

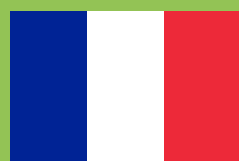


European  
Commission

Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



France

ISA<sup>2</sup>

## Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA<sup>2</sup> programme. ISA<sup>2</sup> supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" sharing a vertical stroke, and "up" starting with a vertical stroke that connects to the "n" in "in".

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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**Country Profile .....2**

**eGovernment Highlights.....8**

**eGovernment Strategy ..... 10**

**eGovernment Legal Framework ..... 13**

**eGovernment Actors ..... 18**

**eGovernment Infrastructure ..... 23**

**Government Services for Citizens..... 27**

**eGovernment Services for Businesses..... 34**

**Disclaimer:** The factsheet was updated solely through desk research conducted by the Wavestone Luxembourg S.A. team.

# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 66,989,083 inhabitants (2017)

**GDP at market prices:** 2,287,603 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 104 (2016)

**GDP growth rate:** 1.8% (2017)

**Inflation rate:** 1.2% (2017)

**Unemployment rate:** 9.4% (2017)

**General government gross debt (Percentage of GDP):** 97.0% (2017)

**General government deficit/surplus (Percentage of GDP):** -2.6% (2017)

**Area:** 543,956 km<sup>2</sup>

**Capital city:** Paris

**Official EU language:** French

**Currency:** EUR

Source: [Eurostat](#) (last update: 13 March 2018)

## Political Structure

The political system of the Fifth French Republic combines the characteristics of a **parliamentary democracy** with a strong executive power and is often defined as a **semi-presidential system**.

Legislative power lies with a [bicameral parliament](#) comprising a Lower House ([National Assembly](#)) and an Upper House ([Senate](#)). The National Assembly consists of 577 members, elected for five years by direct universal suffrage, with a two-round majority voting system. The 348 members of the Senate are elected by indirect universal suffrage for a period of nine years. Senators in each *département* are elected by constituency electoral colleges, composed by local deputies, senators, regional/departmental and municipal councillors that have themselves been voted directly by the public.

The Head of State is the [President of the Republic](#), elected for five years by direct universal suffrage. According to the terms of the Constitution, the President undertakes important duties and responsibilities in the fields of foreign and defence policies, as well as in domestic policy. Constitutionally, the locus of the executive power is the Council of Ministers, which is chaired by the President. The Government is headed by the [Prime Minister](#) who is appointed and can be dismissed by the President of the Republic. Ministers are similarly appointed and dismissed by the President on the Prime Minister's proposal. The Government has to obtain the majority in Parliament. The Government also answers to the President, except in case of temporary non-coincidence of the presidential and parliamentary majorities ('cohabitation'), where the balance of executive power in domestic policy shifts to the Prime Minister.

France is considered a centralised State, even though some powers have been devolved in recent years to the country's 18 regions (13 in Metropolitan France), 101 counties (*départements*) and more than 36 500 municipalities.

The [Constitution](#) of the Fifth French Republic was adopted by referendum on 28 September 1958 and amended several times since then. The most significant amendments were adopted in 1962 (election of the President of the Republic by direct universal suffrage), in 2000 (reduction of the presidential mandate from seven to five years), in 2005 (including modifications of title XV dedicated to the European Union), in 2008 (modernisation of the Institutions of the 5th Republic) and in 2015 ([reform of the territorial organisation](#)) which will take place in 2016.

France was one of the founding members of the European Economic Community in 1957.

**Head of State:** President [Emmanuel Macron](#) (since May 2017).

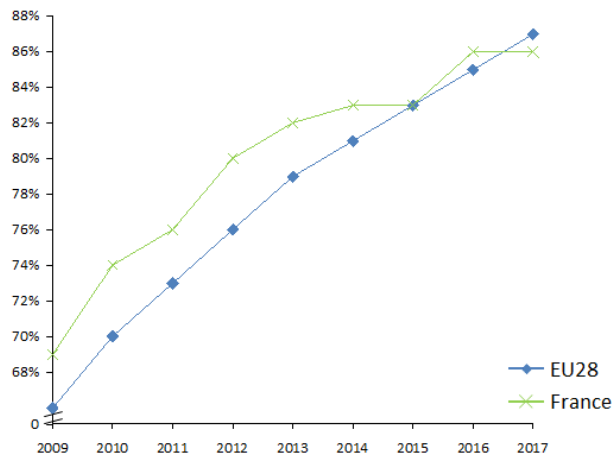
**Head of Government:** Prime Minister [Édouard Philippe](#) Édouard Philippe (since May 2017).

## Information Society Indicators

### Generic Indicators

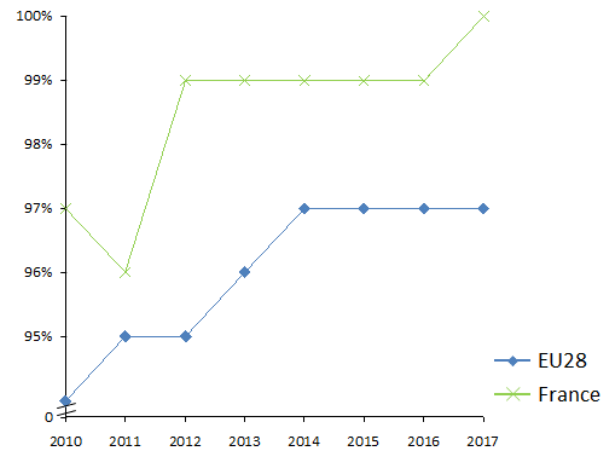
The following graphs present data for the latest Generic Information Society Indicators for France compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

#### Percentage of households with Internet access in France



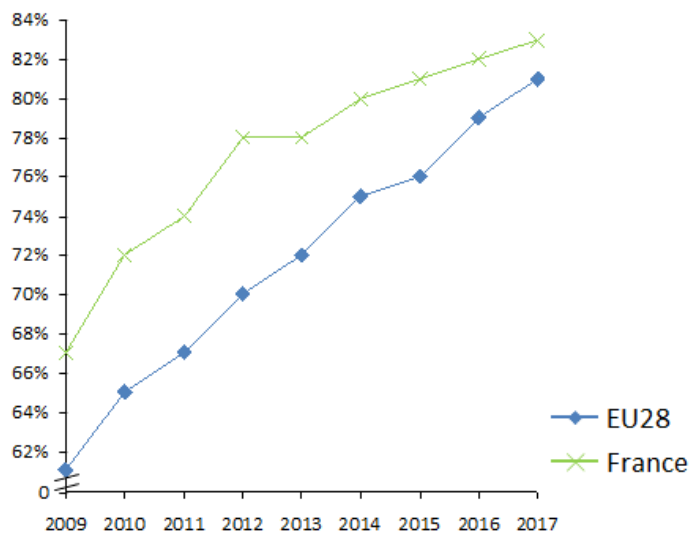
Source: [Eurostat Information Society Indicators](#)

#### Percentage of enterprises with Internet access in France



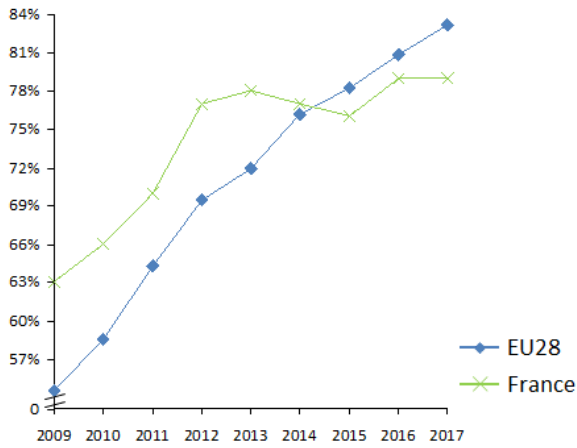
Source: [Eurostat Information Society Indicators](#)

#### Percentage of individuals using the internet at least once a week in France



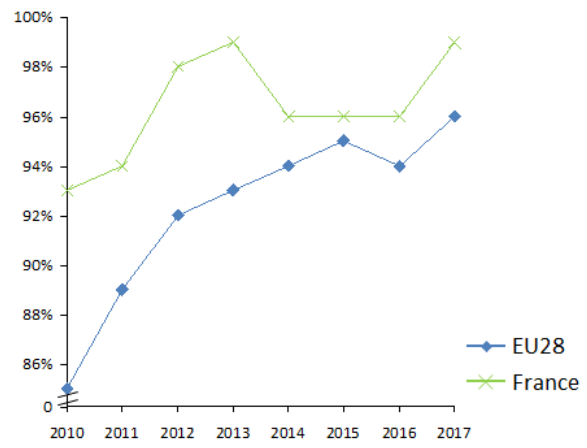
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in France**



