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What's inside

# eGovernment in

# Cyprus

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# Country Profile
## Basic data and indicators

### Basic Data

**Population (1 000):** 854,802 inhabitants (2017)

**GDP at market prices:** 19,213.8 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100):** 83 (2016)

**GDP growth rate:** 3.9% (2017)

**Inflation rate:** 0.7% (2017)

**Unemployment rate:** 11.3% (2017)

**General government gross debt (Percentage of GDP):** 97.5% (2017)

**General government deficit/surplus (Percentage of GDP):** 1.8% (2017)

**Area:** 9,251 km$^2$ (2012)

**Capital city:** Nicosia

**Official languages:** Greek, Turkish

**Currency:** EUR

Source: Eurostat (last update: 13 January 2018)

## Political Structure

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

The executive branch is headed by the President, who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The Council of Ministers is appointed by the President. The last presidential elections were held on 04 February 2018.The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

Legislative power is held by a unicameral Parliament, the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriot parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 22 May 2016.

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

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

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


**Head of State:** President Nicos Anastasiades (since 24 February 2013 and re-elected on 04 February 2018).

**Head of Government:**  President Nicos Anastasiades (since 24 February 2013).

## Information Society Indicators

### Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Cyprus compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of households with Internet access in Cyprus**
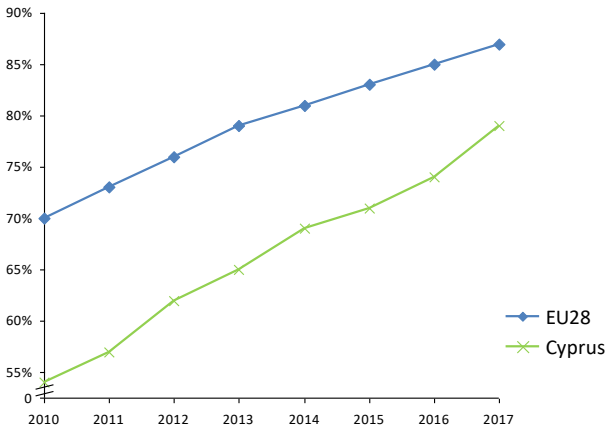


Source: Eurostat Information Society Indicators

**Percentage of enterprises with Internet access in Cyprus**
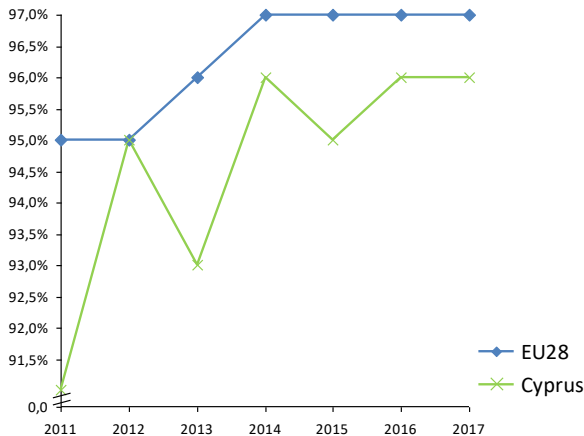


Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet at least once a week in Cyprus**



Source: Eurostat Information Society Indicators

## Percentage of households with a broadband connection in Cyprus
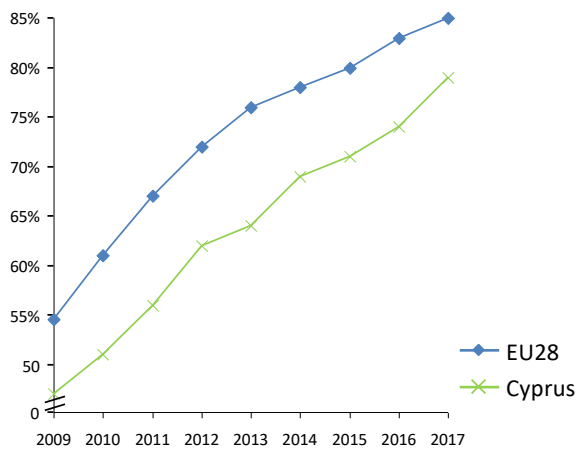


Source : Eurostat Information Society Indicators

## Percentage of enterprises with a broadband connection in Cyprus
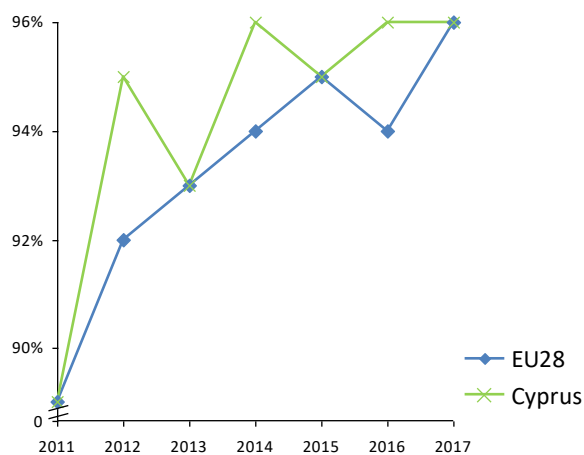


Source: Eurostat Information Society Indicators

## Percentage of individuals having purchased/ordered online in the last three months in Cyprus
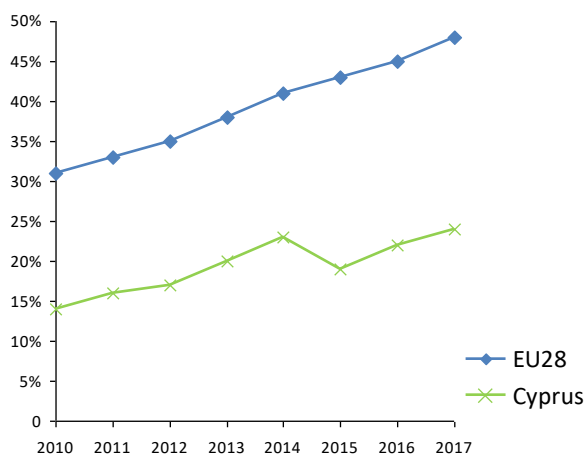


Source: Eurostat Information Society Indicators

## Percentage of enterprises having received orders online within the previous year in Cyprus
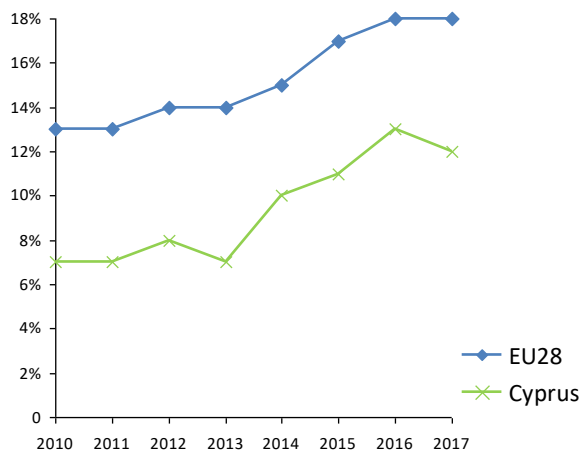


Source: Eurostat Information Society Indicators

## eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Cyprus compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.
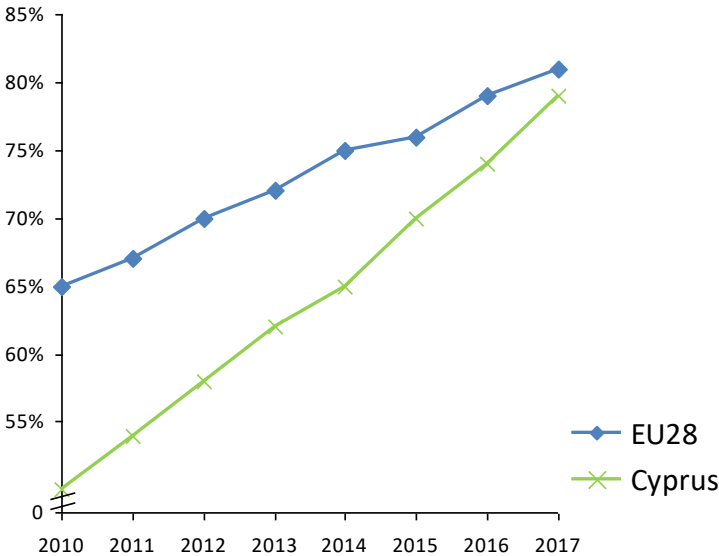
**Percentage of individuals using the internet for interacting with public authorities in Cyprus**
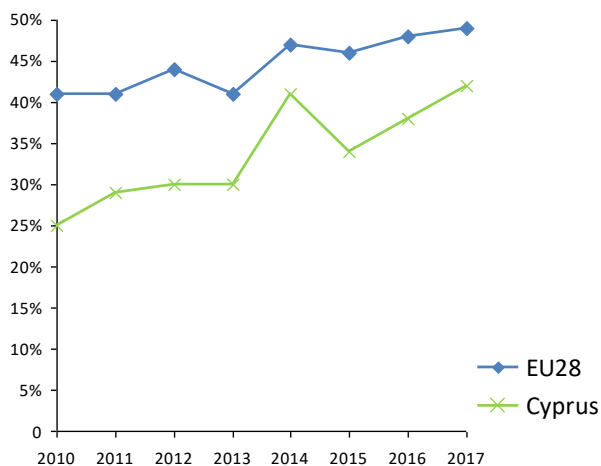


Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for obtaining information from public authorities in Cyprus**
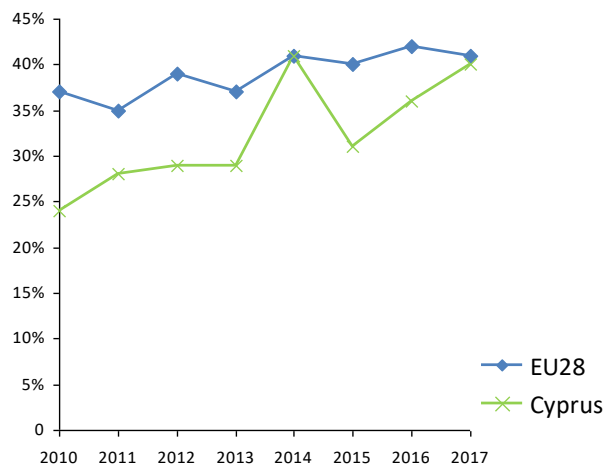


Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for downloading official forms from public authorities in Cyprus**
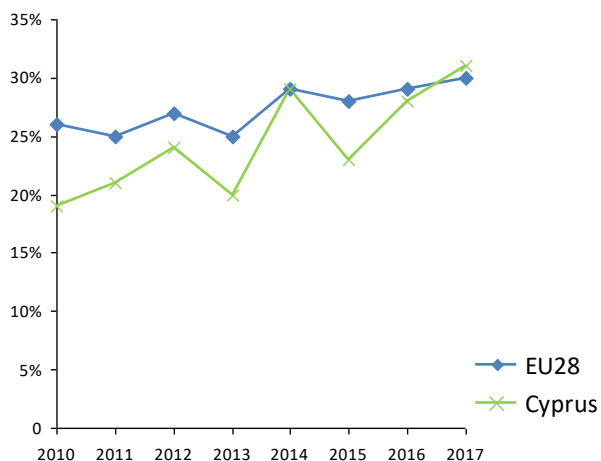


Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for sending filled forms to public authorities in Cyprus**
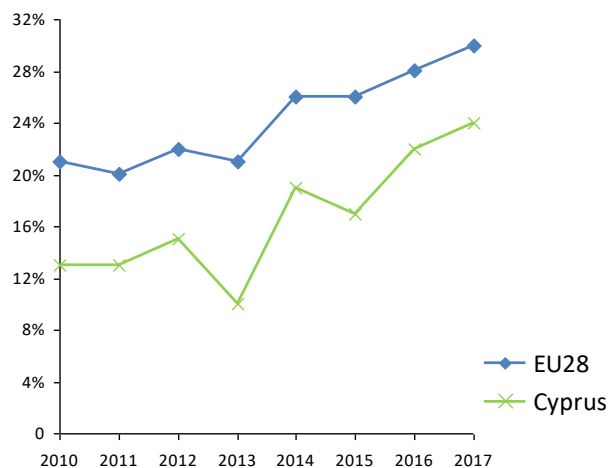


Source: Eurostat Information Society Indicators

## eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark Report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four live events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Cyprus compared to the EU average score.



### eGovernment performance across policy priorities

| | | EU28+ average (2016) | Country Result 2016 |
|---|---|---|---|
| **USER CENTRICITY** | Overall Scores | 80 | 67 |
| | Online availablity | 82 | 72 |
| | Usability | 89 | 82 |
| | Mobile Friendliness | 54 | 7 |
| **TRANSPARENCY** | Overall Scores | 59 | 50 |
| | Service delivery | 50 | 29 |
| | Public organisations | 73 | 73 |
| | Personal data | 53 | 48 |
| **CITIZEN CROSS BORDER MOBILITY** | Overall Scores | 61 | 60 |
| | Online availablity | 74 | 69 |
| | Usability | 76 | 100 |
| | eID Cross Borders | 14 | 0 |
| | eDocuments Cross Borders | 24 | n.r. |
| **BUSINESS CROSS BORDER MOBILITY** | Overall Scores | 65 | 77 |
| | Online availability | 73 | 85 |
| | Usability | 79 | 100 |
| | eID Cross Borders | 29 | 0 |
| | eDocuments Cross Borders | 43 | 75 |
| **KEY ENABLERS** | Overall Scores | 52 | 58 |
| | eID | 52 | 38 |
| | eDocuments | 61 | 96 |
| | Authentic sources | 47 | 63 |
| | Digital Post | 50 | 50 |

| 0 | INSUFFICIENT | 25 | MODERATE | 50 | FAIR | 75 | GOOD | 100 |

Source: eGovernment Benchmark Report 2017 Country Factsheets

# eGovernment Highlights
## Main eGovernment changes and key milestones in 2017

## eGovernment Strategy

▸ The Council of Ministers approved the [National Strategy for a Better Internet for Children](#), aiming to protect young people from the challenges which occur due to the rapid growth of internet and other digital technologies. The Strategy contains a number of actions to be implemented within the period of 2018-2023, including the creation of a National Centre for the secure usage of Digital Technologies and the Internet. The National Strategy takes the guidelines from the [European strategy "Better Internet for children"](#) into consideration and adopts ideas from other related national, European and International strategies, based on the characteristics and needs of children, parents and teachers. As part of this strategy, a [Safer Internet Day (SID)](#) was celebrated 6 February 2018, calling on all stakeholders in action, in order to play an essential role in creating a better Internet for all in general, and for children and adolescents in particular. These actions will include, among other things, information festivals, student competitions, information sharing and community awareness actions.

▸ The Council of Ministers approved the [National Strategy for persons with Disabilities for the period 2018-2028](#) and the second National Action Plan on Disability for 2018-2020. The National Strategy defines the vision, the values and the strategic objectives of Cyprus for the next decade aiming to further improve the quality of life for the Persons with Disabilities. The second action plan identified 86 actions (ongoing and new) that will be implemented by specific Government Organisations.

▸ The Ministry of Justice and Home Affairs launched the [National Strategy Against Corruption](#) aiming to strengthen the judiciary of the Republic of Cyprus. The Strategy includes multiple initiatives harnessing Information Communication Technologies (ICT) aiming to improve the transparency and efficiency of the judicial system of Cyprus.

▸ The Government of Cyprus signed a [Memorandum of Understanding](#) with the Cyprus Legal Information Institute (CYLII) aiming at enhancing the CYLAW platform and the provision of free access to relevant sources of law. One of the major provisions of the memorandum is that the Cyprus Government will provide existing government data to CYLII in an effort to increase the data that the current law platform maintains for providing better services to the public.

▸ The Council of Ministers adopted the [National Youth Strategy of Cyprus for the period of 2017-2022](#). The National Youth Strategy was prepared by the Youth Board of Cyprus and defines the vision of the country for its young people. This strategy tackles the topic with a holistic and cross-sectoral approach, to boost the role of younger generations as an active part of the economy of the country. For the promotion and implementation of the policy aims set out in the Strategy, two three-year action plans will be formulated and a monitoring mechanism will be developed.

## eGovernment Legal Framework

▸ The Ministry of Finance is participating in a co-financed program with the European Commission to create an appropriate infrastructure to ensure the exchange of [electronic invoice](#) between private and public sector. The role of the Ministry of Finance is coordinator of a consortium made by private companies and public bodies

that aims to create a platform for eInvoicing, while a legal framework is being created.

