time online transactions between public administrations.

The service is complemented by **#MyKEPLive**, an initiative led and implemented by the Ministry of Digital Governance that allows citizens and businesses to submit application forms to the competent authorities, for the issuing of various administrative documents, through the KEP network by use of videoconference. Citizens with hearing disabilities can request the presence of a certified interpreter from the National Institute for the Deaf, who facilitates the communication between the citizen and KEP employee. The administrative documents are delivered to applicants via email or registered postal service. The general total, as it has been formed until 1 March 2023, is about 146 225 appointments. The individual set about persons with special needs through #MyKEPLive, at the same date, was 1 190 appointments. It is a successful provider that has satisfied 90% (approximately) of the citizens.

### myDESKlive

MyDESKlive is an innovative service designed, developed and administrated by the General Secretariat of Information Systems and Digital Governance and operated by several public authorities. It is built as a digital platform that combines a booking service with a video conferencing environment and allows, through a user friendly interface, individuals and legal entities to schedule an appointment in order to be served remotely. Everyone can benefit from the service, especially people who have limitations or difficulties to visit a physical point of service such as people with disabilities, elderly people, Greeks living abroad. The platform has been serving effectively several types of public authorities, including the tax administration, the social security administration, the citizen service centres, the consulate authorities and the municipalities authorities. Indicatively, some hyperlinks are listed:

- <https://myaadelive.gov.gr>
- <https://myefka.live.gov.gr/>
- <https://myconsul.live.gov.gr/>
- <https://mydimos.live.gov.gr/>

## KYC

As laid down in the Law titled 'Measures to address the ongoing consequences of the pandemic' ([Government Gazette 104/A/30-05-2020](#)), the General Secretariat of Information Systems and Digital Governance designed, implemented and currently operates the egov-KYC service. The purpose of the eGov-KYC service is the digitisation of the procedure and the data-verification means mandatorily applied by the credit and financial institutions. In addition to the credit and financial institutions, beneficiaries are also individuals who have an e-banking account and wish to update their personal data in the credit and financial institutions by transferring them accurate information extracted from the public registries. Before the service became available, the individuals were invited to update their personal information by visiting the physical point and submitting the necessary supporting documents or by uploading the respective files.

The explicit and specific consent of the natural person constitutes a prerequisite for the access and processing of the personal data necessary for the provision of the electronic service. The following categories of personal data can be extracted from the public registers and transmitted to the credit and financial institutions: (i) identity details, (ii) contact details, (iii) income details, and (iv) professional activity details.

## The National Documentation Centre

Due to its institutional role of collecting, aggregating, organising, documenting, disseminating and digitally preserving scientific and cultural information, content and data, the [National Documentation Centre \(EKT\)](#) is a key contributor to the [open digital ecosystem](#) in Greece and a longstanding hub for exemplary and prominent initiatives on knowledge management, data governance, dissemination and sharing.

The EKT is both a National Digital Cultural Content provider and the National Authority of the Hellenic Statistical System responsible for the development, production, and dissemination of European RDI Statistics. Through a plethora of digital services (e.g., acting as the National Provider for Europeana, as the competent authority for the development and maintenance of the National Archive of PhD Theses ([phdms.ekt.gr](#)), as well as via ePublishing, a platform with open access scholarly eJournals, eBooks and eProceedings and via [OpenABEKT](#), a comprehensive cloud service for catalog management and library operations that is utilized by more than 2.500 libraries, museums and registries in 173 public Organizations) and infrastructures (e.g., [Semantics.gr](#) is a flagship initiative of the National Interoperability Framework, an infrastructure that supports the creation, curation, interlinking and publishing of vocabularies, thesauri, classifications and authority files as Linked Open Data), the EKT acts as a digitalisation catalyst enabling and further promoting the uptake of digitalisation and digital transformation by a wide number of public organisations. Finally, as of April 2023, a remarkable project regarding the reinforcement of EKT's public statistical information system and the dissemination of RDI Statistics and insights via an innovative portal is under progress, where integrated digital data services are developed for the various participants of the Greek RDI ecosystem.

