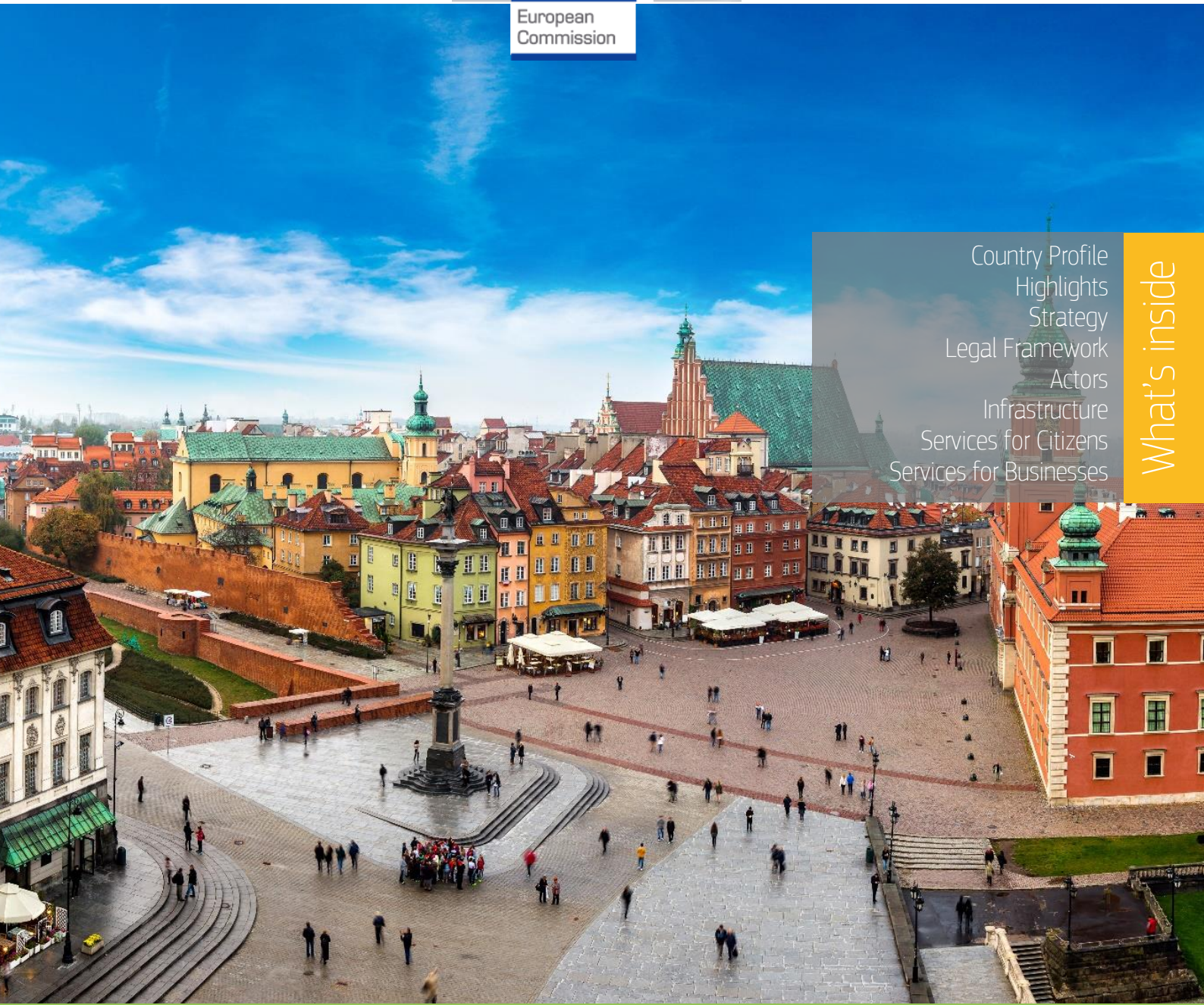




European  
Commission



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

What's inside

eGovernment in



Poland

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" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

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

## Basic data and indicators

### Basic Data

**Population (1 000):** 37,972,964 inhabitants (2017)

**GDP at market prices:** 465,604.9 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 68 (2016)

**GDP growth rate:** 4.6% (2017)

**Inflation rate:** 1.6% (2017)

**Unemployment rate:** 4.9% (2017)

**General government gross debt (Percentage of GDP):** 50.6% (2017)

**General government deficit/surplus (Percentage of GDP):** -1.7% (2017)

**Area:** 312,679 km<sup>2</sup>

**Capital city:** Warsaw

**Official EU language:** Polish

**Currency:** PLN

Source: [Eurostat](#) (last update: 19 January 2018)

## Political Structure

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

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

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

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

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

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

**Head of State:** President [Andrzej Duda](#) (since August 2015).

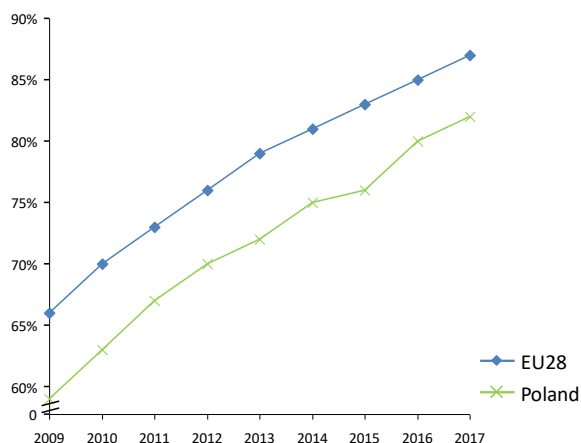
**Head of Government:** Prime Minister [Mateusz Morawiecki](#) (since December 2017).