▸ The National eGovernment Interoperability Framework was updated in order to be fully aligned with the new European Interoperability Framework which was adopted on 23 March 2017.

## eGovernment Actors

There have been no changes related to eGovernment Actors in the last year.

## eGovernment Infrastructure

▸ On 1 September 2017, the project "e-Delivery in Cyprus" was officially launched. The project is funded by the CEF – Connecting Europe Facility programme and falls under the Regulation 910/2014 on Electronic identification and trust services, commonly known as 'eIDAS'. The purpose of the programme is the development and uptake of national eDelivery services and nodes in Cyprus. The project is coordinated by the Department of Postal Services of Ministry of Transport, Communications and Works. The consortium consists of the Department of Information Technology Services of the Ministry of Finance and other partners from the private sector. The total budget of the project is EUR 333,693 and it has a duration of 24 months.

▸ The development of the Platform for the Digitalisation of all grant schemes for enterprises is promoted in collaboration with the Ministry of Energy, Commerce, Industry and Tourism. The system will provide the possibility for online submission of applications, it will support the whole procedure of managing applications (submission, review, approval/rejection, implementation, payment, monitoring etc.) and it will also provide administrative information. Grant schemes for the enhancement of Female Entrepreneurship and Youth Entrepreneurship are available online through the Ministry's website and via Ariadne Portal.

## eGovernment Services

▸ The Cypriot government, with the assistance of experts from Estonia, is working towards the introduction of Electronic Signatures and Electronic Authentication Certificates[1]. The government has launched an open tender for the purchase of an eID solution for the citizens of Cyprus in order to enable the execution of digital transactions in private and digital sectors.

▸ The creation of an Integrated Information System for the management of Grant Schemes is being implemented in cooperation with the Ministry of Energy, Commerce, Industry and Tourism. The system will enable the electronic submission of applications and will provide the required application management mechanisms (application, evaluation, approval / rejection, implementation, sponsorship, monitoring).

▸ As from 1 January 2018, the submission of applications for job vacancies in the Public Sector is available through the web site of the Cyprus Public Service Commission

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[1]

https://www.eprocurement.gov.cy/epps/announcements/listAnnouncements.do?selectedItem=announcements/listAnnouncements.do

(PSC) or via Ariadne portal. PSC promotes the automation of the processes related to the submission and management of applications and to speed up the procedure for hiring personnel, increase transparency, reduce administrative burden and improve the quality of its services.

▸ In the year 2017, fifteen additional eServices have been completed through Cyprus Ariadne portal. Within the context of Single Sign-On (SSO), where the public will gain access and interact digitally with the Government through Ariadne by using only one single ID and password, eCivil and Department of Lands Surveys (DLS) eServices are provided through Ariadne.

▸ The online application OIKADE, which allows Cypriot citizens to register their travel details when they plan to travel abroad, either for business, pleasure, medical purposes or study, was launched in 2017. This application aims to collect data about Cypriot citizens being abroad and use them in case of emergency/crisis. It also provides valuable information/guidelines regarding travelling abroad.

▸ The Instalments Payment System, which is a module on TAX Intranet system, is developed to comply with a law approved by the Cyprus Parliament in January 2017. It manages instalment plans created by the taxpayers via Ariadne portal and their payments carried out at the Banks, for the settlement of overdue taxes. According to the number of instalments a discount is given on plan payoff. If the taxpayer is not compliant, the plan will be defaulted and no discount will be applied. The system covers the processes regarding the creation of an instalment plan, management of plans and payments and also the compliance procedure.

## Other highlights

▸ The Cyprus Start-up Visa Programme scheme starts aiming to attract innovative small and medium enterprises from third countries to enter, reside and work in Cyprus in order to establish / operate / develop a startup with a high growth potential. The scheme's goal is the creation of new jobs, the promotion of innovation and research, the development of the business ecosystem and consequently the economic development of the country. The introduction of the "Cyprus Startup Visa" is part of the Policy Statement on Strengthening the Entrepreneurial Ecosystem.

▸ The application for registering online the remotely piloted aircraft systems (Drones) goes live. All remotely piloted and autonomous aircraft from the small consumer devices used for recreation, to large aircraft used for other purposes, are subject to the provisions of the relevant legislation (Civil Aviation Act (N213(I)/2002/2015), which aims to the safety of flights within the Cyprus Airspace. Based on the provisions of the law, registration of unmanned aircrafts is mandatory. Owners or operators can register their unmanned aircrafts online through this application.

▸ A Farmer's and Agricultural Holdings Registry is created aiming to lead to the reform of the whole rural sector, support the inhabitants of rural areas, make a fair distribution of national and European resources and support people who are full-time in the field of agro-livestock and fisheries. The service, which can be accessed through Ariadne portal, allows the farmer conveniently and cost effectively to apply online to request/gain access to the Farmer and Agricultural Holdings Registry. Applicants are automatically informed of the status of their application via their email.

## 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

# eGovernment Strategy
## Main strategic objectives and principles

### eGovernment Strategy (2014-2020)

The eGovernment Strategy of the Republic of Cyprus refers to the period 2014-2020 and applies to all ministries, departments and services of the Cyprus Government focusing on technical, operational and organisational aspects of the provision of eServices to citizens and businesses. Interventions at the back-office systems or government ICT infrastructures are also foreseen by the eGovernment Strategy, provided that they assist the Cyprus Government to achieve its objectives up to 2020, whilst being in line with the EU policies and Directives. From the implementation of the eGovernment strategy, the following objectives are sought to be achieved:

▶ Enhancement of public sector capacity while reducing operational costs;

▶ Delivering additional eServices, which will be flexible, accessible, complete, simple and secure;

▶ Facilitate cross-border collaboration at European level.

### Digital Strategy for Cyprus (2012-2020)

The Digital Strategy for Cyprus (the national information society strategy) was approved by the Council of Ministers on 8 February 2012. The Digital Strategy is a comprehensive plan for the period 2012-2020 and it adopts a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains"[2].

The Digital Strategy for Cyprus is based upon six strategic targets:

▶ **Target 1:** Broaden coverage (infrastructure rollout), expand broadband and establish regulatory framework of networks;

▶ **Target 2:** Modernisation of public administration and provision of more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;

▶ **Target 3:** Inclusion of all (including vulnerable groups) into digital Cyprus**.** Increase penetration and participation of all citizens and businesses in the digital society;

▶ **Target 4:** Education and Learning - improvement of eSkills and digital literacy;

▶ **Target 5:** Promotion of digital entrepreneurship;

▶ **Target 6:** ICT for the environment - promotion of green ICT.

In 2015, the Cypriot government published the guiding methodology for the implementation of the Digital Strategy of Cyprus.

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[2]

http://www.mcw.gov.cy/mcw/dec/digital_cyprus/ict.nsf/3700071379D1C658C2257A6F00376A80/$file/Main%20document%20digital%20strategy.pdf

## Cyprus Start-up Visa (2017-2019)

The Start-up visa scheme is operating on a pilot basis until February 2019 and by the end of this period a maximum of 150 visas will be issued. The project aims to attract talented entrepreneurs from the European Economic Area and outside the European Union. Several typologies of facilitations are included to help them in the process of starting a new business.

The objective is to foster an ecosystem for the creation of new jobs through innovation and research. This programme is part of Policy Statement on Strengthening the Entrepreneurial Ecosystem that is trying to revitalise the ICT sector by internal development and by attracting ICT giants.

## Memorandum of Understanding in the area of eGovernment between the Republic of Cyprus and Estonia

Major steps towards implementation of eGovernment in the Republic of Cyprus were taken with the signing of the Memorandum of Understanding and Cooperation in the areas of eGovernment and ICT. The Memorandum was signed between the President of the Republic, Nikos Anastasiadis and the Estonian Prime Minister, Taaivi Rouvas. The President of Cyprus with the Minister of Estonia agreed to develop cooperation in the areas of eGovernment and ICT, with a view to providing assistance to Cyprus's efforts to digitise governance and public administration. The cooperation of the two countries will focus on defining a strategic agenda along with the design and implementation of concrete actions in order to develop the environment that will enable citizens to better access public sector information and services.