## 4.8 Cross-border Infrastructures

### Point of Single Contact – EUGO

The [Greek Point of Single Contact \(PSC\)](#) is the central point of contact for the European citizen and for the business that wishes to provide their services in Greece, either through physical establishment or across borders. It provides complete information on the procedures to be followed, the applications to be made to the competent bodies, the possible costs of these procedures (in the form of administrative fees or other fees) as well as the relevant legislation. More specifically citizens can  
Explore business opportunities or expand their services to another EU country.  
Set up a new business abroad and  
Find out about legislation, rules and formalities.

The first version of EUGO was released on the 14th of July 2022 including 340 procedures falling under Directives 2006/123/EC, 2005/36/EC, 2013/55/EU. EUGO portal is interoperable with MITOS the National Registry for Public Services (Administrative Procedures) and is also interconnected with portals having the same business logic such as Notify Business.

The PSC is expected in the near future to meet the requirements of the Single Digital Gateway Regulation ([Regulation EU 2018/1724](#)).

## SDG - OOTS

The Once-Only Technical System is currently under development. It will connect the Hellenic Public authorities to EU public authorities under one unique national architecture using and an intermediate platform providing integrated cross-border interoperable public services. Also, it implements the Once-Only Principle as one of the basic pillars for the Single Digital Market. When completing an online procedure, citizens will be able to give their explicit request to retrieve evidence from a competent authority in another Member State. The explicit request triggers the retrieval of evidence from competent authorities across many different sectors through the Once-Only Technical System (education, vehicles, population registers, and more).

The high-level Architecture of OOTS combines both the requester and the provider's side of the evidence. At the requester's side, the user enters either from gov.gr (the public administration's single digital portal), the EUGO (PSC - Point of Single Contact for cross border services) or any other portal. Gov.gr and EUGO will develop their own implementations to access the EU Common Services or use the Intermediate Platform – The other platforms will use the Intermediate Platform. The EU Common Services will be populated and be kept up-to-date through MITOS, i.e. the National Registry of Public Services (Administrative Procedures). The Procedure Portals will be connected to the national eIDAS node. Evidence will be provided through the Interoperability Center of the Ministry of Digital Governance, which will also provide the preview space of exchanged evidence. There will be two e-delivery Access Points – one connected to the Procedure Portals and another to the Interoperability Center.

## Other cross border infrastructure

In Greece many cross-border infrastructures have already been implemented including e-IDAS node, ESSI node, NCP for e-health, e-delivery for e-Invoicing and Business Registry Interconnection. Moreover the data.gov.gr is being harvested by the European data portal and the National Europeana aggregator is feeding Europeana with content. Other infrastructures are being used in the context of the Criminal Court Database and small claims to the judicial systems. Important crossborder infrastructures are also supporting customs and excise duties.

## 4.9 Base registries

### National Citizens Registry

The **National Citizens Registry (MP)** is a domestic information system of the Ministry of Interior, linking the online registry and demographic services across the country. In operation since January 2018, the Registry includes all population data on demographic and registry events that are available to organisations certified in the system. Interoperability with municipalities ensures the provision of digital public services, whereas interoperability with Citizen Service Centres (one-stop-shops) ensures the provision of citizens' birth and family status certificates.

The key elements of the National Citizens Registry are now available for identification and will be continuously updated through an online service from the Ministry of Interior to the Interoperability Centre. This action is part of a comprehensive national strategy for the electronic identification of citizens among the various registries in the State and is carried out for the first time in a coordinated manner, as entrusted to the General Secretariat of Information Systems and Digital Governance under the provisions of [Law No. 4623/2019](#).

### National Contact Information Registry

The **National Contact Information Registry (NCIR)** is a central database in which individuals can enter and update their contact details. The NCIR aims to become the single place in which the contact details of individuals will be kept and made available to public administration. The purpose of the creation and operation of the NCIR is to facilitate the provision of digital public services to citizens. In the context of achieving the above purpose of public interest, the registered data of the NCIR will be used:

- For the identification of citizens registered in the different public administration registries;
- For the communication of the public sector bodies with the individuals;

- For electronically providing public administration with documents, statements, notifications, and announcements to individuals; and
- In the case of mobile phone numbers, which are certified according to the specific procedure applied by the NCIR, they will be used as a second factor authentication allowing access to digital public services, for which the State considers that a higher level of security is required.

The registration and updating of the contact details of individuals will be done in one of the following ways:

- Electronically, with certified access to a special application through the Single Digital Gateway of the public administration; or
- By visiting one of the Citizens' Service Centres (KEP).