## Information Society Indicators

### Generic Indicators

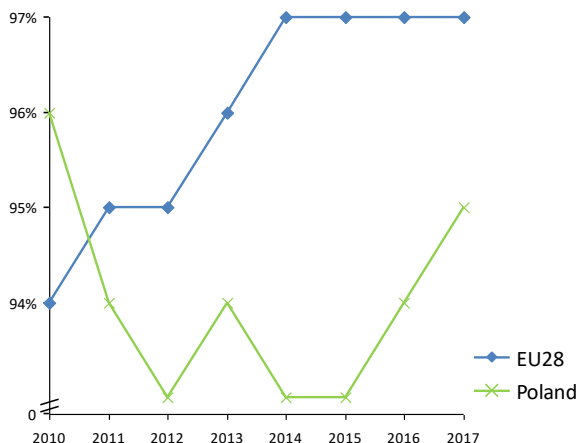
The following graphs present data for the latest Generic Information Society Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



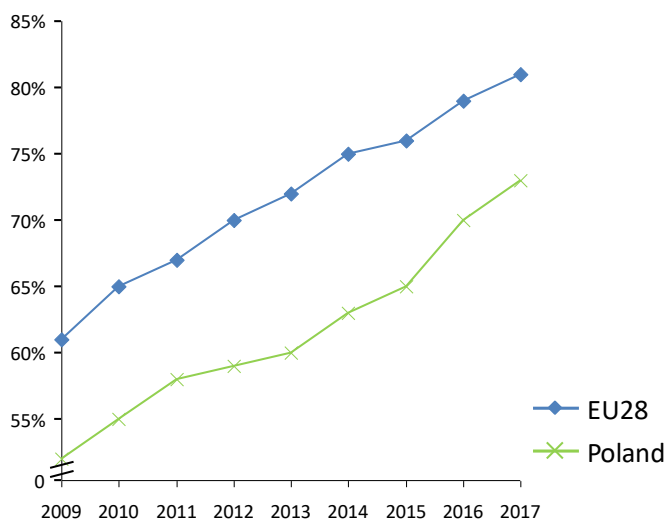
Source: [Eurostat Information Society Indicators](#)

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



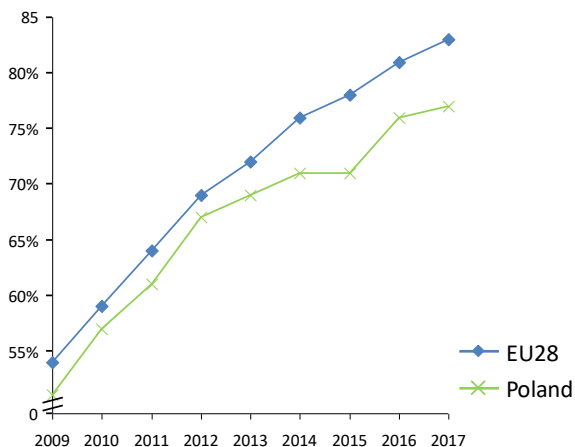
Source: [Eurostat Information Society Indicators](#)

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



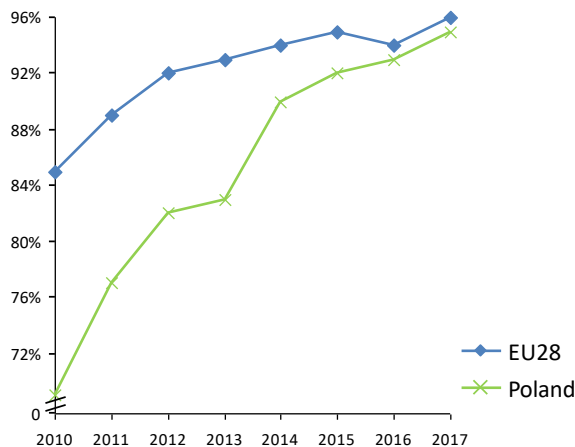
Source: [Eurostat Information Society Indicators](#)

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



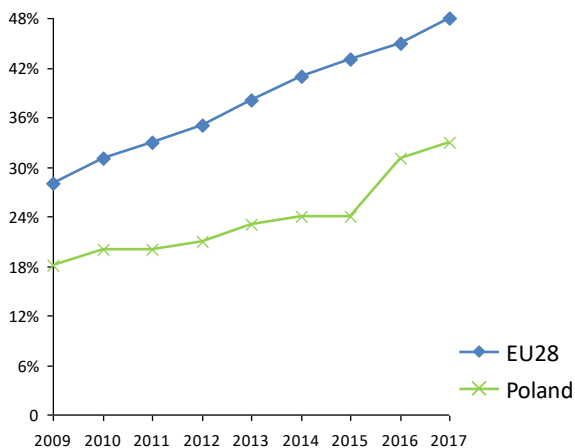
Source: [Eurostat Information Society Indicators](#)