## Cyprus Broadband Plan (2016-2020)

The Broadband Plan 2016-2020 has been developed by the Department of Electronic Communications to outline key actions and steps necessary to meet the first general objective of the Digital Strategy for Cyprus, which is the creation of appropriate infrastructure and necessary conditions to connect the Republic of Cyprus.

The objectives of the Plan are:

▸ To ensure the roll-out and take-up of broadband for all, at increasing speeds, through fixed and wireless technology;

▸ Promote competition in electronic communications and reduce prices of broadband services and products;

▸ Connect the whole of Cyprus with high and ultra-high speed networks;

▸ Address cyber threats and generally strengthen security in the digital networks;

▸ Enhance the international sub-marine cable network, connecting Cyprus with Europe, Middle East and Africa.

## Public Administration Reform

The political responsibility and supervision for issues of Public Administration Reform (PAR) has been assigned to the Deputy Minister to the President, under the overall initiative of the Growth Strategy (Unit for Administrative Reform). Public Administration Reform is considered to be a very important structural change aiming at creating a flexible, modern and productive public service for the benefit of both citizens and businesses.

PAR includes horizontal and sectoral issues. As regards the horizontal/cross-cutting issues, these relate to human resource management across the Public Service. More specifically, the Government has submitted to the House of Representatives a set of draft Bills aiming at institutionalising the HRM related reforms in respect of performance

appraisal, promotion, Public Service Commission governance, mobility etc., as well as at introducing a mechanism in regulating salary increases that will ensure the affordability and sustainability of the public wage bill.

With regards to the sectoral issues, functional reviews have been completed within the civil service (Ministries and Constitutional/Independent Services) aiming at the reorganisation of structures within the various Ministries and Independent Authorities, and generally the provision of better services to businesses and citizens.

## Action Plan on Better Regulation

In view of the Cyprus Government's renewed efforts to promote growth through structural and administrative changes, a new Unit for Administrative Reform has been created under the Deputy Minister to the President, which will address, inter alia, issues related to Better Regulation. The aim is to render the public service more flexible and improve the quality and speed of services provided to citizens and businesses, by alleviating all processes from unnecessary administrative burden and eliminating the relevant costs. This will be achieved through simplification of procedures and legislations and abolishment of the duplication of processes performed by the various departments of the public sector. Furthermore, the current Impact Assessment mechanism will be enhanced, placing more emphasis on the impact of new legislation on SMEs.

In order to promote actions in this context, the Better Regulation Unit has drafted an Action Plan on Better Regulation, which was approved by the Council of Ministers on 29 October 2015. The actions under this Action Plan have been identified around three priority axes, namely:

▶ Simplification of procedures and legislation and reduction of administrative burden.

▶ Better legislation and impact assessment of new legislation.

▶ Embedding the culture and enhancing capacity in relation to Better Regulation.

Further to the above three axes, the Action Plan also includes actions that are being promoted under the pillar of eGovernment, which go hand in hand with the other Better Regulation initiatives.

## Partnership Agreement 2014-2020

The Partnership Agreement (PA) 2014-2020 is the strategic document prepared by the Government of Cyprus for the effective utilisation of funds allocated to the country by European Structural and Investment Funds (ESIF) for the programming period 2014-2020. The PA includes the general development priorities of Cyprus and the pursuit of general objectives for the use of the ESI Funds, as derived from the analysis of the country's development needs and perspectives, as well as the thematic objectives that Cyprus selected to invest into during the 2014-2020 programming period.

Information and Communication Technologies (ICT) is among the selected sectors for investment, with the main aim being the promotion of use of ICT in the public and private sector, for improving the competitiveness of the economy. The implementation of the PA is further specified in the Operational Programmes, which are determined according to the type of ESI Fund.

## Operational Programme Competitiveness and Sustainable Development 2014-2020

The Promotion of ICT Use is one of the seven axes of the Operational Programme (OP) 'Competitiveness and Sustainable Development 2014-2020'. The budget of the Axis is around EUR 86.5mln (13% of the OP's total budget), which will be co-financed by the European Regional and Development Fund (ERDF) by EUR 73.5mln. Almost 70% of this

budget has been allocated for strengthening ICT applications for eGovernment, eLearning and eHealth.

# eGovernment Legal Framework
Main legal texts impacting on the development of eGovernment
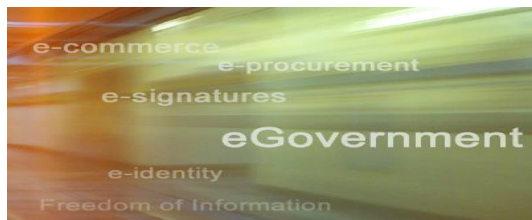
## eGovernment Legislation

### Current status

There is currently no specific eGovernment legislation in Cyprus.

## Freedom of Information Legislation

### Constitution of the Republic of Cyprus

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

## Data Protection/Privacy Legislation

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

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

## eSignatures Legislation

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

By decision of the Council of Ministers in March 2008, the Department of Electronic Communications (DEC) was assigned the legal framework of Electronic Signatures. DEC, as the competent authority for the implementation of electronic signature framework in Cyprus, decided to modify the existing law governing Electronic Signatures (No. 188 (I) / 2004), which entered into force on 30 April 2012 (N. 86 (I) 2012). The amending Act was intended to better align with the provisions of Directive 1999/93 / EC and to establish a more solid legal framework for the use and legal recognition of Electronic Signatures. In addition, the Department has issued in 2013 the Electronic Signatures Regulations (Regulatory Administrative Act - RAA  267/2013). The Regulations defined the issuing procedures of the qualified certificates to be delivered by the Certification Service Providers.

On 1 July 2016 came in force Regulation (EU) No. 910/2014 which replaces the previous Directive for Electronic Signatures 1999/93/EC. It also introduces new regulatory procedures for a number of new trust services e.g. electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) has prepared a new legislation that adopts all new provisions under the above Regulation. Also, this legislation sets DEC as the Competent Authority for the implementation of Regulation (EU) No. 910/2014, as the Supervisory Body under (Article 17 of the Regulation) and the body responsible for keeping the national trusted list (Article 22 of Regulation).

## eCommerce Legislation

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

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

Law on Electronic Money (2012)

The Law on Electronic Money (81(I)/2012) regulates the rights to issue electronic money directly from the Cypriot Republic and defines which are the authorities to issue such money. Furthermore, it regulates the authorisation and supervision of institutions that are related to the issuance of electronic money.

## eCommunications Legislation

Law on Regulation of Electronic Communications and Postal Services (2004)

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications (Law 112(I)/2004) and the modification of the 2002 law on radio communications (Law 146(I)/2002) – to transpose the new EU regulatory framework. It has also introduced four pieces of secondary legislation in the field of radio communications. The last amendment of the law was made in 2013.

## eProcurement Legislation

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

The EU Public Procurement Directive (2004/18/EC), which includes provisions related to the electronic submission of tenders, has been adopted in national legislation by Law 12(I)/2006, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The law was put into force at the beginning of 2006. Prior to the implementation of the eProcurement system and based on the provisions of this law, other supplementary eProcurement regulations were also issued. The Law was lastly amended in 2011.

eInvoicing

The Republic of Cyprus is currently preparing legislation to transpose the European Directive 2014/55/EU on electronic invoicing in public procurement.

## Re-use of Public Sector Information (PSI)

Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies (2015)

The Cypriot transposition of European Directive 2003/98/EC is Law 132(I)/2006, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed. Cyprus has transposed the provisions of the revised PSI Directive (2013/37/EC), with the Re-Use of Public Sector Information Law of 2015 (Law 205(I)/2015, which entered into force on 23 December 2015.

Accessibility of the Websites and Mobile Applications of Public Sector Bodies

Cyprus is currently in the process of harmonising Cypriot legislation with the Directive (EU) 2016/2102 of the European Parliament and of the Council 26 October 2016 on the Accessibility of the Websites and Mobile Applications of Public Sector Bodies. For this reason, a draft law has been prepared and will be submitted to the House of Representatives for approval.

# eGovernment Actors
## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

#### Ministry of Finance

The Ministry of Finance is the initiator and facilitator of eGovernment policy in Cyprus. Through the specialised government body Department of Information Technology Services (DITS), the eGovernment is promoted and implemented within the public sector.