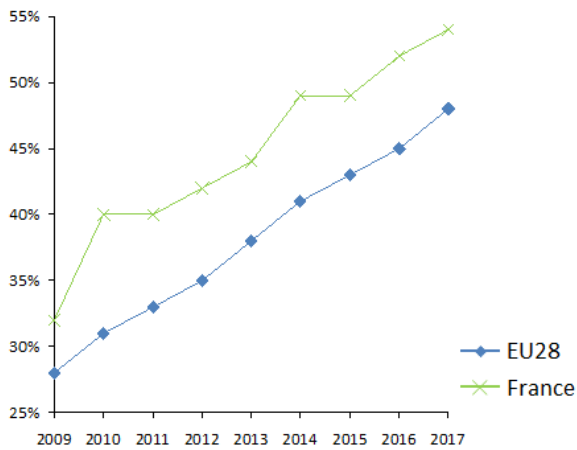
Source : [Eurostat Information Society Indicators](#)

**Percentage of enterprises with a broadband connection in France**



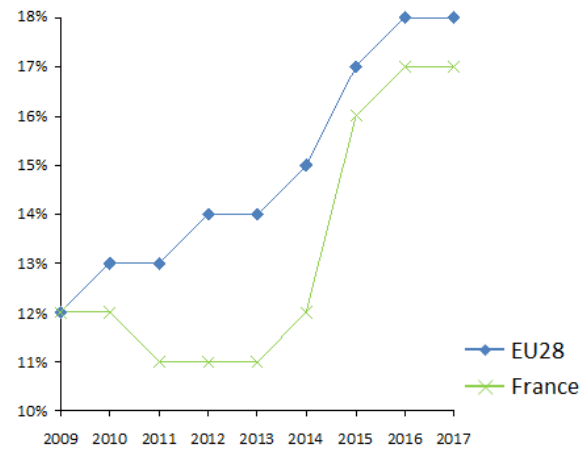
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals having purchased/ordered online in the last three months in France**



Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises having received orders online within the previous year in France**



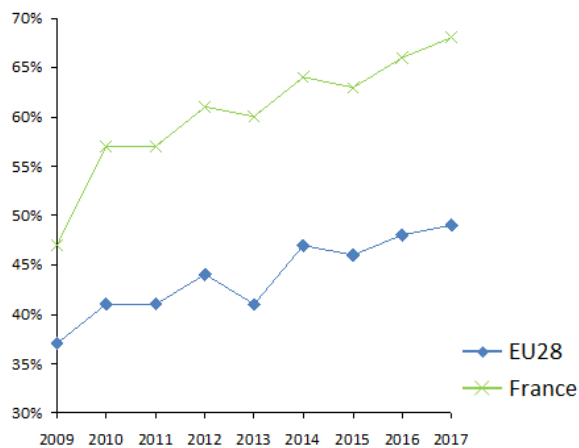
Source: [Eurostat Information Society Indicators](#)



eGovernment Indicators

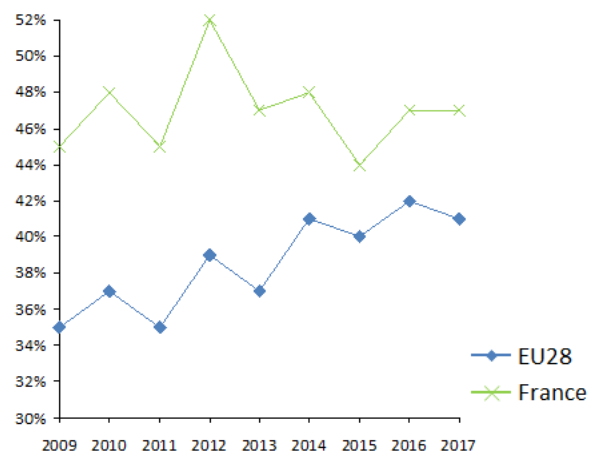
The following graphs present data for the latest eGovernment Indicators for France compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in France**



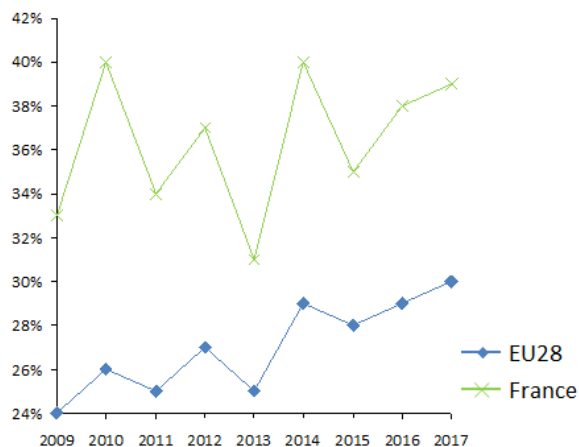
Source: [Eurostat Information Society Indicators](#)

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



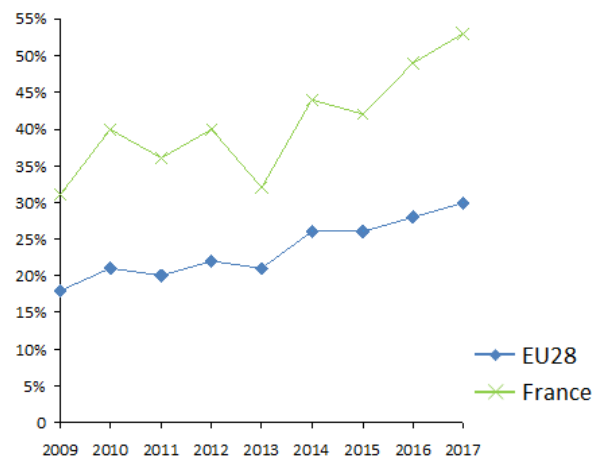
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

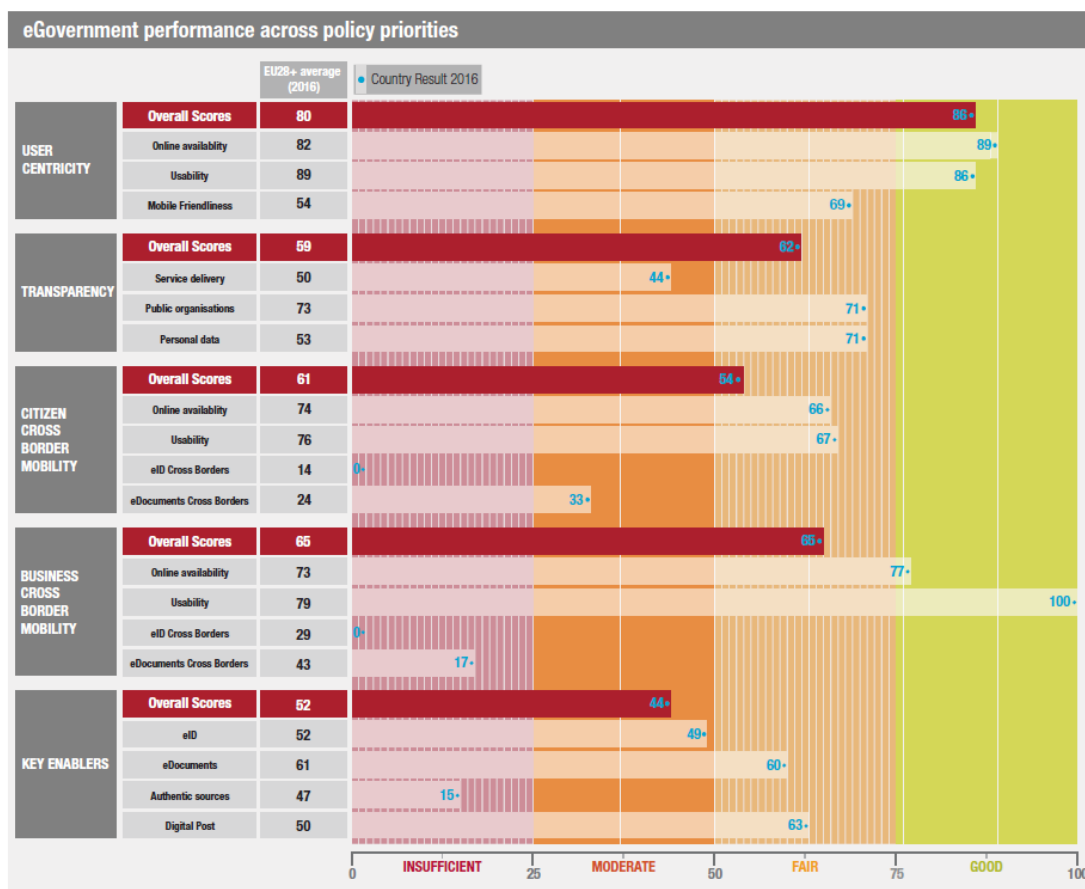


## eGovernment State of Play

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 are 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 only electronically with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life 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 events, measured for the first time). The figure below presents the development of eGovernment in France compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