### Registry of Accessible Public Websites and Applications

The Registry of Accessible Public Websites and Applications (MHDISEF) is institutionally provided for in the Law on Digital Governance ([Law No. 4727/2020](#)) and the Law for emerging technologies (Law No 4961/2022). It contributes to (i) monitor the digital accessibility of websites and mobile applications in accordance with the legislation, by registering the operators on the platform, (ii) inform and support bodies on digital accessibility issues, for example with a tool to create the necessary accessibility statement, and (iii) the communication with citizens through the feedback/reporting mechanism.

At the moment, the relevant platform is being updated and enriched with operational and security improvements and functionalities.

### COVID-19 Patient Registry

A single reference point has been created making available all necessary data for the treatment and control of the pandemic to all involved bodies. The [COVID-19 Patient Registry](#) will assist in the treatment of those who are and will be affected by coronavirus and at the same time provide the State with the appropriate tools to manage the pandemic in the long-run, taking appropriate measures in a timely manner.

With the implementation of the COVID-19 Patient Registry, cooperation between the National Public Health Organisation (EODY) and the General Secretariat of Civil Protection becomes easier and more efficient. At the same time, communication between doctors and patients is simplified in terms of eCounselling as well as paperless and remote prescribing. The entities involved are only provided with data directly related to their responsibilities and actions. The operation of the COVID-19 Patient Registry is fully compliant with national and EU law regarding personal data.

### Online Media Registry

The [Online Media Registry](#) is an application to register with the Electronic Media Business Registry (Articles 52, 53 and 54 of Law No. 4339/2015). The Electronic Media Business Registry is part of the government initiatives to promote transparency and legitimacy. Privileges of the members of the Registry include the right of access to State advertising, the provision of free anti-plagiarism services in cooperation with the Organisation for Collective Management of Speech Projects, collaborations in research and educational programmes of the National Audio-visual Centre, and accreditation of journalists.

### Hellenic Republic Human Resources Registry

The Hellenic Republic Human Resources Registry has already been fully implemented in the digital world. It is called [Apografi](#) and provides all necessary data and applications for a more efficient human resource management. Moreover, digital subsystems such as 'digital organisational structures', 'mobility' and 'evaluation' have been added.

More in detail, digital organisational structures offer a complete digital organisational chart of the public administration reflecting the structure and staffing of all public bodies. Mobility refers to rotation, transparency, speed and efficiency, ensuring that the right employee is in the right place in the public sector. Evaluation means the evaluation of civil servants with the aim of improving their individual performance for the effective operation of public services.

### Business Registries Interconnection System

The Business Registries Interconnection System (BRIS) infrastructure aims to:

- Enable access to information on EU companies for the public; and

- Ensure safe and secure interconnection among EU Business Registries.

According to [Directive 2012/17/EU](#) as regards the interconnection of central, commercial and companies registers and implementing [Regulation 2015/884/EU](#), Member States should establish an information system that interconnects their central, commercial and companies registers.

### Immigration Registry

A third-country national applying for a residence permit in Greece can apply through a one-stop competent public service and be informed on the progress of the application via the [dedicated Portal](#).

### Registry of Real Beneficiaries

The [Registry of Real Beneficiaries](#) allows all owners of legal entities and legal entities themselves to register on a public registry, in accordance with [Directive 2015/849/EU](#) preventing the use of the financial system for the purposes of money laundering or terrorist financing (Fourth Money Laundering Directive).

### General Electronic Commercial Registry

A single framework for organising, informing about, and using registries of the public administration has always been a standing requirement for transactions with public authorities and the broader public sector. The problems encountered, especially by the business community, included duplication of data, nomenclature interpretation, different encodings, fragmented data collection by authorities and the lack of business historical data. For all these reasons, for many years the commercial sector of the country has been continuously asking to develop a single electronic commercial registry. The creation of a [General Electronic Commercial Registry \(GenikoEmborikoMitroo - G.E.MH.\)](#) for all legal forms of business in Greece will assist in the monitoring of commercial enterprises by the State and help the central government and its relevant authorities provide better services to businesses.

The G.E.MH. project aims to radically reform the functioning of individual (fragmented) registries for all legal forms of businesses. The project provides for the transition from the current information processing method (primarily manual) and the current task management to a single automated, high-efficiency processing environment.