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**Minister of Finance**

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Source: http://www.mof.gov.cy/

#### Ministry of Transport, Communications and Works

Following the decision of the Council of Ministers on 18 February 2009, the Ministry has taken responsibility for the development of the information society, with executive arm the Department of Electronic Communications (DEC). Since 2009, DEC is the executive arm of the Ministry of Transport, Communications and Works with duty to formulate and implement a comprehensive national strategy on the Information Society.

 **Vassiliki Anastassiadou**

**Minister of Transport, Communications and Works[3]**

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[3] Mr. Marios Demetriades - Former Minister of Transport, Communications and Works (March 2013 – February 2018)

**eGovernment Board**

The eGovernment Board is the responsible Body for approving and monitoring the progress of the eGovernment actions, as well as to provide solutions on significant problems that affect their implementation.

The eGovernment Board was established in May 2015, based on the Council of Ministers' Decision of 13/5/2015. The Board consists of representatives at the highest level: The Deputy Minister to the President, the Minister of Finance, the Minister of Transportation and Communications, the Cyprus Digital Champion (Permanent Secretary of the Ministry of Energy, Commerce, Industry and Tourism), the Director of the Department of Information Technology Services, and the Commissioner of Internal Audit (observer).

On the 20th of June 2017 the Council of Ministers appointed the Minister of Energy Commence, Industry and Tourism as the chairman of the Board, replacing the Deputy Minister to the President.

The eGovernment Board replaced the Executive Computerisation Board.

Coordination

**Department of Information Technology Services (DITS)**

The Department is the Government body that coordinates the promotion and application of Information Technology and eGovernment in the public sector. The mission of the department is to plan, develop, implement, manage and maintain the Information and Communication Technology (ICT) systems.



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**Digital Cyprus: Department of Electronic Communications (DEC)**

The Department is responsible for coordinating the Digital Strategy for Cyprus, which is the country's national information society strategy. It coordinates activities that are related to the realisation of all six phases of the strategy, namely to connect Cyprus, modernise the public administration, provide electronic services, inclusion of all (including vulnerable groups) into digital Cyprus, Education and Learning, Digital Entrepreneurship and ICT for the environment.

**Unit of Administrative Reform / eGovernment Team - Deputy Minister to the President**

The Unit of Administrative Reform/eGovernment Team has the responsibility to coordinate the promotion of eGovernment in the Public Sector, as well as to accelerate the implementation of the actions of the eGovernment strategy.

**Directorate of Administration and Finance**

The Directorate is responsible, among others, for coordinating and monitoring the computerisation within the public sector.

## Implementation

### Department of Information Technology Services (DITS)

As the responsible government body for the promotion and implementation of eGovernment within the public sector, the Department of Information Technology Services implements its eGovernment Strategy as well as the programmes and the respective EU Action Plans. It develops electronic services, always taking the public's needs, mentality and culture into consideration. In particular, the DITS is in charge of the development or procurement of government-wide systems within the framework of the 'Medium-term Government Computerisation Plan', as well as several small-scale bespoke systems for specific departmental requirements.

### Digital Cyprus: Department of Electronic Communications (DEC)

The decision of the Council of Ministers on 18 February 2009 also appointed the Department of Electronic Communications as the executive arm of the minister of Communications and Works to supervise the implementation of the national information society strategy (entitled 'Digital Strategy for Cyprus').

**Individual Government Bodies**

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

## Support

### Department of Information Technology Services (DITS)

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

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

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

### Department of Electronic Communications

On 1 July 2016, Regulation (EU) No. 910/2014 came into force. It replaces the previous Directive for Electronic Signatures 1999/93/EC. It also introduces new regulatory procedures for a number of new trust services e.g. electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) has prepared a new legislation that adopts all new provisions under the above Regulation. Also, this legislation sets DEC as the Competent Authority for the implementation of Regulation (EU) No. 910/2014, as the Supervisory Body under (Article 17 of the Regulation) and the body responsible for keeping the national trusted list (Article 22 of Regulation).

## Audit/Assurance

### Audit Office of the Republic of Cyprus

The Audit Office is an independent office responsible for auditing all public expenses and liabilities incurred by or under the authority of the state. This includes inspection of all

financial accounts and other assets as well as the audit of statutory bodies, special funds, local authorities and other public organisations.

### Internal Audit Service (IAS)

The IAS was established and operates under the Internal Audit Law of 2003 [114(I)/2003] and it has a dual role:

(a) Performance of internal audits[4] at Public / Government Services

The IAS, pursuant to the provisions of the Internal Audit Law of 2003 conducts internal audits at Public / Government Services, providing them (under this context) independent, objective assurance and consulting services designed to add value and improve their operations. The IAS helps the Public / Government Services audited accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

(b) Audit Authority of Programmes co-funded by the European Union and other Financial Mechanisms

The IAS under a number of relevant Decisions of the Council of Ministers, further to being the designated Audit Authority for the Norwegian and the EEA Financial Mechanisms 2009-2014, it also currently acts as the independent Audit Authority for various EU Programmes / Funds.

Data Protection

### Office of the Commissioner for Personal Data Protection

The Commissioner is an independent supervisory authority who monitors the application of the Data Protection Law and advices organisations in the private and the public sector for the implementation of this Law. The Law, inter alia, provides for the protection of personal information against any unauthorised and illegal collection, recording and against the further use of that information for unlawful purposes. It also grants the individual certain rights, such as the right of information and the right of access to it. The office also receives and examines complaints in relation to the application of the Law.

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[4] Including audits of information systems.

## Regional & Local eGovernment

### Union of Cyprus Municipalities

The structure of the Cypriot state is highly centralised, consisting of the central government, six districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (39), accounting for 65 per cent of the population of Cyprus, are represented. The union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests *vis-à-vis* the central government and other national institutions.

Among other responsibilities, the Union took the initiative to design and implement eGovernment at local authority level. The project is included in the list of projects that the Council of Ministers (Decision 77.299, dated 23/7/2014) initially had approved to be funded by the European Structural and Investment Funds of the programming period 2014-2020 for the amount of EUR 2.4 million. The project was approved by the eGovernment Board in October 2017.

The project is expected to commence in 2018. The Union focuses on designing and implementing an efficient and flexible IT infrastructure and application architecture to be utilised by the Local Authorities to enhance process automation, information management and utilisation but also for providing the channels for publishing and optimising service delivery.

All municipalities and a large number of community councils maintain their own websites and promote electronic communication with citizens who can lodge complaints and submit recommendations. Additionally, some web pages give the opportunity to municipality citizens to pay their utility bills through the Internet using credit cards.

Another higher level regional body is the Union of Cyprus Communities, which represents the six districts of the country.

# eGovernment Infrastructure
## Main eGovernment infrastructure components

### Portals

**Department of Lands and Surveys (DLS) Portal**

The DLS consists of four main pillars:

▸ A New and Dynamic Front Page with Static Information for the Department and the Services offered.

▸ Ability to navigate to a property through an On-line Free Web Application in real time.  The applications use the Geographical Information Systems of the Department, extending them through Web GIS capabilities.

▸ Electronic Application Submission.  An 'eApplications Dashboard' is available for every citizen, hosting personal profiling, monitoring of all registered application in the Department and providing the ability to launch and submit an application, purchase static maps, export data and upload data to the Department.

▸ Adherence to and implementation of the INSPIRE Directive in Cyprus**.**

**Cyprus Government Open Data Portal**

Cyprus launches the Government Open Data Portal, based on the Directive on the re-use of public sector information (PSI Directive). Through the portal, non-personal public data (geographical, demographic, statistical, environmental data, etc.) will be published, in a machine-readable format, and will allow citizens and businesses to find new ways to use it and to create new innovative products and services

**Cyprus Government portal**

The Government Portal is an institutional website and an entry point to public information and services. Users can visit governmental and non-governmental sites of informative and interactive content.

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

**Point of Single Contact (PSC) Cyprus**

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

Procedures required are available, classified by service sector and/or alphabetical list. They are also obtainable via a search engine. Through the 'Personal Space', registered users can submit application forms, view the application forms submitted and track the

progress of their ongoing procedures. A step by step guide is provided for submitting application forms.

(Ariadni)

The Government Gateway - Ariadni provides the foundation for delivery of the vision for a 'Joined-up Government' and will constitute the central passage to all electronic transactions between citizens, businesses, institutions and the government. Currently, 40 eServices are provided and Ariadni is expected to comprise a highly secure environment, a resilient 'always on' service and a capacity to handle high volumes. In terms of functionality, it incorporates a unified registration and authentication service, allowing users (citizens, businesses, institutions, etc.) to conduct their transactions with the relevant Government Organisations over the Internet in a secure manner, with a single set of credentials, using any application, any device, anytime, anywhere.