# eGovernment Highlights

## Main eGovernment changes and key milestones in 2017

### eGovernment Strategy

The [Action Publique 2022](#) was launched in October 2017, with three main objectives:

- ▶ Users-side: to improve the quality of services, in particular by developing a relationship of trust between users and public administrations;
- ▶ Public officials-side: to offer them a modernised work environment, fully involving them in defining and monitoring transformations;
- ▶ Taxpayers-side: support the reduction in public spending, with an assumed target of -3 points of GDP by 2022.

The [DCANT 2018-2020](#) programme, a Concerted Development of the Territorial Digital Transformation was launched in order to make digital public services more flexible and improve their performance.

### eGovernment Legal Framework

The Digital Bill or [Loi pour une République Numérique](#), was adopted in October 2016. The law introduces new provisions that will regulate the digital economy as a whole (such as open data, online cooperative economy, revenge porn and access to the internet). "For privacy professionals, this law is important as it introduces several key amendments under the French Data Protection Act of 1978 and other laws, prior to the EU GDPR's entry into force in 2018." It establishes the following principles: net neutrality; data portability; right to maintain the connection; confidentiality of private correspondence; right to be forgotten for minors; better inform consumers of online reviews; openness of public data; improved accessibility; and digital death.

### eGovernment Actors

Two decrees of November 2017 set up a new organisation for public and digital transformation of the State. The General Secretariat for the Modernisation of Public Action (SGMAP) gives way to the [Inter-ministerial Directorate of Public Transformation \(DITP\)](#) and the [Inter-ministerial Directorate for Digital Affairs and State Information and Communication System \(DINSIC\)](#).

An Inter-Ministerial Committee for Public Transformation, under the chairmanship of the Prime Minister was created.

### eGovernment Infrastructure

Launched on 1 March 2018, the portal "[démarches simplifiées](#)" aims to dematerialise all public services, by allowing public administrations to create their own online forms.

As a mission of the DINSIC (Inter-ministerial Directorate for Digital Affairs and State Information and Communication System), the beta.gouv.fr website is a digital services

incubator. It is considered as a "[state start-up](#)", where new websites are created according to citizens' needs.

### eGovernment Services

France has launched four new eGovernment services, to the benefit of the citizens. They are the following:

- ▶ [Retirement](#): With the France Connect login credentials, people can simulate the amount of retirement money they will get.
- ▶ [Student portal](#): A portal with information on all services concerning students.
- ▶ [Student grants](#): A beta portal where students can calculate the amount of student grant they will receive, without having to enter any information as it will be consulted through other administrations.

### Other highlights

There are no further eGovernment highlights in France.

### 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

# eGovernment Strategy

## Main strategic objectives and principles

### Modernisation of the public action



At a time when Member States are facing increasing pressures on public budgets, the challenge of ensuring high-quality public services requires technological and organisational innovations (modernisation) to boost efficiency. The MAP (Modernisation of the Public Action) provides a new instrument to improve public policies at the service of citizens.

### Action Publique 2022

Prime Minister Édouard Philippe launched the [Public Action 2022](#) programme.

The programme has three objectives:

- ▶ Users-side: to improve the quality of services, in particular by developing a relationship of trust between users and public administrations;
- ▶ Public officials-side: to offer them a modernised work environment, fully involving them in defining and monitoring transformations;
- ▶ Taxpayers-side: support the reduction in public spending, with an assumed target of -3% of GDP by 2022.

The programme is based on six key principles stemming from the experience of previous reform movements:

- ▶ A perimeter for all public administrations: the state and its operators, social security administrations, local authorities;
- ▶ An accountability of the ministries as 'leaders' of the public policies that they lead;
- ▶ The priority given to the digital transformation of administrations, especially to achieve the goal set by the President of the Republic of 100% dematerialised public services by 2022;
- ▶ Unprecedented means for public transformation, with the mobilisation of a dedicated fund of 700 million euros over the next 5 years, including 200 million euros starting in 2018;
- ▶ The involvement of public officials and public service users throughout the process, to collect their proposals;
- ▶ A high-level political involvement by the President of the Republic and the Prime Minister.

In terms of timing, it is organised into two phases. A first phase of open and shared diagnosis from October 2017 to March 2018 with:

- ▶ A review of the missions and public expenditure, conducted by the ministers and by an independent Committee (Public Action Committee 2022 or CAP22);
- ▶ Five interdepartmental projects;
- ▶ A Forum of Public Action involving users and public officials.

After an intermediate phase of arbitration by the President of the Republic and the Prime Minister, a second phase of development and operational implementation of transformation plans (ministerial and transversal), starting from March 2018.

## Concerted Development of the Territorial Digital Administration 2018-2020 (DCANT)

The Minister of State for the Digital Sector launched the [Concerted Development of the Territorial Digital Transformation](#) (DCANT) programme.

This programme aims to become the roadmap for regional digital transformation. It is co-authored by associations of elected representatives and representatives of State services, its ambition is to build complementary and efficient digital public services.

There are four priorities:

- ▶ To build a common foundation of applications, digital blocks, repositories and shared frameworks to accelerate digital transformation;
- ▶ To guarantee shared governance between State level the local authorities of the digital transformation;
- ▶ To contribute to a global approach to data in the service of public policies;
- ▶ To facilitate the scaling up of digital administration.

These actions are to be updated and enriched every six months.

## Government Roadmap for the Digital Economy

Following a workshop on the digital economy organised on 28 February 2013, the government presented its [Roadmap for the Digital Economy](#).

This strategy revolves around three pillars, which are to 'Provide opportunities for youth', 'Reinforce competitiveness', and 'Promote our values in society'.

### Provide opportunities for Youth

Four objectives have been defined under this pillar:

- ▶ **Using digital tools** to rethink education in schools, as to ensure that all students leaving school are familiar with digital tools, have followed courses in information and media, and are aware of the historical, cultural, artistic, economic and social challenges brought about by the information society.
- ▶ **Creating more digitally accessible universities**, as to ensure that distance learning programmes and diplomas, can be obtained in all fields where this is possible, and that 20% of educational programmes be available through digital means.
- ▶ **Promoting ICT related jobs**, as to increase by at least 3,000 per year the number of graduates which obtain ICT related degrees.
- ▶ **Reinforce awareness raising campaigns.**

### Reinforce competitiveness

Four objectives have been defined under this pillar:

- ▶ Encourage the development of global digital companies;
- ▶ Encourage research and innovation;
- ▶ Guarantee digital take-up for the entire economy;
- ▶ Develop 21<sup>st</sup> century infrastructure.

### Promote our values in society

Six objectives have been defined under this pillar:

- ▶ Encourage the use of digital tools to tackle exclusion;
- ▶ Protect our sovereignty and establish a trustful environment for citizens;

- ▶ Define a new digital pact to promote cultural activities;
- ▶ Modernise public policy through the use of digital tools and resources;
- ▶ Promote the use of digital means in the health sector;
- ▶ Respond to cyberspace related challenges.

#### Launching of digital public service "state startup" strategy

Produced in an unprecedented construction approach by a small independent team hosted by the Inter-Ministerial Directorate for Digital Affairs and State Information and Communication System (DINSIC) and supported by a community of public officials and citizens. It acts as a digital public services incubator.

Within this incubator, France is currently developing a new striking strategy of public services delivery. This strategy is in line with the ["Etat Plateforme" framework](#), which aims to facilitate the delivery of new digital public services based on the sharing of information between public administrations while being under the full control of users.