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



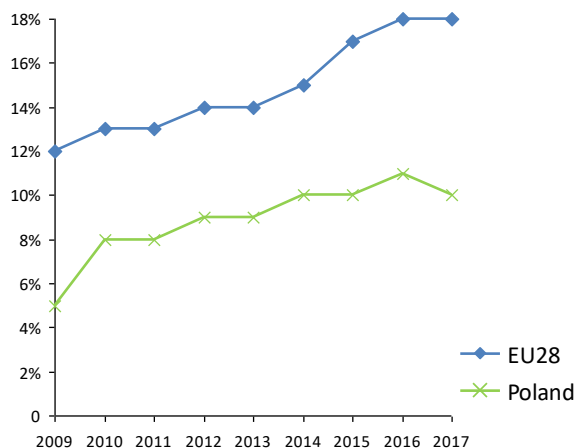
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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

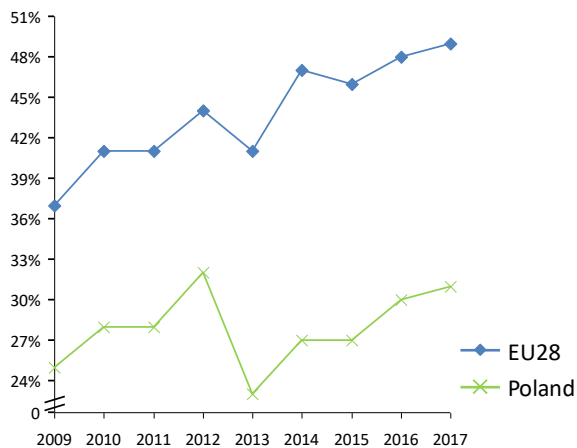


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

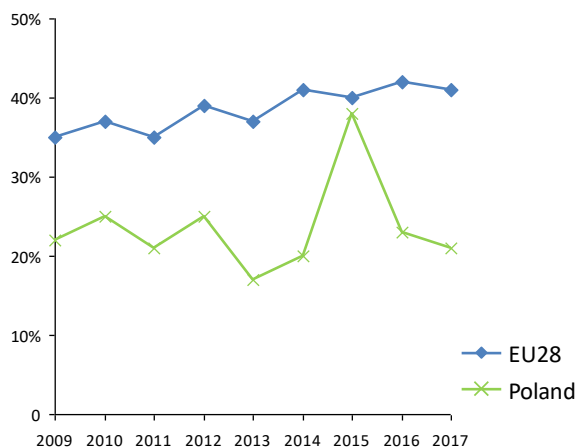
The following graphs present data for the latest eGovernment Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



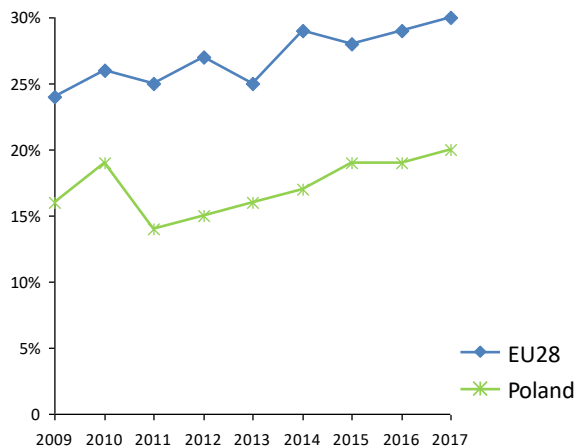
Source: [Eurostat Information Society Indicators](#)

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



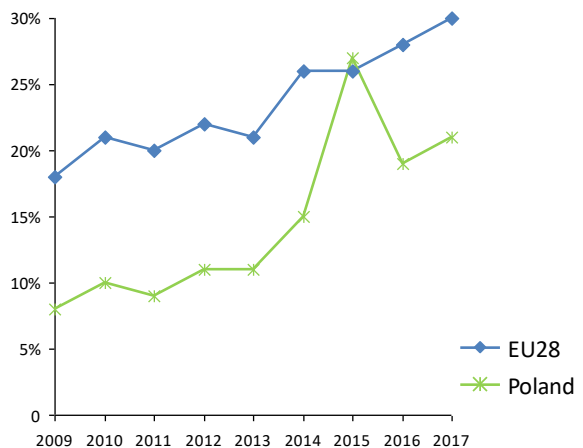
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