Additionally, Ariadni provides interoperable, secure and authenticated web-based interconnection of back-end systems. The project has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. Common core Services provided through Ariadni include:

▶ Common user identity management/authentication and authorisation;

▶ Single sign-on credentials;

▶ Common messaging facility;

▶ Online payments;

▶ Integration tier, offering reliable, standards-based information exchange between systems.

Ariadni has also been enriched with information/guidelines related to Governmental procedures/services that are provided to citizens/businesses. Users can now find a full set of information for each Governmental procedure such as, description, relevant legislation, required certifications, fees required etc. The Government procedures are categorised by sectors.

In 2016 the government of Cyprus approved an for the modernisation of the Ariadni.

## Network

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

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

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

## Broadband

Current status

The Government of Cyprus has achieved the first target of 100% coverage of the country with broadband infrastructure, using **DSL broadband network**, installed by the incumbent telecommunications operator offering speeds of at least 2Mbps.

## eIdentification/eAuthentication

Progress in the field of eID

The eGovernment Board decided that Cyprus government will purchase the media from the private sector instead of developing government PKI infrastructure.

Qualified certificates for qualified or advanced eSignatures and e-Identification aim the High Assurance Level based on the Regulation (EU) N°910/2014 (on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation)) and the National legislation.

An Agreement has been signed between the Cyprus Government and eGovernment Academy of Estonia (in the context of a MoU signed by the two countries concerning eGovernment). The Agreement entered into force using the Estonian expertise in preparing the policy and Action Plan for the eID (eSignature and eIdentification) project (setting up stages and involving accordingly the stakeholders) which have been completed in May 2017.

In September 2017 the Government has announced its intention to have an open tender for the purchase of an eID solution for secure digital transaction tools in the private and public sector. Cyprus is currently in the stage of drafting the technical specifications for the relevant procurement procedure which is planned to be completed in 2018.

## eProcurement

Electronic Procurement portal (ePS)

The ePS is a web-enabled system that constitutes a holistic solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law of public procurement. The portal provides:

▶ **Contracting Authority Services**, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.

▶ **Economic Operator Services**, for transparent and secure preparation and electronic submission of requests for participation to tenders. The system is managed by the Public Procurement Directorate of the Treasury of the Republic of Cyprus and was the recipient of the 'Good Practice Label' of the 4th European eGovernment Awards, 2009.

## Knowledge Management

Knowledge Management and Training Network

The Cyprus Academy of Public Administration aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all public service organisations to an online information/knowledge sharing platform with eLearning capabilities. It is also in the process of designing and implementing an eLearning programme entitled 'Contemporary public administration and the case of Cyprus', which will be offered to public servants by the second semester of 2017, utilising an eLearning platform.

## Office Automation

Electronic Office Automation System (eOASIS)

eOASIS was developed in cooperation between the Department of Information Technology Services (DITS), the Public Administration and Personnel Department and the State Archives. eOASIS is the system that deals with the electronic management of the official documents in the Public Service. eOASIS goes beyond document management as, through its workflow engine, it also automates the procedures and regulations that govern document capture, archiving, security classification, access, distribution and disposal, including their final destruction or long-term preservation for future accessibility by the public and researchers. Thus, eOASIS serves as a records management system.

The system currently operates in 22 government organisations including the Cyprus Police and serves around 4,000 users. Following the positive findings of a cost-benefit analysis and a comparative study between different software platforms and eOASIS, the eGovernment Board has approved the rollout of eOASIS to all the remaining Government Organisations.

The deployment of eOASIS will be done in two phases. Phase I is currently in progress and will cover the needs of around 1,100 users, which will be served using the current infrastructure. Phase II concerns approximately 7,000 users and will begin with the tender procedures for the procurement of the hardware, software and services required to accommodate the additional load as an extension to the existing infrastructure.

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

## Electronic Payments

The Republic of Cyprus has implemented electronic payments. Nowadays, it is possible to pay bills, universities' fees, as well as the renewal of several licences thanks to the collaboration between the Central Government and the Ariadni team.

Several online payment services are enlisted on the online web portal of the Web Portal of the Republic of Cyprus. In addition, some services which are provided through Ariadni, can be fully completed electronically using the payment engine of this gateway. The payment engine of Ariadni is currently being used by other systems/portals and/or can be used in the future as a single payment engine for the various services provided by the Government.

Specific cross-border eServices are also provided through the Cyprus Business Portal.

## Other infrastructure

## Customs and Excise

THESEAS system

The THESEAS system is the first fully integrated and web-enabled customs system in Cyprus. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. THESEAS Systems have the following interfaces:

- An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system;
- Interface with the EU and other member states through the CCN/CSI network;
- Interface with other stakeholders through web interface or B2B interface.

The system supports:

- Electronic submission of cargo;
- Submission of declarations (Manifest, Import, ICS5, ECS6, EMCS7);
- Electronic payment of customs duties.

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[5] Import Control System
[6] Export Control System
[7] Excise Movement and Control System

# eGovernment Services for Citizens
## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

### 1. Travel

Passenger rights, documents you need

**Passport**

| | |
|---|---|
| Responsibility: | Central Government, Ministry of the Interior, Civil Registry and Migration Department |
| Website: | http://www.moi.gov.cy |
| Description: | Information and forms to download. Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online. Alternative delivery channels for the service are available via the Citizen Service Centres (CSC). |

Money and charges

**VAT refunds and excise duties**

| | |
|---|---|
| Responsibility: | Ministry of Finance (Department of Customs and Tax Department) |
| Website: | http://www.mof.gov.cy/customs; http://www.mof.gov.cy/mof/taxdep.nsf/page19_gr/page19_gr?OpenDocument; http://www.businessincyprus.gov.cy/. |

Description:    Several related online services are available from the websites of the responsible departments or from the Cyprus Business Portal. The portal serves businesses and entrepreneurs, whether established in the Republic of Cyprus or in other EU member states, interested in pursuing their business aspirations in the services sector of Cyprus. The portal provides comprehensive information relating to the procedures and formalities required for the access to, and the exercise of, service activities in the Republic of Cyprus, online submission of application forms, tracking the progress of applications submitted, and receipt of decisions.

## 2.  Work and retirement

Working abroad, finding a job abroad, retiring abroad

**Job search services by labour offices**

Responsibility:    Central Government, Ministry of Labour, Welfare and Social Insurance, Department of Labour

Website:    http://www.pescps.dl.mlsi.gov.cy/

Description:    The 'Public Employment Service Online System' enables users to search the job vacancies database according to criteria matching their profile. It also allows employers to publish and manage job vacancies.
Job seekers who wish to register in the system must personally present proof of ID in order to be provided with a username and password. Registered users who are entitled to unemployment benefits (i.e. within a six-month period) must physically present themselves once a month to renew their registration.
The system also accepts digital CVs, accessible by interested employers.

Professional qualifications

**Legal information system (incl. information on the regulated professions)**

Responsibility:    Several stakeholders

Website:    http://www.highereducation.ac.cy/en/kysats.html; http://www.businessincyprus.gov.cy/; http://www.etek.org.cy; http://www.moh.gov.cy/moh/cmc/cmc.nsf/index_gr/index_gr?OpenDocument; http://www.law.gov.cy; http://www.icpac.org.cy/

Description:    Depending on the profession, this information is provided by the relevant stakeholder in Cyprus. For example, KYSATS is the competent authority of the Republic of Cyprus for the recognition of Higher and Tertiary Education qualifications obtained home and abroad.
Additionally, information on Professional qualifications can be found on the Cyprus Business Portal which provides comprehensive information relating to the procedures and formalities required for the access to, and the exercise of, service activities in the Republic of Cyprus.

Taxes, unemployment and benefits

**Income taxes: declaration, notification of assessment**

Responsibility:    Central Government, Ministry of Finance, Tax Department

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

Description:    The TaxisNet system allows taxpayers - natural persons and businesses/partnerships - to submit initial tax returns electronically. The income tax declaration is pre-filled with the taxpayer´s relevant info such as name, address, correspondence address, contact details and taxpayer ID. Alternative delivery channels for the service are available via the Tax

Department.