### Inter-ministerial network of the State (RIE)

RIE is a key project in [the modernisation of the State's information system of public action](#) in France. It aims to pool the existing networks – and replace them – with a new unified infrastructure in order to connect all governmental sites, central and decentralised administrations in France with a target of 17 000 connected sites by 2017. The key aims of RIE are the following:

- ▶ Simplification and streamlining of the exchange of information between ministries and departmental entities, and optimisation of services for agents and users;
- ▶ Securitisation of the information system of the State and enhancements in the global IT security as the number of cyber-attacks grows;
- ▶ Optimisation of the infrastructure to provide unified service catalogues and reduce costs through mutualisation.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment

### eGovernment Legislation



#### [The Digital Bill \(2016\)](#)

The law for a digital republic was promulgated on 7 October 2016. It prepares the country for the challenges of the digital transition and the economy of tomorrow. It promotes innovation and the development of the digital economy, an open digital society that is reliable and protects the rights of citizens. It also aims to ensure access for

all, in all territories, to all opportunities related to digital.

For the first time, the document was jointly prepared with Internet users before being submitted for review. The contributions were incorporated into the Digital Bill.

The Bill's Decrees establishes the following principles:

- ▶ **Net neutrality:** the French [Authority for Regulation of the Electronic Communications and Postal sectors \(ARCEP\)](#) will be responsible for ensuring that operators will not discriminate in providing access to the network on the basis of services;
- ▶ **Data portability:** email providers will be required to allow the migration of user's emails as well as their contact lists when they decide to change service provider;
- ▶ **Right to maintain the connection:** households experiencing payment difficulties may receive financial assistance from a universal solidarity fund. Their connection shall be maintained by their access provider while their assistance request is under examination;
- ▶ **Confidentiality of private correspondence:** emails will be considered as confidential as physical letters, and may not be analysed by email services, except to detect spam and viruses.;
- ▶ **Right to be forgotten for minors:** persons who were minors at the time their personal data was collected in connection with information society services are entitled to have their personal data erased by the data controller. If the data is not erased or the controller has not responded within a month, it is possible to refer to the CNIL which shall give a ruling within 15 days;
- ▶ **Better inform consumers of online reviews:** online review sites must indicate whether their publication has been verified. Consumers can thus assess the degree of credibility of the reviews available online;
- ▶ **Openness of public data:** public bodies such as social landlords must publish their databases online. In addition, public authorities will be required to guarantee the quality and updating of "reference data" such as the national address database: this will facilitate the work of local public services such as fire brigades and emergency services;
- ▶ **Improved accessibility:** all public administration websites have to specify their level of compliance with accessibility regulations, failing which financial penalties will



be applied. Large companies must also offer after-sales telephone services that are accessible to the hearing impaired;

- ▶ **Digital death:** the right for all to express their wishes and ensure they are respected with regard to what happens after their death to their personal information published online.

[Ordinance on the right of users to communicate with administrative via electronic means \(2014\)/Ordinance on the simplification of the relation between the administrations and the user \(2013\)](#)

The ordinance No. 2014 - 1330 was adopted on 6 November 2014 by the French government. The former Secretary of state for Public accounts and State reform, Thierry Mandon, announced, at the Council of Ministers, forty measures to be adopted by the government in order to simplify the lives of citizens. These measures are the result of [public consultation between 9 July and 15 September 2014](#), during which more than 2000 proposals were made by users. The ordinance effectively defines the conditions and procedures for exercising the right of users to communicate electronically with the different administrations. It remains aligned with the ordinance No. 2013 - 1005 adopted on 12 November 2013, that allows for the simplification of the relation between the administration and users.

Thierry Mandon presented a list of these 40 measures, many of which represent a great step forward for users as they enable services such as scheduling an appointment at the CAF (Caisse d'allocations familiales) online or applying for the Vitale card online, getting a personal medical certificate, payments of fines via smartphone or purchasing stamps online and several other eServices.

All matters relevant to the relationship between users and administration (central administration, regional governments and private legal entities having a public service mandate) are now gathered in one single code "Code des relations entre le public et l'administration" which came into force on 1 January 2016.

The code deals with such matters as the digital exchange and referral modalities of the administration, the obligation for administration to provide e-services to citizens (e-procedures, e-forms...), the obligation for the administration to acknowledge receipt of digital referrals. It also contains the exchange of information between administration (once-only) rules. Book III of the code deals with the access to administrative documents and re-use of public information and includes all the new measures implemented by the Digital Republic bill published on 27 October 2016.

[Ordinance on electronic interactions between public services users and public authorities and among public authorities \(2005\)](#)

This ordinance (**'teleservices ordinance'**) was adopted on 8 December 2005 on the basis of the Legal Simplification Law of 9 December 2004. It aims to establish a comprehensive legal framework for the shift to 'electronic administration' creating **simple** and **secure electronic interactions** between citizens and public authorities. The text covers all exchanges of electronic documents, email or digital communications among public authorities and among citizens and central administration, regional governments and private organisations. Moreover, it grants the **same legal status to email** as that of traditional paper-based correspondence and legalises the use of electronic signatures by public authorities. Lastly, the text lays down provisions on both the security of exchanges and the **interoperability** of information systems.

## Freedom of Information Legislation

### [Law on access to administrative documents](#) (1978)

The Law of 17 July 1978 on access to administrative documents grants access to **all**, to administrative documents held by public bodies. All documents handed over are subject to copyright rules and cannot be reproduced for commercial purposes. Public bodies must respond to requests for documents within one month. A [Commission of Access to Administrative Documents](#) (CADA) is tasked with supervision. A complaint must be decided upon by the CADA before it can be appealed to an administrative court.

## Data Protection/Privacy Legislation

### [The Digital Bill](#) (2016)

The Law on a digital republic has created new rights for people.

- ▶ The assertion of the principle of control by the individual of his data;
- ▶ The right to be forgotten for minors: If at the time of data collection the person was a minor, he/she can obtain the deletion of the problematic data as soon as possible;
- ▶ The ability to organise what happens to one's personal data after death;
- ▶ The opportunity to exercise one's rights electronically.

The Bill also has more information on the shelf life of people's data. Data processors must now inform people of the length of time the processes data is kept, or, if this is not possible, the criteria used to determine this duration.

### [Law on 'Informatics and Liberty'](#) (2004)

The Law on 'Informatics and Liberty' was adopted on 6 January 1978. The Law provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The Law created a [National Commission for Informatics and Liberty \(CNIL\)](#), which is in charge of overseeing its implementation and observance. The CNIL also has an advisory role in the planning of administrative data systems. The Law on Informatics and Liberty was amended by [law no. 2004-801](#) of 6 August 2004 implementing the EU Data Protection Directive ([95/46/EC](#)).

## eSignatures Legislation

### [Law on electronic signature](#) (2000)

The Law of 13 March 2000 grants legal value to electronic signatures and electronically-signed documents, and further implements the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures. This law was complemented by an [application decree](#) issued on 30 March 2001.

## Commerce Legislation

### [Law for trust in digital economy](#) (2011)

Adopted on 21 June 2004, the Law for trust in digital economy implements the **EU Directive on electronic commerce** ([2000/31/EC](#)) and sets the legal framework for the development of eCommerce services in France. The law was last [amended](#) on 19 May 2011.

## eCommunications Legislation

### [Law on electronic communications and audiovisual communication services \(2008\)](#)

Adopted on 9 July 2004 and amended on 8 August 2008, this law implements the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) (Framework Directive); [2002/20/EC](#) (Authorisation Directive); [2002/19/EC](#) (Access Directive); [2002/22/EC](#) (Universal Service Directive); and [2002/58/EC](#) (Directive on privacy and electronic communications). Transposition was subsequently completed with the adoption of several decrees.

## eProcurement Legislation

### [Ordinance n° 2015-899 on public procurement](#)

Adopted on 23 July 2015, the ordinance lays the foundations for the new public procurement rules. The key points are the following:

- ▶ Scope: all the contracting authorities currently subject to the Public Procurement Code are now subject to common legal principles, which the regulatory power will specify.
- ▶ Subcontracting: subcontracting may be limited by the contracting authority;
- ▶ European protectionism: Buyers may provide for criteria or restrictions based on the origin of the products or the nationality of the candidates, if they come from countries where there is no reciprocity of the main European principles of public procurement (a sort of protectionist clause);
- ▶ Allotment: remains mandatory;
- ▶ Order group and central purchasing: contracting authorities from other European countries may join French control groups, and French buyers may resort to central purchasing offices located in other European countries;
- ▶ Prohibition to bid: a contracting authority may automatically reject an offer from an undertaking which has not been successful in a previous contract;
- ▶ Partnership markets: a prior assessment of the value of this contractual arrangement in relation to conventional public procurement must be demonstrated by the buyer.