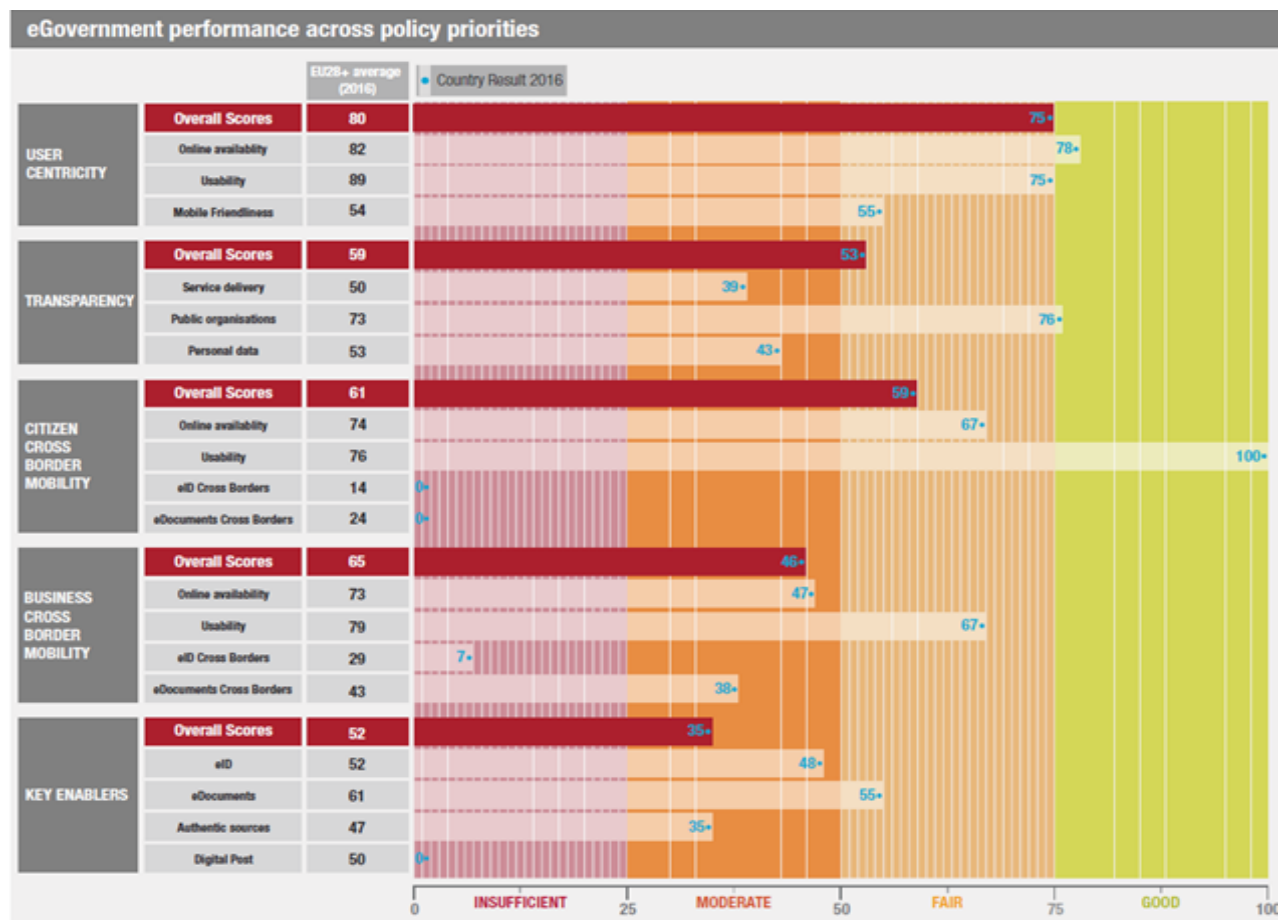


## eGovernment State of Play

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 5 technical pre-conditions are available online. There are: Electronic 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 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 event, measured for the first time). The figure below presents the development of eGovernment in Poland 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

In May 2017, the Polish Government adopted '[The National Framework of Cybersecurity Policy of The Republic of Poland for 2017-2022](#)', which replaced the previous 'Policy of Protection of Cyberspace of Republic of Poland'. The Framework aims at raising the level of security in the cyberspace of the Republic of Poland and identifying mechanisms and measures to strengthen Poland's cyber security capabilities by 2022.

### eGovernment Legal Framework

In September 2016, Poland adopted the '[National Act on Trust Services and Electronic Identification](#)', aligning its national legal system with the [eIDAS Regulation](#).

Currently, the Polish National Electronic Identification (eID) Scheme is under preparation. The Scheme will implement eIDAS Regulation requirements starting from September 2018.

Thanks to this project, Polish citizens and companies, as well as other entities, will have the opportunity to identify themselves electronically when accessing and using eServices offered by the public administration. This will be achieved through the integration of different, currently functioning eID systems as to create a single, standardised access point to eID services. Moreover, Poland intends to link its eIDAS Node to the national eID nodes of the other EU Member States.

### eGovernment Actors

The structure of the [Ministry of Digital Affairs](#) was modified as a result of the adoption of new Rules of Procedure. In particular:

- ▶ The Department of Systems Maintenance and Development was divided into two separate units, Department of Systems Maintenance and Department of Systems Development;
- ▶ The Department of State Infrastructure was removed and its tasks were taken over by the Department of Systems Maintenance.

### eGovernment Infrastructure

The [Ministry of Digital Affairs](#) has been working on the development of the single website for all governmental institutions ([RP Portal - gov.pl](#)). The RP Portal is intended to become the single point of contact (one-stop-shop) between citizens and companies and the public administration, thus further consolidating already available tools such as [obywatel.gov.pl](#) (for citizens), [biznes.gov.pl](#) (for companies) and [ePUAP](#).