As from 2018 it is compulsory for natural persons to file their tax form online through Taxisnet.

## Unemployment benefits (Standard procedure to obtain replacement income in case of unemployment)

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance, Social Insurance Department

Website: http://www.mlsi.gov.cy/

Description: Information and forms to download. Applications and payments are managed by local Social Insurance Offices, in cooperation with the Department of Labour.

Registered job seekers entitled to unemployment benefits must physically present themselves once a month to renew their registration for a maximum of six months.

## 3. Vehicles

### Driving licence

## Driver's licence

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

Website: http://www.mcw.gov.cy/rtd

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

### Insurance

## Third-party insurance

Responsibility: Road Transport Department

Website: http://www.mcw.gov.cy/mcw/rtd/rtd.nsf/rtd66_gr/rtd66_gr?OpenDocument

Description: Under N.96 (I)/2000 Third party Motor Insurance Law, all vehicles must have at least third-party liability insurance. Third party insurance is the minimum obligatory cover under Cypriot law to ensure that compensation can be paid to victims of an accident.

Information is available. The service is provided by private insurance companies and in many cases the service can be done electronically.

### Registration

## Car registration (new, used, imported cars)

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

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

http://rtd.mcw.gov.cy/

http://www.mcw.gov.cy/rtd

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

## 4.  Residence (and other) formalities

### Documents and formalities

### Announcement of moving (change of address)

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

Website:           https://cge.cyprus.gov.cy
                   https://ecivil.crmd.moi.gov.cy/

Description:       The following related eServices are offered:

- ▶ Change of citizen's postal address;
- ▶ Verification of citizen's personal details.

Sign on for accessing is achieved through Ariadne portal. The service 'announcement of moving' and change of residence address requires revision of the related law, as it affects the electoral district of a citizen/voter.

### Certificates (birth, marriage): request and delivery

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

Website:           https://cge.cyprus.gov.cy
                   https://ecivil.crmd.moi.gov.cy/

Description:       The following related eServices are offered through online application submission:

- ▶ Re-issuance of Birth Certificates and Consular Birth Certificates;
- ▶ Re-issuance of Election Booklets (due to loss);
- ▶ Re-issuance of Permanent Residence Certificate.

Sign on for accessing as well as payment for the above services are achieved through Ariadne portal.

### Criminal Record Certificate

Responsibility:    Cyprus Police

Website:           http://www.police.gov.cy/

Description:       Physical presence is required therefore the service is not online.

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

Responsibility:    Central Government, Cyprus Police

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

Description:       Information only, no online declaration possible.
                   According to current legislation, citizens must declare crimes, such as theft, in person.

**Housing (building and housing, environment)**

Responsibility:    Central Government, Ministry of the Interior, Town Planning and Housing Department, Municipalities

Website:    http://www.moi.gov.cy/tph

Description:    Information and forms to download. The related procedure involves a number of authorities.

In general, before any development is realised, it is necessary to secure first a planning permit (unless such a permit is considered as given) and subsequently a building permit. Planning permits are issued by Planning Authorities and building permits are issued by Building Authorities. The Municipalities of Nicosia, Limassol, Paphos and Larnaca and the regional Officers of the Town Planning Department are Planning Authorities. All Municipalities as well as all District Officers are Building Authorities.

For developments in communities, a planning application is submitted to the Planning Authority (regional Officers of the Town Planning Department) and once it is approved, a building application is submitted to the Building Authority (the District Officer).

Similarly, for developments within municipal limits, a planning application is submitted to the Planning Authority (the regional Officer of the Town Planning Department or the Municipality itself) and once the planning permit is granted a building application is submitted to the Municipality.

In December 2014, the responsible Department signed the relevant contract for the development of an integrated information system aiming at covering the IT needs and demands of the department, as well as managing the building permits from the district administration offices. The project duration is 52 months. The project does not cover Municipalities The integrated information system is expected to be a powerful tool for the upgrading of the services offered by the Department, with purpose that of improvement in the bureaucratic procedures as well as of the average response time to citizens' requests, and therefore the better and more effective public service. The system is expected to be up and running within the first quarter 2019.

**Procedures relating to immovable property**

Responsibility:    Departments of Land and Surveys, Ministry of Interior

Website:    http://portal.dls.moi.gov.cy/en-us/homepage

Description:    The Department is solely responsible for the provision of services in connection with all the rights related to immovable property – registration, valuation, general assessment (for tax purposes), tenure, surveying, cartography, geodesy and hydrography, as well as the management of all property belonging to the State.

**Passport**

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

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

Description:    Information and forms to download.

Due to security issues (biometric data), a passport can only be provided to the applicant upon his personal visit to the relevant local authority or department. The eService could be improved in case of modification of the related legislation where the application for passport can be submitted online.

**Participation in elections**

Responsibility: Ministry of Interior, Central Election Service

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

Description: Citizens living abroad can submit electronically a declaration for exercising their right to vote. This service becomes available online only for a few months, prior to an election (please note that no dedicated url address exists; it is specified accordingly and the relevant link is displayed on the official government websites of the Ministry of Interior and Press and Information Office).
During the election period, citizens may also send SMS to find the voting centre where they will exercise their voting right.

## 5. Education and youth

School, university

**Enrolment in higher education/university**

Responsibility: Central Government, higher education institutions

Website: University of Cyprus; Open University of Cyprus; Cyprus University of Technology; Higher Hotel Institute; The Cyprus Forestry College; The Police Academy

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

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government, Local Government

Website: http://library.ucy.ac.cy/ENGLISH/index_en.htm;http://www.cypruslibrary.gov.cy;http://www.cln.com.cy/opac2/zConnectENU.html;http://www.cut.ac.cy/library/english/index.html

Description: Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.

**Student grants**

Responsibility: Central Government, Ministry of Welfare, Labour and Social Insurance.

Website: https://cge.cyprus.gov.cy;
http://www.mlsi.gov.cy

Description: Information and forms to download.
Alternative delivery channels for the service are available via the Citizen Service Centres.

Traineeship, volunteering

**Voluntary social involvement I**

Responsibility: Central Government, Office of the Commissioner on Volunteerism and NGOs

Website: http://www.volunteercommissioner.gov.cy

Description:       The Commissioner's office supports voluntary initiatives that encourage the active participation of citizens, especially the youth, in environmental awareness issues, education, culture, sport, etc., always respecting the autonomy and independence of voluntary and non-governmental organisations. The website of the Commissioner on Volunteerism and NGOs allows citizens to apply online for becoming volunteers and provides information regarding the activities planned (current/future) under the supervision of the Commissioner for Volunteerism and NGOs.

**Voluntary social involvement II**

Responsibility:    Youth Board of Cyprus

Website:          http://onek.org.cy/

Description:       The Youth Board of Cyprus acknowledges the importance of volunteerism not only on the personal development of young people but also on the cultivation of collective consciousness and social solidarity developed a **"Youth Volunteer Team",** in order to actively contribute in the promotion of volunteerism amongst young people.

## Researchers

**Information and assistance to researchers**

Responsibility:    EURAXESS Cyprus

Website:          http://www.euraxess.org.cy/

Description:       EURAXESS Cyprus provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

**Public libraries (availability of catalogues, search tools)**

Responsibility:    Central Government, Local Government

Website:          http://library.ucy.ac.cy/ENGLISH/index_en.htm;
                  http://www.cypruslibrary.gov.cy;
                  http://www.cln.com.cy/opac2/zConnectENU.html;
                  http://www.cut.ac.cy/library/english/index.html

Description:       Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.

**Research funding support Research Promotion Foundation (RPF) (currently N/A)**

Responsibility:    Research Promotion Foundation (RPF)

Website:          http://www.research.org.cy/

Description:       The Electronic Proposal Submission System of the RPF is currently under construction. Until the completion of the electronic system, all research proposals should be submitted in printed form.

## 6. Health

Planned and unplanned  healthcare

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

Responsibility:   Central Government, Ministry of Health

Website:          http://www.moh.gov.cy

Description:      Information and forms to download.

### Medical costs (reimbursement or direct settlement)

Responsibility:   Central Government, Ministry of Health

Website:          http://www.moh.gov.cy/

Description:      Information and forms to download for application to obtain a medical card.
With regard to medical costs, no application for reimbursement of the citizen is required as the citizens are charged according to what they are entitled to, i.e. according to their medical card category. Depending on entitlement status, medical costs to the citizen for government medical services can vary from zero fees, to reduced fees, to payment of full cost.