### [Public Procurement Code\(2006\)](#)

The latest version of the French public procurement code was adopted on 1 August 2006. It transposes the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their eProcurement provisions relating to **eAuctions** and **Dynamic Purchasing System**. The code in question provides for a wider use of a **dematerialised** public procurement, so as to enhance the efficiency of procedures (shortened delays for reception of applications and tenders, electronic access to consultation/information documents, authorised sending of backup copies during the transmission of applications). It is worth mentioning that the new public procurement code states that as from 1 January 2010, the French contracting authorities have the right to require the transmission of applications and tenders in electronic format only. The second part of the code fully transposes specific provisions of Directive [2004/17/EC](#) that are applicable to network operators.

### [eInvoicing Legislation](#)

Established by Ordinance n°2014-697 of 26 June 2014 on the development of electronic invoicing. It stipulates that economic operators involved in public procurement should submit eInvoices, which have to be accepted by all public administrations. The mandatory submission of eInvoices started, on a gradual basis, from January 2017. According to the ordinance, the date of enforcement of the law for the suppliers varies according to the company size. B2G invoicing will be mandatory in France gradually from 2017 until 2020.

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

### [Law relative to the modalities of the reuse of information of the public sector \(2015\)](#)

The purpose of the law is to promote the reuse of public data. The text lays down the principle of free access for the opening and reuse of public data, known as 'open data'. This principle applies to the state and local authorities. The text limits the exceptions to the principle of free access, on the one hand, to the public authorities required to release their resources, and on the other hand, to the digitisation of cultural funds.

### [Law on access to administrative documents \(1978\)](#)

The Law on access to administrative documents (17 July 1978) was amended by a Government [ordinance](#) of 6 June 2005 implementing the provisions of the EU Directive on the re-use of public sector information ([2003/98/EC](#)).

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

#### Secretary of State for Reform and Simplification of the State

In France, the eGovernment strategy is under responsibility of the Prime Minister, Mr Philippe with support of the Secretary of State for the Digital Sector. The Secretary of State is in charge of the coordination of all work done on the modernisation and simplification of the State. Mr. Mahjoubi's cabinet is made up of a total of six people.



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#### Interministerial Directorate of Public Transformation (DITP)

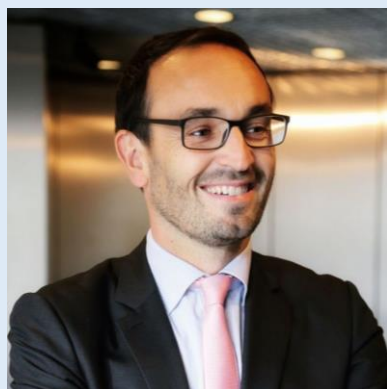
This was formerly known as General Secretary for the Modernisation of Public Administration (SGMAP) for the period 2012-2017. It has become transformed into two new Inter-ministerial Directorates with [Decree n° 2017-1584](#) of 20 November 2017.

- ▶ The Inter-Ministerial Directorate of Public Transformation (DITP), under the authority of the Minister of State Reform and led by the inter-ministerial delegate for public transformation.
- ▶ The Inter-Ministerial Directorate for Digital Affairs and State Information and Communication System (DINSIC), placed, by the delegation of the Prime Minister, under the authority of the Minister in charge of the digital.

The Inter-Ministerial Directorate of Public Transformation (DITP) supports ministries and administrations in the conduct of public transformation of the State. The DITP coordinates

the Public Action 2022 programme and leads innovative interdepartmental projects. Furthermore, it includes:

- ▶ The service "acceleration of transformations";
- ▶ The departments "innovative methods, behavioural sciences and listening to users"; "public service performance, managerial transformation and digital transformation"; and "piloting the public policy transformation agenda";
- ▶ The communication and support missions.



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## Coordination

### [Inter-ministerial Directorate of Public Transformation \(DITP\)](#)

## Implementation

### [Inter-Ministerial Directorate for Digital Affairs and State Information and Communication System](#)

DINSIC (the Inter-Ministerial Directorate for Digital Affairs and State Information and Communication System) is in charge of piloting the transformation of the public administration information systems and of leading France to the digital era. Since the reorganisation that took place in 2017, it encompasses all the matters dealing with eGovernment development (as such, DINSIC defines IT architecture and repositories, secures major projects in ministries and stimulate the launch of projects fostering the development, accessibility and added value of electronic services such as state start-ups) but also the matters dealing with open data and open government.

### [All Central Government departments](#)

Central Government departments deal with the implementation of eGovernment projects placed within their respective jurisdiction.

## Support

**National Digital Council (CNNum)**

The National Digital Council (*Conseil National du Numérique* – CNNum) is an advisory body created on 27 April 2011 by the French President. It consists of eighteen Internet specialists tasked with advising the Government on issues related to digital technology. More specifically, the CNNum is consulted for advice on "any proposed law or regulation that may have an impact on the digital economy so the government can have insight from the industry". Nevertheless, the CNNum will also issue recommendations on issues of interest without a previous request by the Government.

**The DILA, direction de l'information légale et administrative**

The Government's publishing house, the DILA provides information management services.

The DILA is a directorate from the central administration of the Prime Minister. Issue from the merge of the directorates of French Documentation and of the official journals, it is placed under the authority of the General Secretariat of the Government. DILA performs tasks of legal dissemination, public edition and administrative information. DILA is also responsible for the maintenance of the official website of the French Public Administration, [service-public.fr](http://service-public.fr).

**Public Interest Grouping 'Modernisation of Social Declarations' (GIP-MDS)**

The GIP-MDS gathers the different social security institutions and business federations in the aim to develop joint services enabling businesses to file their social declarations electronically. These services are accessible through the [Net-Entreprises](http://Net-Entreprises) website.

## Audit/Assurance

**Court of Accounts**

The responsibilities of the French Court of Accounts cover mandatory and optional examinations of the use of public funds.

**Finance Committees of the Parliament**

Use of public funds is also scrutinised by the Finance Committees of both the National Assembly and the Senate.

## Data Protection

**National Commission for Informatics and Liberty (CNIL)**

The CNIL, the French Data Protection Authority, was created by the 'Informatics and Liberty' Law of 6 January 1978 which provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The CNIL is in charge of overseeing the implementation of this law and also has an advisory role in the planning of administrative data systems.

**French Network and Information Security Agency (ANSSI)**

A decree issued on 8 July 2009 established the French Network and Information Security Agency (*Agence Nationale de la Sécurité des Systèmes d'Information* - ANSSI). This agency was placed under the authority of the Prime Minister and was attached to the Secretary General for Defence and National Security. It also replaced the Central Directorate for Information System Security (DCSSI) and was assigned wider missions and resources. Its core missions are: detection and prompt reaction to cyber-attacks; continuous surveillance of sensitive Governmental networks; implementation of the appropriate defence mechanisms; prevention of threats through trusted products and services by French operators; advise and support to Governmental entities and operators of Critical Infrastructure; and continuous information on security threats.



## [French Computer Security Incident Report Team \(CERT-FR\)](#)

The French Computer Security Incident Report Team (*Centre d'Expertise Gouvernemental de Réponse et de Traitement des Attaques informatiques* - CERTA) is the point of contact for all computer-related security incidents regarding France.

## Regional & Local eGovernment

### Policy/Strategy

#### **Regional and Local Administrations**

Regional and Local Government bodies (regions, counties and municipalities) devise their respective eGovernment policy in compliance with the national eGovernment policy, within the limits of their respective competences.

### Coordination

#### **Regional agencies for ICT**

In some regions, dedicated agencies for ICT participate in the coordination of regional eGovernment projects.

### Implementation

#### **Regional and Local Administrations**

Regional and Local Government bodies implement eGovernment projects falling within their respective areas of competence.

### Support

#### **[Caisse des Dépôts](#)**

The *Caisse des Dépôts* is a State-owned financial institution that performs public-interest missions on behalf of France's Central, Regional and Local Governments.