The portal will provide information on Polish public administration, its services and activities, as well as ensure access to high-level public administration eServices.

So far, a new website of the Ministry of Digital Affairs as a pilot version of the RP Portal has been launched ([www.gov.pl/cyfryzacja](#)- temporarily only in Polish).

## eGovernment Services

A few new public administration eServices for citizens and companies were launched by the Ministry of Digital Affairs (or with participation of the Ministry), in particular:

- ▶ Safe bus;
- ▶ Driver penalty points;
- ▶ Application for ID card;
- ▶ Notification of loss of ID card;
- ▶ General letter to the public body;
- ▶ Application for European Health Insurance Card (EKUZ);
- ▶ Payments for ordered certificates of civic state through online bank systems;
- ▶ mDocuments.

There are 607 public administration eServices in total, which are available through the electronic public administration platform (ePUAP).

## Other highlights

The [Ministry of Digital Affairs](#) launched [mDocuments](#) - a pilot version of a service enabling citizens to confirm their identity (or rights, e.g.: for driving a car) through mobile devices (mobile phone or smartphone), instead of paper documents.

## 2001 – 2017

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

# eGovernment Strategy

## Main strategic objectives and principles



### Strategic Action Priorities of the Minister of Digital Affairs in the computerisation of public services.

The MDA assembled some crucial guiding principles as a reference point to any eGovernment actions to be taken:

- ▶ The state should serve the citizen. With the help of digital technology, the state should connect dispersed institutions and change complex procedures into consistent and simple services;
- ▶ Access to the public network and services must be safe for our data and all types of transactions conducted in the network;
- ▶ In order to pursue eAdministration targets, but above all, to achieve social and economic goals, it is necessary to accelerate the development of modern telecommunications infrastructure;
- ▶ The Development of the desired innovative economy needs permanent and easy access to data gathered by public services;
- ▶ The need to constantly – regardless of age – improve the level of digital competences to effectively benefit from digitisation and compete on the global market.

### National Educational Network

In 2017, the Polish government launched the [National Educational Network](#), an initiative aiming at providing high-speed internet connections (at least 100 Mb/s) for all schools and making more e-resources available to teachers. The National Act establishing the National Educational Network was adopted and entered into force in December 2017. In 2018 the first educational centres will be connected to the Network.

### Strengthening of cybersecurity

In the course of 2017, Poland created a solid base for strengthening cybersecurity within the country. This has been mainly achieved thanks to:

- ▶ The adoption of [The National Framework of Cybersecurity Policy of The Republic of Poland for 2017-2022](#) in May 2017. This replaced the previous “Policy of Protection of Cyberspace of Republic of Poland” and it:
  - Aims at raising the level of security in the cyberspace of the Republic of Poland;
  - Identifies mechanisms and measures to strengthen Poland's cyber security capabilities by 2022;
  - Replaces “The Cyberspace protection policy of the Republic of Poland” (adopted in 2013).
- ▶ The preparation of a draft of The National Act on the National Cybersecurity Framework.

## Strategy for Responsible Development

Its main objectives include increasing the wealth of Polish citizens and reducing the number of persons at risk of poverty and social exclusion by 2020. The most important goal will be to achieve an increase in the average household income to 76-80% of the EU average by 2020, and an approximation to the EU average by 2030, while reducing income disparities between individual regions. The percentage of people at risk of poverty and social exclusion will decrease to 20% in 2020 (and 17% in 2030). One of the assumptions is also to increase Poland's GDP per capita levels to 75-78% of the EU average by 2020 (and to 95% in 2030).

Ensuring a high and stable growth rate will be facilitated by the implementation of the following measures:

- ▶ Total investment to grow to account 25% of GDP;
- ▶ Increase in the share of R&D expenditure to 1.7% of GDP;
- ▶ Average annual growth rate of exports of 7.2%;
- ▶ 10% share of advanced technology products in total exports.

Among the main objectives to be implemented there are eGovernment measures, involving the effective use of information and communication technologies in public administration.

The concept of eGovernment and digital public services imply that high-quality services for citizens, including entrepreneurs, are to be provided by modern IT solutions supporting a logical and coherent government IT system, developed and maintained with the cooperation of all actors at various levels of public administration.

A priority task in the field of eGovernment is to allow the widest possible range of public services to be provided digitally, enabling citizens to handle their business remotely. It will be necessary to ensure the interoperability of public IT systems and to computerise the internal processes of the administration.

Among others, the strategy assumes activities for:

- ▶ Providing eServices relevant to real needs, as reported by citizens and entrepreneurs;
- ▶ Creating a single information and eServices website for the government administration in order to improve access for citizens and entrepreneurs;
- ▶ Introducing a uniform and secure system for identifying citizens (eID) in eServices systems of public administration;
- ▶ Ensuring a dominant share of digital document flow in administration and economic trade;
- ▶ Increasing access to public sector information, including through interfaces for software developers;
- ▶ Adopting a standard for digital documentation management systems in public administration, guaranteeing an efficient exchange of information with the public administration's domain-specific systems;
- ▶ Integrating eGovernment data processing infrastructure and the development of a state register system. Ensuring the necessary reliability and availability of eGovernment systems and their integration.