When the entire project is completed, the G.E.MH. will be - among other things - a publicity and statistical analysis body at national level, and a means of protection for third parties, both for the General Secretariat of Commerce and the part of the G.E.MH. concerning it, and for the wider public sector.

The G.E.MH. provides the following digital public services (online completion):

- Registering a company with the G.E.MH.;
- Registering with central/regional/local governments;
- Electronic certificate and copy services;
- Electronic application for registration in the General Commercial Registry; and
- Publishing registration in the Official Journal or equivalent.

### Network Infrastructure and Coverage Mapping

A new electronic platform has been established, aiming to support the Geographical surveys of network deployments, pursuant to the provisions of [art. 130 of Law 4727/2020](#) (Article 22 of Directive (EU) 2018/1972), namely the current and forecasted geographic reach of broadband networks. Moreover, the system provides information about broadband networks infrastructures. The telecom service providers have started submitting their data to the platform, pursuant to the provisions of [Ministerial Decision 5847/2023 \(Government Gazette 953 B/23.02.2023\)](#) and the system will become fully operational after the accomplishment of the data collection process.

## 4.10 Innovative Technologies

### 4.10.1 Artificial Intelligence (AI)

G-Cloud services that are currently being offered by the Ministry of Digital Governance have special services for Artificial Intelligence and big data management.

#### 4.10.2 *Distributed ledger technologies*

Greece is part and contributes to the European Blockchain Service Infrastructure.

#### 4.10.3 *Big data*

In order to take advantage of the big data generated in the public sector, the Ministry of Digital Governance, through the General Secretariat of Information Systems and Digital Governance, is getting underway the implementation of a **Central Management and Analysis Hub of Multidimensional Big Data** with the purpose of providing information both to government users (central government, public services, etc.) and to external users (e.g. citizens, independent authorities, institutions, etc.), in order to adequately support government strategic planning, crisis management, the monitoring of the quality of services to citizens, the design of new services and, in general, the support of the process of providing information and decision-making.

#### 4.10.4 *Cloud computing*

##### Single Government Cloud (G-Cloud Services)

The General Secretariat of Information Systems and Digital Governance of Greece (GSISDG) has recently created a [Hybrid Government Cloud](#) which can be used by government agencies to host their information systems. This initiative forms part of the overall government strategy of concentration and data consolidation of all the information systems of the individual bodies within the public administration.

G-Cloud is a national strategy that speeds up digital transformation and upgrades the public administration, bringing Greece closer to other EU countries. The Greek government has decided to adopt the latest international practices and follow the cloud first policy for eligible government entities as defined by the EU. Government entities include - but are not limited to- Ministries, Municipalities, decentralized regional entities and independent authorities. Each of these entities requires resources and network isolation, distinct administrative boundaries and flexibility over the resources required, while the General Secretariat of Information Systems and Digital Governance is in charge of the administrative review and control of all Cloud estate.

In addition to that there are infrastructures for the research cloud (R-Cloud) and the health cloud (H-cloud)

#### 4.10.5 *Internet of Things (IoT)*

G-Cloud services that are currently being offered by the Ministry of Digital Governance have special services for handling devices and sensors and generally internet of things.

#### 4.10.6 *High-performance computing*

A hosting agreement has been signed between the EuroHPC Joint Undertaking and the National Infrastructures for Research and Technology (GRNET) in Greece where DAEDALUS, a new EuroHPC supercomputer will be located. DAEDALUS will be a mid-range supercomputer, able to perform more than 30 petaflops or 30 million billion calculations per second and will be available to serve a wide range of users in the scientific community, industry and the public sector located in Greece and across Europe, who need to use the power of supercomputing.

#### 4.10.7 *High-speed broadband connectivity*

There are investments in the context of the [Rural Broadband project](#) (Rural), the [Superfast Broadband \(SFBB\)](#) project, the [Ultrafast Broadband project](#). For more details see the section

#### 4.10.8 *3.5.7GovTech*

In the context of the European Digital Innovation hub the digiGov-innoHub offers infrastructure for Govtech.





# 5 Digital Public Administration Governance

## 5 Digital Public Administration Governance

For more details on Greece's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the [NIFO collection](#) on Joinup.