#### **[The National Centre for the Management of Territorial Service \(CNFPT\)](#)**

The National Centre for the Management of Territorial Service (*Centre National de la Fonction Publique Territoriale* - CNFPT) is at the heart of decentralisation. Through its core missions of agent training and career support of executives, the CNFPT aims to the modernisation of the local public service.

#### **[CAP-TIC](#)**

CAP-TIC is a company created in February 2000 by the *Caisse des Dépôts*, which provides technical, economic, pedagogical and legal services to public sector organisations.

#### **[Internet Cities Association](#)**

The 'Internet Cities' (*Villes Internet*) Association is a network of elected officials, local civil servants, and private and voluntary stakeholders, aimed at supporting the exchange of experiences and practice for the development of the Internet and of Internet-based citizen services at local level.

The Association 'Internet Cities' presents annually since 1999, a [national label](#) to local governments that implements a local digital public policy. Since 2015, the label for the promotion of 'internet citizen' is aimed at "Internet Territories, Cities and Villages".

It also offers a geolocation mapping portal that lists and presents the services offered by local actors in connection with the 'internet citizen' [www.atlaas.fr](http://www.atlaas.fr)

## Audit/Assurance

**Regional Courts of Accounts**

The Regional Courts Internet Cities of Accounts are tasked with examining the use of public funds by public authorities.

## Other

**Association des Maires de France (AMF)**

The association of French Mayors is the representative association of French Mayors

**Association des Maires Ruraux de France (AMRF)**

The association of the French Rural Mayors is the representative association of mayors of municipalities with fewer than 3,500 inhabitants in France.

**Association of French Regions (ARF)**

The Association of French Regions is the representative association of French regional authorities.

**Assembly of French Counties (ADF)**

The Assembly of French Counties is the representative association of French counties.

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [Service-Public.fr](http://Service-Public.fr)

The portal launched in October 2000, 'Service-Public.fr', is the access point to **practical information** focused on the daily-life events of public service users. It provides orientation, documentation, **online forms** and links to **public services online**.

As of January 2008, two-thirds of administrative procedures (approx. 600) were fully available online. In February 2008, the portal was enriched with the website 'Administration 24h/24', a **one-stop shop** for both citizens and businesses to perform administrative formalities online. '[Mes démarches 24h/24](#)' the resulting section of the eGovernment portal features a search engine that leads to the most complete information relating to the keyword entered.

A specific section of the portal ([www.pme.service-public.fr](http://www.pme.service-public.fr)) is aimed at simplifying administrative procedures for businesses, in particular small and medium-sized enterprises (SMEs) and freelancers. The services provided are supported by one common **electronic signature** solution and allow for the electronic access to administrative forms, as well as their eFilling in and online return.

Launched in April 2014, the "[Simplified Public Procurement](#)" (MPS) is now implemented. It allows companies to respond to call for tenders for public contracts by providing only their Siret number and a certificate of honour instead of supporting documents. Similarly, since 2015, the "[Simplified State Aid](#)" (APS) following the same principle, is widespread. Both are part of the "[Dites-le-nous une fois](#)" (Once-only principle) programme, aiming at easing the administrative burden on companies by reducing the volume of data required in their exchange with French public services.

#### [Data.gouv.fr](http://Data.gouv.fr)

Data.gouv.fr is an open data portal maintained by the French government. [The portal hosts datasets](#) produced by corporations, citizens or non-profits as well as government data. **Data.gouv.fr** also lists datasets released by institutions which have already developed their own open data portals by redirecting users to these portals.

#### [Mes aides.fr](http://Mes aides.fr)

'Mes-aides' is a digital public service "state startup" produced in an unprecedented construction approach by a small independent team and supported by a community of public officials and citizens. The site 'mes-aides' makes use of the free software simulation of the French tax-benefit system [OpenFisca](#).

#### [Demarches-simplifiees.fr](http://Demarches-simplifiees.fr)

Launched on 1 March 2018, the portal "démarches simplifiées" aims to simplify all public services, by allowing public administrations to create their own online forms. There are 223 administrative partners, and almost 15,000 files have been added in less than a month. With its collaborative functionalities and an integrated messaging system developed on the

model of social networks, administrations will easily be able to request additional documents from citizens.

### [Beta.gouv.fr](http://beta.gouv.fr)

As a mission of the DINSIC (Inter-ministerial Directorate for Digital Affairs and State Information and Communication System), the beta.gouv.fr website is a digital services incubator. It is considered as a "[state startup](#)", which has 4 phases:

1. A public official investigates an obstacle between administration and citizens;
2. Two to four people build a digital product in less than six months;
3. The team consolidates the service by expanding the target audience;
4. An institutional operator takes over the service and ensures its sustainability.

Current state start-ups are for example websites to [find employment](#), discover [transportation data](#), and [environmental protection](#) programmes.

## Networks

### RIE

The [Réseau Interministériel de l'Etat](#) (Inter-ministerial Network of the State) is a shared network that carries data exchanged within each Ministry and between Ministries. It promotes and secures the exchanges of data between administrations at the service of eGovernment. On 1 January 2015 it interconnected more than 3,000 sites, for a target of 17,000 sites. The network will gradually be enriched with additional services: secure Internet browsing, unified directory, etc.).

### ISIS

Operational since November 2007, the 'Secure Inter-Ministry Intranet for Governmental Synergies' (ISIS) allows for the exchange and sharing of **top secret information** among Government actors. ISIS is part of the French Network and Information Security Agency (*Agence Nationale de la Sécurité des Systèmes d'Information* - ANSSI).

## eIdentification/eAuthentication

### Common eSignature solution

The electronic services provided online to citizens and enterprises via the portal [www.service-public.fr](http://www.service-public.fr) are supported by one common electronic signature solution. Thus, only the electronic certificates provided by '**qualified**' **Certification Service Providers** (CSPs) are eligible for the online interactions of citizens and businesses with the Government. To become recognised as such, the certificates are evaluated against the requirements of the 'General Security Framework'. There are three levels of security, namely: medium, high and qualified. The electronic certificates for businesses are issued to natural entities, but there are only to be used on behalf of an enterprise.

### France Connect

The Inter-ministerial Directorate of Information Systems is currently building "France Connect," a SSO solution (Single Sign-On), which provides users with an **identification mechanism recognised by all digital public services** available in France. Without

seeking to replace the various suppliers of public identities, France Connect will unify accounts opened by users within different administrations. France Connect will allow France to implement the **European Regulation eIDAS** (Electronic Identification and Signature), which requires the interoperability with identification systems used by Member States to access their online services.

France Connect was launched in June 2016, this resource is now used by 2,8 million users in France.

#### Government as a Platform ([Etat Plateforme](#))

The Inter-ministerial Directorate for Information Systems built the foundations of the "Etat plateforme" (State platform), an architecture supporting the creation of a new kind of digital public services. This strategy of transforming the state information system presupposes that the administration itself needs to bring together the various data of the user necessary for its purposes, and offers in return almost ready-to-use services. It deals with services centred on its needs, and not from the organisational carving of administrative structures. The main principles of the State platform are the opening of API by large public providers of data, the flow of data between administrations, and the flow control by users through France Connect.

#### [ePassports](#)

In April 2006, the Ministry for Internal Affairs announced the calendar for the introduction of the first electronic passports in France, progressively introduced between April and July 2006. Embedded with a contact-less chip, the French ePassport contains the digitalised photograph of its owner. The passport is intended to be more than a simple travel document; it could be used for the fulfilment of administrative formalities in the future. On 28 June 2009, the electronic passports were replaced by the biometric passports containing in addition the holder's digitised **fingerprints**.

## eProcurement

#### [Purchase of fiscal stamps](#)

This new online service allows the purchase of fiscal stamps. The electronic stamp is used to pay the rights of some administrative formalities.

#### [eProcurement Platform](#)

All French public entities have been obliged to accept bids submitted electronically in response to formal calls for tenders over a legal threshold published as of 1 January 2005. All Central Government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet this requirement by using the [Government-wide eProcurement platform](#). The platform allows public sector bodies to publish **calls for tenders online** and receive electronic bids. It is commercialised by [UGAP](#), an inter-ministerial service dedicated to enhancing the efficiency of public procurement.

The use of the platform by **local authorities** is optional, as these are free to develop their own eProcurement solutions or to adopt commercial solutions, already created on a regional and a local level. In this light, it is worth noting that the Public Procurement Code states that as from 1 January 2010, the French contracting authorities have the right to require the transmission of applications and tenders in electronic format only.