It is worth mentioning that there are other elements linking the Strategy to the EC's Digital Single Market Strategy, whose implementation is governed and monitored by the Ministry of Digital Affairs.

## Operational Programme Digital Poland 2014-2020

The aim of the programme is to strengthen the foundations for the development of a digital country, including broad access to high-speed Internet, efficient and user-friendly public eServices and the ever-increasing level of digital literacy in society. This programme resulted from a consultation of the Council that Poland remains significantly behind other Member States in the use of the developmental potential of ICT.

In particular, the Council pointed out:

- ▶ Low fixed broadband coverage;
- ▶ Relatively low efficiency of public administration;
- ▶ Relatively low level of use of eGovernment;
- ▶ Very low percentage of adults who engage in learning throughout life.

The main directions of support will be the development of broadband networks and to improve the quality and efficiency of public services through their digitisation. The method of implementing eServices will include mechanisms to prevent the phenomenon of 'digitisation bureaucracy', forcing the positive impact of projects on administrative processes, and to train as many people as possible in the use of ICT to improve the quality of their life, social life and increase the competitiveness of the labour market. For further details please access the following [document](#).

## National Integrated Informatisation Programme 2020 (PZIP)<sup>1</sup>

A new [approach](#) to computerisation of the state will enable the integrated computerisation of the state by building a state model, called optimum 2.0. This will facilitate the development of public services at the national and local levels of government, that will be monitored and improved through the dynamic development of digital technologies and the development of digital resources and content.

The aim of the programme is to promote computerisation among citizens and businesses, but also to the administration by providing access to useful tools that are safe, simple to use, universally accessible and technologically neutral. From the point of view of the citizen, this programme will support official businesses in a convenient electronic way, saving time, without having to visit the authorities physically.

This programme will be based on four pillars:

- ▶ Logical and efficient flow of information to help citizens perform their duties to the state and support them in the realisation of their aspirations;
- ▶ Focus on processes in public administration and the services it provides.
- ▶ Transparency and efficiency in public spending, all selected and implemented solutions must ensure the lowest possible costs;
- ▶ Technological neutrality, ensuring that access to services and supplies for the administration are not limited to and arise only from functional needs. The selection of solutions provides the ability to change the solutions' provider, if the cooperation with the current one does not guarantee the fulfilment of the expectations of the public site.

Detailed information on actions implemented within PZIP are periodically updated.

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<sup>1</sup> The National Integrated Informatisation Programme 2020 (PZIP) was adopted in September 2016.

## Programme for Opening Public Data (2016)

The Ministry, having adopted the necessary legislative changes, also drafted a strategic document: [The Programme for Opening Public Data](#), which was adopted on 20 September 2016 by a resolution of the Council of Ministers. This is the first governmental document in Poland dedicated to the opening of public data. Previous actions lacked a cohesive, horizontal vision for opening access to data. The Programme's preparation was preceded by the study of needs of those shareholders that use the data for a variety of purposes: commercial, scientific, research, etc.

The main aim of the document is the improvement of quality and quantity of available data via a single [website](#). It will also increase transparency of public administration and facilitation of citizens' participation in governance, analysis and public data re-use. In the course of 2017, there has been a significant increase in the number of information resources accessible in the Central Repository of Public Information, and - as a result - an improvement in the re-use of public sector information throughout Poland.

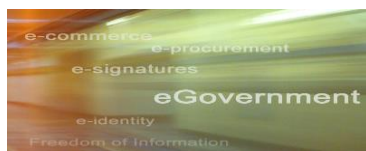
## Principles of Enterprise Architecture of Public Entities

Since 2014, the Ministry of Administration and Digitisation runs a project Government Enterprise Architecture. In June 2015, the Committee of the Council of Ministers for Digitisation accepted the document 'Principles of Enterprise Architecture of Public Entities' and recommended the use of principles in government entities.

The enterprise architecture principles describe the way electronic government services should be designed, built and provided and refer to four domains: **business, data, application and general**. They were already implemented in a broader set of criteria for the projects that aim to be co-financed in one of the actions of the Operational Programme Digital Poland. A Shortened version of Principles in English is available on the project's website.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

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

The Act was adopted by the *Sejm* on 17 February 2005 and came into force on 21 July 2005 (This legal act was amended a few times, in particular in 2010, 2014 and 2016<sup>2</sup>). It grants both citizens and businesses the **right to contact** public authorities **electronically**. This Act furthermore sets up horizontal/infrastructure programmes for all sectors of Public Administration and establishes a **national interoperability framework** for IT systems in the Polish public sector. This law is essential for the standardisation and interoperability of Public Administration systems; the front and back office integration of public administration systems, in particular ePUAP and the central repository of public data, and the supervision and support of IT projects in public administration, at both central and local levels.

#### [Act of 23 March 2017 amending certain acts regarding public administration tasks related to some public registries \(2017\)](#)

The Act introduces some legal modifications to allow citizens to deal with a number of cases with the public administration without leaving home, i.e. via IT systems. These changes are convergent with the targets of the Paperless Cashless Poland Programme. They are another step to help the citizens to apply for benefits without having to visit a lot of offices issuing various certificates.