### 5.1 National

#### Ministry of Digital Governance

The [Ministry of Digital Governance](#) was established in 2019 with the objective of bringing together all information technology and telecommunications structures related to the provision of digital services to citizens and businesses in the country. The strategic target is to provide the necessary framework for citizens and businesses in Greece to truly benefit from an inclusive Digital Single Market in the European Union, by both designing and using effective digital services in a broad range of sectors, including public administration, justice, health, energy and transportation.

#### General Secretariat of Information Systems and Digital Governance

The [General Secretariat of Information Systems and Digital Governance](#) has been mandated to:

- Design and implement the government digital transformation policy, promote digitisation and the use of eGovernment practices throughout the Public Sector;
- Develop and promote digital skills and provide related training opportunities to all target groups; and
- Undertake all necessary initiatives to transform administrative procedures into digital processes, avoiding the development of digital red-tape.
- Design, develop, produce, and use ICT for the Ministry of Digital Governance, the Ministry of Finance and the public administration in general.
- Manage the information systems of all services of the Ministry of Digital Governance and the Ministry of Finance. It also hosts the systems of the Independent Public Revenue Authority, pursuant to Article 37 of Law No. 4389/2016 (Government Gazette 94/A/27-5-2016), as well as those of other public administration entities.
- Ensure the proper and uninterrupted operation of electronic services provided to citizens, businesses and public administrations through its central, regional and backup computing infrastructures and applications, and the implementation of the required security and protection measures to infrastructure, software and data to avoid malicious attacks.

#### General Secretariat of Telecommunications and Post

The General Secretariat consists of two directorate general as below:

- a) The [General Directorate of Telecommunications and Post](#) is the competent authority for Telecommunications and Post with the following responsibilities:
  - The development and implementation of national policy and the participation in the creation of an appropriate institutional framework, at European and international level;
  - The development and implementation of policies for fixed and remote telecommunication networks, to improve competitiveness and promote economic and social cohesion;
  - The exploitation of quantum technologies on building secure telecommunication networks;
  - The provision of high-quality broadband services across the nation through the development of robust and resilient networks, and
  - The development, implementation, coordination and planning of activities and actions, related to space matters, also with the European Space Agency and the European Commission.
- b) The General Directorate of Telecommunications and Post considers broadband as a central pillar for the digital economy. With a view to making Greece a smart nation and facilitating the transition to a digital economy, the General Directorate of Telecommunications and Post has started the implementation of the National Broadband Plan, which encompasses broadband activities providing coverage of over 90% to the population in rural areas.
  - The General Directorate for Cybersecurity following the adoption of [Law No. 4635/2019](#) (see Article 50 – National Gazette 167/A/30.10.2019), the former

Directorate for Cybersecurity was upgraded to the [General Directorate for Cybersecurity](#) at the General Secretariat of Telecommunications and Post of the Ministry of Digital Governance. The General Directorate currently consists of four directorates (see p.d. 40/2020, [Government Gazette 85/A/15.4.2020](#)), namely:

- The Cybersecurity Strategic Planning Directorate;
- The Prevention and Protection Directorate;
- The Business Continuity Directorate; and
- The Coordination of Entities Directorate.

The General Directorate for Cybersecurity operates as the National Cybersecurity Authority and is responsible for formulating and managing the implementation of the National Cybersecurity Strategy, as well as coordinating entities throughout the enactment of the required implementing measures. In this context, the General Directorate for Cybersecurity is competent for the definition of appropriate organisational, technical, and operational measures and their application by the respective entities.

### Information Society S.A.

[Information Society S.A.](#) is the executive support arm for the implementation of Information and Communication Technologies (ICT) projects in the public sector, as well as state aid actions in ICT, assisting in the implementation of the Digital Transformation Bible in Greece. The company participates institutionally in the specialization of the digital strategy of the country, implements ICT projects financed by the EU Structural and Investment Funds, the Public Investment Program, the Recovery Fund or through Public-Private Partnerships, supports the identification of needs in ICT projects and provides specialized support to organizations throughout the life cycle of the ICT projects they have been called upon to implement.

With great know-how and experience in the design, implementation, and management of innovative e-government projects and actions, its purpose today is to assist the Ministry of Digital Government in all actions and projects:

- aimed at upgrading the online service of citizens and businesses,
- transparency;
- strengthening entrepreneurship and healthy competition;
- enhancing interoperability at all levels;
- to increase the productivity and efficiency of public bodies and the general improvement of Public Administration.