### [eMarketplace of the Burgundy region](#)

This portal is aimed at more than **2 000 public authorities** and **institutions** in the administrative region of Burgundy in the east of France. It is accessible from the region's eGovernment portal ([www.e-bourgogne.fr](http://www.e-bourgogne.fr)). Through the platform, public bodies can post calls for tenders that potential suppliers can access and respond to. This eMarketplace was piloted with the support of the French Government as part of France's ADELE plan for eGovernment, and launched as an operational service at the beginning of 2005. After a successful regional experimentation of its eMarketplace, the Burgundy region has created a consortium made up of five regional authorities of EU countries along with public and private partners in order to put in place the [eTENProcure project](#). This project aims at enabling, across the five pilot regions, electronic bidding for public procurement through safe and intuitive web services for SMEs.

## Knowledge Management

### [References.modernisation.gouv.fr](#) website

The 'references.modernisation.gouv.fr' website contains links to the latest version of the eGovernment policy reference documents aimed at public authorities, namely: General Accessibility framework (RGAA); General Security framework (RGS); General Interoperability framework (RGI); Charter for the ergonomics of public websites.

### [Adullact.Net](#) platform

In June 2005, an Open Source Software repository and collaborative platform for **cooperative software development** for the use of the entire French Administration was launched; 'Admisource'.

Since July 2008, Admisource has been merged with [Adullact.Net](#), the forge of the Association of Developers and Users of Free Software for Administrations and Regional/Local Governments.

## Other Infrastructure

### [Légifrance](#)

**Légifrance** is the official website of the French government for the publication of legislation, regulations, and legal information. Access to the site is free.

Virtually complete, it presents or refers to all concerned institutions or administrations, all texts still in force since 1539 and all the upper courts juris prudency since 1986 as well as the most pertinent one of all courts since 1875.

### [Telepac](#)

**Telepac** is the official website of the French Ministry of Agriculture, Agrifood, and Forestry for the electronic filing of documents related to the subsidies of the Common Agricultural Policy (CAP).

### [Criminal records request](#)

This is the official website of the French Ministry of Justice dedicated to the electronic requests of criminal records.

# Government 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

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms viewable online. Passport applications are handled by local authorities or by local offices of the Central Government (*Préfecture/Sous Préfecture*). The status of a request for the delivery of an identity card, or an electronic passport can be followed up online.

#### Consular services

Responsibility: Direction de l'information légale et administrative

Website: [www.service-public.fr](http://www.service-public.fr)

Description: Allows a French expatriate registered as French citizens living outside France to create an account that allows him to access and modify his personal data, security and electoral situation.

#### Ariane: alert system

Responsibility: Ministry of Foreign Affairs

Website: <https://pastel.diplomatie.gouv.fr/fildariane/dyn/public/login.html>

Description: This free of charge service of the Ministry of Foreign Affairs of France allows the traveller to report data on his/her trip abroad. The shall be used in a situation of crisis abroad to contact him/her on the cell phone or to quickly reach his family or relatives in France.



## 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

### Job search services by labour offices

Responsibility: Central Government, 'Pôle Emploi'

Website: <http://www.pole-emploi.fr/>; <https://labonneboite.pole-emploi.fr/>

Description: Fully functional job search facility. Users can access personalised job offers and display their CV online. A [summer jobs search portal](#) has moreover been made available since March 2007.

Professional qualifications

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

Responsibility: Central government

Website: <http://www.legifrance.gouv.fr/>

Description: Legifrance is the French government entity responsible for publishing legal texts online. It provides access, in French, to laws and decrees published in the 'Journal officiel', important court rulings, and collective labour agreements, standards issued by European institutions, and international treaties and agreements to which France is a party. For reference purposes, Legifrance also provides a number of useful links (to parliamentary assemblies, jurisdictions, independent administrative authorities...).

Taxes, unemployment and benefits

### Access to Family Allowances Fund (Caisse d'allocations familiales (Caf))

Responsibility: Caisse nationale des allocations familiales (Cnaf)

Website: <https://www.caf.fr/>

Description: Allows the citizens to check their accounts, to declare their resources and to update their situation in case it changes (for example as a result of pregnancy, birth, adoption of a child, the arrival of another person, a death, a new address, new bank account).

### Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of the Economy, Industry and the Digital Sector, Directorate-General for Public Finances

Website: <http://www.impots.gouv.fr/>

Description: The French tax portal allows individual users to file their returns and pay their income tax online, as well as access their individual fiscal account. Tax declarations are pre-filled by tax authorities before being sent out and tax payers can modify or add information online, if necessary. No supporting documents are needed and the amount of tax that will have to be paid is indicated immediately. Since 2007, citizens can calculate their tax bill themselves and make adjustments to their monthly tax payments, where necessary.

*Application Impôt.gouv*

This mobile application allows taxpayers to declare their income and pay taxes with their pre-filled statement.

### Unemployment benefits

Responsibility: Central Government, 'Pôle Emploi'

Website: <http://www.pole-emploi.fr/>

Description: Information on unemployment benefits, online application system and monthly unemployment status notification.

### Retirement

Responsibility: Retirement Union

Website: <https://www.info-retraite.fr/portail-services/#/login#header>

Description: Information on retirement. The site is accessible for users through their France Connect login credentials. They can then simulate the amount of their retirement money.

## 3. Vehicles

### Driving licence

#### Driver's licence

Responsibility: Central Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms (e.g. [driving licence application](#)) that can be filled out online. Driving licence applications are handled by the local offices of the Central Government (*Préfecture/Sous Préfecture*). In addition, a specific service allows drivers to log on via a secured website and check the status of the [driving points](#) on their licence.

### Registration

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

Responsibility: Central Government/Local Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms to download. Vehicle registration services are handled by local offices of the Central Government (*Préfecture/Sous Préfecture*) and in some cases by local authorities. For new cars, registration requests are submitted electronically by car dealers.

## 4. Residence (and other) formalities

### Documents and formalities

#### Announcement of moving (change of address)

Responsibility: Central Government

Website: <https://www.service-public.fr/particuliers/vosdroits/>

Description: Citizens can communicate their change of address to a number of Public Administrations through a single notification service.

#### Criminal Record Certificate

Responsibility: Ministry of Justice, Casier Judiciaire National

Website: [www.cjn.justice.gouv.fr](http://www.cjn.justice.gouv.fr)

**Description:** The availability of an application for the Criminal Record Certificate depends on several criteria. It is available as an eService to people born in metropolitan France Saint-Barthélemy, Saint-Martin or Saint-Pierre-et-Miquelon via the application procedure on the website (in French) of the Ministry of Justice. For people born in New-Caledonia, French Polynesia or Wallis & Futuna, application at Tribunal at their birth place must be submitted. If a person was born outside of France, one should apply in writing, by post or email, to the Casier Judiciaire National.

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

**Responsibility:** Local Government / National Government

**Website:** [www.service-public.fr](http://www.service-public.fr)

**Description:** The national online request system for birth, marriage and death certificates is accessible via the portal '[www.service-public.fr](http://www.service-public.fr)'. The request is made online through the 'commune' concerned. Once the request has been registered, the document in question is sent by regular mail. The same service is provided by the Ministry of Foreign Affairs to French citizens residing abroad.

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

**Responsibility:** Central Government, Ministry of the Interior

**Website:** <https://www.pre-plainte-en-ligne.gouv.fr/>

**Description:** Citizens are able to make preliminary declarations to the police online.

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

**Responsibility:** Central Government/Local Government

**Website:** <http://vosdroits.service-public.fr/>  
<https://www.service-public.fr/particuliers/vosdroits>

**Description:** Information and forms to download. Planning and building permission services are handled by Local Government offices (Departmental Directorate for Equipment), or by local authorities.

### Elections abroad

#### **Subscription to the electoral registry**

**Responsibility:** Direction de l'information légale et administrative (Premier ministre)

**Website:** <https://www.service-public.fr/particuliers/vosdroits>

**Description:** This eService allows the users to be subscribed to the electoral registry online and free of charge.

## 5. Education and youth

### School, university

#### **Student portal**

**Responsibility:** Ministry of Education

**Website:** <http://www.etudiant.gouv.fr/>

**Description:** A digital portal on the services for student life. These include exchange mobility, accommodation, meal vouchers, etc.

**Enrolment in higher education/university**

Responsibility: Central Government/Higher education institutions

Website: <https://www.parcoursup.fr/>

Description: Information on higher education enrolment and forms to download. Enrolment is handled by individual universities or regional academies.