In particular the act:

- ▶ Enables to check online the number of penalty points received by the driver for traffic rules violation. Information on the number of points will be made available after authentication of the data subject with the so-called ePUAP trusted profile - based on data provided by the police from the records of drivers violating traffic regulations;
- ▶ Ensures an access to the central register of vehicles (CEP) for environmental protection inspectorate bodies;
- ▶ Reduces the number of documents (certificates) that must be attached to applications for family benefits, the grand family card and childcare benefits.

#### [Act on Access to Public Information](#) (2001 as amended 2004)

The Act came into force in January 2002, allowing anyone to demand **access** to public information held by public and private bodies exercising public tasks, as well as trade unions and political parties. The bodies must officially respond within 14 days. Public bodies are **required to publish information** on their policies, legal organisation and principles of operation, contents of administrative acts and decisions, as well as public assets. The law requires that each of these bodies create a Public Information Bulletin to allow access to

<sup>2</sup> Unified text: <http://isap.sejm.gov.pl/DetailsServlet?id=WDU20050640565#>



information via computer networks. Thus, the official electronic journal for public information - [Public Information Bulletin](#) - was launched in July 2003.

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

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

### Data Protection/Privacy Legislation

#### [National Cybersecurity Framework Act](#)

Works on a new national legislation in the field of cybersecurity are currently taking place. The draft of the National Cybersecurity Framework Act has been developed at the Ministry for Digital Affairs. The purpose of this act will be, inter alia, the implementation of the EU [Directive on Network and Information Society \(NIS Directive\)](#)

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

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

Currently Poland is working on a new national legislation in the field of personal data protection. The Ministry of Digital Affairs prepared a draft of a national act on personal data protection, which is now publicly consulted with interested parties (other governmental bodies). The purpose is to align Poland's legal system with the EU General Data Protection Regulation.

#### [Regulation on the Preparation and Provision of Electronic Documents and making available forms, samples and copies of electronic documents \(2011\)](#)

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

### eSignatures Legislation

#### [Polish National Electronic Identification \(eID\) Scheme](#)

Poland aligned its national legal system with the [eIDAS Regulation](#) through the adoption of the [National Act on Trust Services and Electronic Identification](#) (see also below).

The Polish National Electronic Identification (eID) Scheme is under preparation. The purpose of the project is to allow Polish citizens, companies and other entities to identify themselves online in order to use public administration's electronic services. This target will

be achieved through the integration of different, currently functioning eID systems to create a single, standardised access point to eID services. Moreover, the Polish eIDAS Node will be linked to the national eID nodes of the other EU Member States.

Since March 2017, a few new eServices concerning eID were introduced in Poland, as listed below:

- ▶ The Ministry of Digital Affairs launched [mDocuments](#) - a pilot version of a service enabling citizens to confirm their identity (or rights, e.g.: for driving a car) through a mobile device (mobile phone or smartphone), instead of paper documents;
- ▶ The so called Trusted Profile, an eIdentification method ensured by the public administration, was integrated with the seven biggest banks operating in Poland. It enabled over 10 million citizens to set up their Trusted Profile through electronic bank systems;
- ▶ The [e-ID project](#) (former [pl.ID project](#)) was initiated. Its main purpose is to replace traditional plastic ID cards with the ones coming with the electronic layer. It will enable to confirm identity of a citizen in the virtual world. At the moment, the project is one of the largest governmental projects in Poland and is currently in a technical stage. It is foreseen that new eID cards will start to be issued in the first quarter of 2019.

#### [Act on trust services and electronic identification \(2016\)](#)

The act was adopted pursuant to Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market (the [eIDAS Regulation](#)), which repeals Directive 1999/93/EC. This law will make it possible for those who have electronic signature to use eAdministration services in any given EU country. It repealed the earlier functioning Act on Electronic Signature, adopted in 2001.

### eCommerce Legislation

#### [Act on Providing Services by Electronic Means \(2002\)](#)

Adopted on July 18, 2002 the Act on Providing Services by Electronic Means entered into force on 10 March 2003. It implements into Polish Law the provisions of the [Directive 2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('eCommerce Directive'). Among other aspects, the Act **regulates** the **obligations** and responsibilities of the providers of electronic services, as well as the protection of personal data of natural persons using eServices. It also addresses the issue of spamming by adopting the opt-in principle. It was amended a few times, in particular in 2008.

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

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

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

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

perform operations by means of an electronic device or renders possible the electronic identification of the holder, necessary in order to perform an operation.

## eCommunications Legislation

### [Telecommunications Law \(2004\)](#)

The Telecommunications Law, transposing the [EU regulatory framework for electronic communications](#), was adopted in July 2004 and came into force on 3 September 2004. Since then, it has been amended a few times. The objectives of the Telecommunications' Law include the following:

- ▶ Support equal and effective competition within the scope of providing telecommunications services;
- ▶ Develop and use of modern telecommunications infrastructure;
- ▶ Ensure order in the management of numbering, frequencies and orbital resources;
- ▶ Ensure that users derive maximum benefit in terms of choice, price and quality from telecommunications services;
- ▶ Ensure technological neutrality;
- ▶ Ensure that end users who are disabled persons have access to telecommunications services equivalent to the level of access offered to other end users.