### Electronic Government of Social Security SA

The [Electronic Government of Social Security \(EGSS\)](#) supports the Ministry of Digital Government in the implementation of Information and Communications Technologies (ICT) projects of Social Security Institutions, as well as their extensions. It provides complete high-quality solutions that support the proper, complete, and effective operation of social security and health care providers in the long run and serve the citizens, through the provision of modern electronic services and information.

It supports the achievement of the following goals:

- The development and maintenance of nationwide electronic services in the fields of social security and health; and
- The modernisation, standardisation and updating of the applications of social security and other public institutions.

### National Network of Infrastructures for Research and Technology S.A.

The [National Network of Infrastructures for Research and Technology \(GRNET\)](#) is a consultant to the Ministry of Digital Governance on the design of advanced information systems and infrastructure. It contributes to digital transformation with in-depth analyses, technological studies, standard solutions, and special know-how. GRNET provides networking and cloud computing services to academic and research institutions, educational bodies at all levels, and agencies of the public, broader public and private sector. It is responsible for promoting and disseminating network and computing technologies and applications, as well as promoting and implementing Greece's digital transformation goals. Thus, GRNET leverages educational and research activities in the country towards the development of applied and technological research in the fields of telecommunication networks and computing services. GRNET also operates the National Academy for Digital Competencies.

## Managing Authority for the Digital Transformation Programme 2021-2027

The Managing Authority for the Digital Transformation Programme 2021-2027, which is directly subordinate to the Minister of Digital Governance, aims to exercise the management responsibilities of the program as a Managing Authority within the framework of NSRF 2021-2027, in accordance with Articles 7 and 8 of the law. 4914/2022 (Government Gazette 61/A/21.3.2022) and the Management and Control System of NSRF.

The Managing Authority for the Digital Transformation Programme have responsibilities deriving from the law 4314/2014:

As an Intermediary Authority, management of part of the sectoral Operational Programmes of the 2014-2020 programming period "Competitiveness, Entrepreneurship, Innovation", "Public Sector Reform" and "Rural Development Programme",

As a Programme Manager, management of the Programme "Good governance, Accountable Institutions, Transparency" of the financial mechanism of the European Economic Area (EEA Grants),

As a Beneficiary of the programming period 2014-2020, for the Information and Communication Technology sector of the Ministry of Digital Governance.

## Hellenic Data Protection Authority

The Hellenic Data Protection Authority is a constitutionally established independent public authority, which has as its mission the supervision of the application of the General Data Protection Regulation (GDPR), national laws 4624/2019 and 3471/2006, as well as other regulations concerning the protection of the individual from the processing of personal data.

## Data Protection Officer

Any public body managing personalised information should ensure that its internal audit system and websites comply with the [General Data Protection Regulation](#). The Data Protection Officer (DPO) should in particular: (i) inform and advise the controller and the processor about their obligations under the General Data Protection Regulation and other EU provisions, and national regulations on data protection; (ii) provide advice, when requested, on the assessment of data protection impacts and monitor implementation in accordance with Article 35 of the General Data Protection Regulation; and (iii) cooperate with the supervisory authority and act as a point of contact with the supervisory authority and data subjects on all processing-related issues.

## 5.2 Subnational (federal, regional, and local)

### Regional Administrations, Prefecture Administrations and Municipalities

The Greek State is highly decentralised. The [main regional and local administrative units](#), namely 13 peripheries and 332 [municipalities](#), are self-governed and thus responsible for the administration of local issues, including their eGovernment strategic organisation. Under the [Kalikratis Programme](#), many competences related to eGovernment implementation have been transferred to the municipal level. For instance, since 2010 some services of the Urban Planning Authorities, along with some social protection services, have been transferred to the municipal level.

### Hellenic Agency for Local Development and Local Government

The [Hellenic Agency for Local Development and Local Government \(EETAA\)](#), operating as a joint-stock company, provides local government agencies, the public sector and social agencies with the professional and technical IT support they request.



# 6 Cross-border Digital Public Administration Services

## 6 Cross Border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### 6.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### 6.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).



## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Ms Vasiliki Margariti acting as the Head of the eGovernment and Interoperability Unit that coordinated the activities of competent authorities on behalf of the Hellenic Ministry of Digital Governance of Greece.



*The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone*

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into **Interoperable Europe** - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

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