**Student grants**

Responsibility: Central Government, National Centre for University and School Achievements (CNOUS)

Website: <http://www.cnous.fr/>

Description: Information on the different types of grants available for students and online application for some of them. The '[www.service-public.fr](http://www.service-public.fr)' portal provides online access to the '[student social file](#)', which can be filled out online. This single file allows students to request both grants and accommodations managed by the Regional Centres for University and School Achievements (CROUS).

**Student grants II**

Responsibility: Central Government

Website: <https://bourse.beta.gouv.fr/>

Description: The user no longer has to provide proof. After having entered his information, he agrees that the staff in charge in the establishment have access to his tax notice.

**Researchers****Information and assistance to researchers**

Responsibility: EURAXESS France

Website: <http://www.euraxess.fr/>

Description: EURAXESS France provides information and assistance to mobile researchers – by means of the web portal and with the support of our 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 (Ministry of Culture and Communication)/Local Government

Website: <http://gallica.bnf.fr/>

Description: Most public libraries provide an online catalogue searching facility. [Gallica](#), the digital library of the '*Bibliothèque Nationale de France*' (BnF), provides access to digital works (press documents included), as well as images and hours of audio material. <http://data.bnf.fr>

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

Responsibility: Central Government (Ministry of Higher Education and Research/Local Government)

Website: <https://www.fun-mooc.fr/>

Description: FUN is a **MOOC platform (Massive Open Online Courses)** at the disposal of the French higher education institutions and academic partners in the world.

**Research funding support**

Responsibility: EURAXESS France

Website: <http://www.euraxess.fr/fr/funding/search/country/france-1104>

Description: EURAXESS France provides regularly updated information on the available fellowship and grant opportunities (programmes de bourses) for researchers.

**6. Health**

Planned and unplanned healthcare

**Access to personal medical dossier**

Responsibility: Ministère des Affaires sociales, de la Santé et des Droits des femmes

Website: <http://www.dmp.gouv.fr/>

Description: Provides access to the personal medical account ('dossier médical personnel').

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

Responsibility: Central Government

Website: <http://www.hopital.fr/>

Description: Practical information is enlisted on the webportal. No eService is available.

**Medical costs (reimbursement or direct settlement)**

Responsibility: Central Government, National Medical Insurance Fund (CNAM)

Website: <http://www.ameli.fr/>

Description: Information on medical insurance forms to download, and online tracking of reimbursements. Direct settlement of some costs is made possible with the smart health insurance card *Vitale*. Moreover, the eGovernment portal '[www.service-public.fr](http://www.service-public.fr)' provides citizens with a direct access to the online tracking of medical reimbursements.

## 7. Family

Children, couples

### Child allowances

Responsibility: Central Government, National Family Allowances Fund (CNAF)

Website: <https://www.caf.fr/>

Description: The right to child allowances is automatically calculated by the Family Allowance Funds on the basis of one's tax declaration.

### Child allowances in Lyon

Responsibility: Municipality of Lyon

Website: <https://www.lyon.fr/demarche/loisirs/calcul-du-quotient-familial-municipal>

Description: Reduction of price for meals in the school canteen, for sport activities, and after-class activities. The amount is determined by the income and composition of the family.

## 8. Consumers

Energy supply

### Living facilities and energy

Responsibility: Direction de l'information légale et administrative

Website: <http://calculettes.energie-info.fr/calculettes/evolution-electricite>

Description: eService is available to calculate the evolutions of the electricity or gas bill. Further support is provided via a helpline and an online formulary.

# 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. **Selling abroad**
4. **Staff**
5. **Public contracts**
6. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Chambers of Commerce and Industry

Website: <http://www.cfenet.cci.fr/>

Description: Online administrative procedures for businesses, including business registration.

Intellectual property rights

#### Patents

Responsibility: Institut National de la Propriété Industrielle, Ministry of Economy

Website: <http://www.inpi.fr/fr/services-et-prestations/demarches-en-ligne.html>

Description: INPI is a public, fully funded, under the Ministry of Economy, Industry and Digital. The website of INPI provides information on patents, trademarks, and designs, and provides access to information on industrial property and businesses. Several forms and online formularies are available on the website as an eService, for example application for patent, trademark or design online, online brand renewal, and other.

Annual accounts

#### Submission of data to statistical offices

Responsibility: Central Government, State Secretariat for Industry

Website: <http://www.insee.fr/>

Description: Data concerning company revenues already declared to the Tax Administration do not need to be resubmitted separately to statistical offices. The same is valid for employees' data submitted to Social security and Employment administrations.



## 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 the Economy, Industry and the Digital Sector, Directorate-General for Public Finances

Website: <http://www.impots.gouv.fr/>

Description: Online declaration and payment of VAT.

Excise duties

### Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of the Economy, Industry and the Digital Sector, Directorate-General for Public Finances

Website: <http://www.impots.gouv.fr/>

Description: Online information and services for all businesses and professionals, including corporate tax declaration and payment.

Reporting imports/exports

### Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Economy, Industry and Digital Sector

Website: <http://www.douane.gouv.fr/>

Description: eServices for customs declarations and payments.

## 3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

### Purchase of the fiscal stamps online

Responsibility: Direction de l'information légale et administrative (Premier ministre)

Website: <https://timbres.impots.gouv.fr/pages/achat/choixTimbres.jsp>

Description: The citizens are allowed to purchase fiscal stamps online for the following purposes: fiscal stamps for passports, fiscal stamps for the French Office for Immigration and Integration (OFII), and the fiscal stamps to make an appeal to a court decision.

Competition rules, unfair contract terms, consumer guarantees, defective products

### French law

Responsibility: Central government

Website: <http://www.legifrance.gouv.fr/Traductions/en-English>

Description: Legifrance is the French government entity responsible for publishing legal texts online. It provides access, in French, to laws and decrees published in the "Journal officiel", important court rulings, and collective labour agreements, standards issued by European institutions, and international treaties and agreements to which France is a party. For reference purposes, Legifrance also provides a number of useful links (to parliamentary assemblies, jurisdictions, independent administrative authorities...).

### Defender of rights

Responsibility: Défenseur des droits

Website: <https://formulaire.defenseurdesdroits.fr/defenseur/>

Description: The Defender of Rights is an independent authority of government in charge since 29 March 2011 to ensure the protection of individual rights and freedoms. It is based on the work of a network of delegates through the country: they may receive you, inform you, guide you and process your claim. This claim can be submitted online as an eService.

## 4. Staff

Terms of employment, social security, equal treatment, redundancies

### Social contributions for employees

Responsibility: Central Government, Public Interest Group on the Modernisation of Social Declarations

Website: <http://www.net-entreprises.fr/>

Description: The Net-entreprises.fr portal provides a range of services relating to social security contributions, including information, simulation, as well as secured declarations and payment using electronic certificates.

Health and safety

### Declaration of an accident at work online (DAT)

Responsibility: Federal Ministry of Labour, Social Affairs and Consumer Protection (Labour Inspectorate)

Website: <http://www.net-entreprises.fr/vos-declarations-en-ligne/dat/#lessentiel>

Description: The web portal allows an employer to declare an accident at work or whilst commuting online after the registration. The declaration must be submitted by the employer or the agent to the primary health insurance fund (CPAM) within 48 hours from the acknowledgment of the accident.

## 5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

### Public procurement / eProcurement

Responsibility: Central Government, Ministry of Economy, Industry and Digital Sector

Website: <http://www.marches-publics.gouv.fr/>;  
[Simplified Public Market](#)

Description: All Central Government ministries and entities – with the exception of the Ministry of Defence, which has its own platform – can meet this requirement by using the Government-wide eProcurement platform '[Marches-Publics.gouv.fr](http://www.marches-publics.gouv.fr)'. Through this platform, public sector bodies can publish calls for tenders online and receive electronic bids. Its use by local authorities is optional, as they are free to develop their own eProcurement solutions, or to adopt commercial solutions. "[Simplified Public Market](#)" (MPS) is widespread since 1 October 2014. It allows companies to respond to call for tenders for public contracts by providing only their Siret number and a certificate of honour instead of supporting documents.

## 6. Environment

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

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

Responsibility: Central Government, Ministry of Ecology, Energy, Sustainable Development and the Sea

Website: <https://www.ecologique-solidaire.gouv.fr/>

Description: Information and downloadable forms for environment-related permits.

### **European Commission**

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

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

## Contact ISA<sup>2</sup>

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