## 7. Family

Children, couples

### Child allowances

Responsibility:   Central Government, Ministry of Welfare, Labour and Social Insurance.

Website:          http://www.mlsi.gov.cy

Description:      Alternative delivery channels for the service are available via the Citizen Service Centres. Information and forms to download

### Certificates (birth, marriage): request and delivery

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

Website:          https://cge.cyprus.gov.cy
https://ecivil.crmd.moi.gov.cy/

Description:      The following related eServices are offered through online application submission:

▸ Re-issuance of Birth Certificates and Consular Birth Certificates;
▸ Re-issuance of Election Booklets (due to loss);
▸ Re-issuance of Permanent Residence Certificate.

Sign on for accessing as well as payment for the above services are achieved through Ariadne portal.

## 8. Consumers

Shopping (your rights), unfair treatment

### Consumer protection

Responsibility: Competition and Consumer Protection Service, Ministry of Energy, Commerce, Industry and Tourism, Cyprus Consumers' Union and Quality of Life

Website: http://www.mcit.gov.cy/; http://www.consumersunion.org.cy/; http://www.mcit.gov.cy/mcit/cyco/cyconsumer.nsf/index_gr/index_gr?opendocument

Description: These websites allow the consumers to fill in an online form in order to submit a complaint and find information regarding their rights as consumers.

### Telecommunication service comparison tool

Responsibility: Office of Electronic Communications & Postal Regulations (OCECPR)

Website: http://www.ocecpr.org.cy/

Description: The tool allows customers to compare different products and services offered by telecommunication providers operating in Cyprus.

Energy supply

### Living facilities and energy

Responsibility: Electricity Authority of Cyprus

Website: https://www.eac.com.cy

Description: The website of the Electricity Authority of Cyprus provides the following online services: bill payment, meter reading, submission of complaints about street lighting, tree punning or other complaints and suggestions.

# eGovernment Services for Businesses
## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1.  **Start and grow**

2.  **VAT and customs**

3.  **Staff**

4.  **Product requirements**

5.  **Finance and funding**

6.  **Public contracts**

7.  **Environment**

## 1.  Start and grow

### Start-ups, European Company

**Registration of a new company**

| | |
|---|---|
| Responsibility: | Central Government, Ministry of Energy, Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver |
| Website: | http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/index_en/index_en?OpenDocument; http://www.businessincyprus.gov.cy/ |
| Description: | The eFiling system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. Available eServices allow for search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies and submission of applications for approval of company names; reservation of a company name. The above web services can be also accessed through the Point of Single Contact. |

### Intellectual property rights

**Intellectual property right**

| | |
|---|---|
| Responsibility: | Central Government, Ministry of Energy, Commerce, Industry and Tourism Department of Registrar of Companies and Official Receiver |
| Website: | http://www.cyprus.gov.cy |
| Description: | Information on the patent processes in Cyprus is freely available at the web portal of the Republic of Cyprus as well as several forms available for download and reuse. |

**Front Office for Trade Marks (Electronic Filing of Trade Mark Applications)**

Responsibility: Central Government, Ministry of Energy, Commerce, Industry and Tourism – Department of Registrar of Companies and Official Receiver

Website: https://cge.cyprus.gov.cy/

Description: System for submitting electronically applications for trademarks.
The service is now offered through the Cyprus Government Gateway Ariadni, provided that a citizen has been registered to the system as a user.

**Annual accounts**

**Submission of data to statistical offices**

Responsibility: Central Government, Ministry of Finance, Statistical Service of Cyprus (CYSTAT)

Website: http://www.mof.gov.cy/mof/cystat/statistics.nsf/index_en/index_en

Description: Information and downloads of statistical data, results of surveys and publications.
Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

**2. VAT and customs**

**VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds**

**VAT: declaration, notification**

Responsibility: Central Government Ministry of Finance, Tax Department

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

Description: The TaxisNet system allows all taxpayers - natural persons and businesses to submit V.A.T. tax returns electronically. As from May 2017 the electronic submission of the VAT declaration (form VAT4) is mandatory through Taxisnet.
Alternative delivery channels for the service are available via the Tax Department.

**Excise duties**

**Corporate tax: declaration, notification**

Responsibility: Central Government, Ministry of Finance, Tax Department

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

Description: The TaxisNet system allows all taxpayers - natural persons and businesses to submit VAT tax returns, VIES and INTRASTAT declarations electronically.
Alternative delivery channels for the service are available via the Tax Department.

| Reporting imports/exports |
|---|

**Customs declarations (eCustoms)**

Responsibility:    Central Government, Ministry of Finance, Customs & Excise Department

Website:    http://www.mof.gov.cy/mof/ce/theseas/theseas.nsf/index_en/index_en?OpenDocument

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

## 3. Staff

| Terms of employment, social security, equal treatment, redundancies |
|---|

**Social contributions for employees**

Responsibility:    Central Government, Ministry of Welfare, Labour and Social Insurance, Social Insurance Department

Website:    https://www.pay.sid.mlsi.gov.cy

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

## 4. Product requirements

| Chemicals (REACH) |
|---|

**REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006)**

Responsibility:    Central Government; Ministry of Labour, Welfare and Social Insurance (Department of Labour Inspection)

Website:    http://www.cyprus.gov.cy; http://www.mlsi.gov.cy

Description:    Laws and regulations regarding chemical substances are accessible on the dedicated part of the websites of the Government and Ministry of Labour, Welfare and Social Insurance (Department of Labour Inspection)

## 5. Finance and funding

Access to funding, EU funding programmes

### The Cyprus Entrepreneurship Fund (CYPEF)

Responsibility:    Central government

Website:           http://www.fundingprogrammesportal.gov.cy/easyconsole.cfm/page/prog /prog_id/2660/CL/14/lang/en

Description:       CYPEF is a fund established by the Republic of Cyprus to support and strengthen entrepreneurship in the country by enhancing access to finance to small and medium-sized enterprises (SMEs). Detailed information with regards to eligibility and financing terms can be obtained from CYPEF's financial intermediaries, which are commercial banks operating in Cyprus. The bank which is solely responsible for receiving and evaluating loan applications and subsequently disbursing and monitoring the SME loans, for the time being, is the Bank of Cyprus only and it is acting as an intermediary for CYPEF's purposes. It is expected that other banks will soon join the specific financing mechanism.

### Funding Programmes Portal

Responsibility:    Central government

Website:           http://www.fundingprogrammesportal.gov.cy/easyconsole.cfm/page/prog /prog_id/2660/CL/14/lang/en

Description:       The "Information Portal for Funding Programmes" serves as the first step in finding information about funding opportunities offered through both national and European Programmes and Schemes. It is supported by a help desk offering additional information by email, telephone or direct contacts. Enterprises, organisations and citizens may also register as members of the Portal and receive email alerts whenever new calls are uploaded on the Portal, in the programme categories of their interest. They can also get alerts on new calls through the Portal's account on twitter at @FundingPortalCY.

## 6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

### Public procurement / eProcurement

Responsibility:    Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate

Website:           https://www.eprocurement.gov.cy/ceproc/home.do

Description:       The service is a total solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law. The portal provides:
**Contracting Authority Services**, i.e. a collaborative eProcurement environment for organising calls for tender related activities. Services provided support the management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union. Advanced services include automated evaluation of tenders, automated notification of Economic Operators when addenda/corrigenda for competitions are published, and support for electronic auctions.
**Economic Operator Services**, for transparent and secure preparation

and electronic submission of requests for participation to tenders.

**License Applications**

Responsibility:    Department of Electronic Communications

Website:           SPECTRAweb

Description:        SPECTRAweb allows businesses to make license applications online through any WEB browser in a computer aided way. Goal of SPECTRAweb is aim application making by allowing users to upload paper forms as data inputs. After logging in, all users have the possibility to view, edit and track their applications.

## 7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

**Environment-related permits (incl. reporting)**

Responsibility:    Central Government, Ministry of Agriculture, Rural Development and Environment, Department of Environment

Website:           http://www.moa.gov.cy/moa/environment/environmentnew.nsf/index_gr/index_gr?opendocument

Description:        Information and relevant applications are available for download from the web sites of the relevant authorities involved, depending on the nature of the permit.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

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