Revised in 2009, the EU regulatory framework for electronic communications was implemented by Poland through [the Act of 16 November 2012](#), amending the Telecommunications Law and some other acts.

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

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

It was amended in 2012 and 2016. The purpose of the second amendment was to implement the *Directive 2014/61/EU of the European Parliament and of the Council of 15 May 2014 on measures to reduce the cost of deploying high-speed electronic communications networks*.

## eProcurement Legislation

### [General rules for the Law on electronic invoicing in public procurement](#) (2016)

The government adopted the general rules for the Law on electronic invoicing in public procurement as a transposition of Directive 2014/55/EU on electronic invoicing in public procurement. From November 2018, all public administrations shall accept (structured) electronic invoices. After two years, this obligation will also be imposed on all entrepreneurs participating in public procurement. Long-term goal, however, is to consult with stakeholders in order to change national and EU VAT rules, in order to receive electronic invoices as a default mode in the B2B and B2C relations.

### [Public Procurement Law](#) (2004)

The Law on Public Procurement entered into force in March 2004, enabling the development of **eProcurement systems** for Polish public administrations, the use of advanced electronic signatures in the submission of tenders and the use of electronic auctions for certain contracts. In April 2006, the Public Procurement Law was largely amended in order to implement the provisions of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including those pertaining to electronic auctions and the Dynamic Purchasing System. This amended version places electronic communications between the awarding entity and the economic operator on the same level as that of written or fax communications, regardless of the procurement procedure in question. It furthermore defines the cases when transferred data have to be supplied with a qualified electronic signature. In 2017 the Public Procurement Law was amended again, including also the changes introduced by the [Act of 5 September 2016 on trust services and electronic identification](#).

### eInvoicing Legislation

eInvoicing matters are addressed in Poland by the Polish National eInvoicing Forum and the [Ministry of Economic Development](#) in joint partnership with the [Institute of logistics and Warehousing](#).

At the moment, there is no legislation in this field. However, Poland is currently preparing a law transposing the [eInvoicing Directive \(2014/55/EU\)](#). The new law is expected to be introduced during the second quarter of 2018.

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

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

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

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

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

Constitution of the Republic of Poland (1997), the [Act on Access to Public Information](#) and the Act on Freedom of Economic Activity.

In 2014 the new portal [www.DanePubliczne.gov.pl](http://www.DanePubliczne.gov.pl) website was launched. The Portal aims to bring together in one place the set of data of particular importance for the development of innovation in the country and the Information Society Development.

A draft of the revised regulation on Central Repository of Public Information is under preparation.

#### [Act on the re-use of public sector information \(2016\)](#)

The act lays down the rules and procedures for making available and transferring public sector information for re-use. It indicates which entities make available or transfer this information and defines the conditions of reuse and rules for determining re-use charges.

This act fully implements Directive 2013/37/EU of the European Parliament and of the Council amending Directive 2003/98/EC on the re-use of public sector information.

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### Ministry of Digital Affairs

The ministry was established on 16 November 2015 and has replaced the Ministry of Administration and Digitisation founded in November 2011.

The mission of the new ministry is to create a digital boost for the development of Poland. The main tasks of the new ministry are to develop broadband infrastructure, support the creation of web content and eServices and promote digital competences among citizens. Digitisation is also key to modern administration. Effective digitisation is based on three pillars: providing internet access, developing web content and services and promoting digital competences.

Within the Ministry of Digital Affairs the IT Section was set up. It carries out tasks associated with development of electronic public administration in Poland. It includes:

▶ **Department of Systems Maintenance**

Its tasks include developing and coordinating activities under the State Computerisation Strategy, Common State Infrastructure, for the integration and effective use of all resources from the state infrastructure. It also took over the tasks of the Department of State Infrastructure, which was deleted.

▶ **Department of Systems Development**

Its tasks include maintaining and developing registers, records and systems as well as making data available from registers. These include PESEL register, Personal Data Register, Civil Registry Register, Central Register of Issued and Cancelled Passport Documents and e-PUAP.

▶ **Department of Data Openness and Digital Services Development**

One of their main tasks is to ensure access to public sector data.

▶ **Bureau of Project Portfolio Management**

It supervises the broad portfolio of projects carried out by the Ministry, including a preliminary assessment, recommendations for the launch, development support, and provision of tools and procedures necessary to run the projects.

▶ **Department of Data Management**

It ensures cooperation between public administration entities and entrepreneurs to develop data-driven management methods and to enhance the efficiency of administration.

▶ **Department of Cybersecurity**

It performs tasks related to cybersecurity issues, which include development and implementation of strategic documents and legal acts in the field of cybersecurity, national and international cooperation, development of guidelines and standards for the appropriate measures of the IT systems protection, preparation of analyses on

cybersecurity and its risks to the security of state, as well as development of the central training plans, exercises and tests.

**Moreover, the structure of the Ministry covers:**

▶ **Department of Telecommunications**

The Department is responsible for matters related to legal regulations in the field of telecommunications, development of telecommunications networks and services, including broadband networks, execution and implementation of the National Broadband Plan. In the field of telecommunications, it develops opinions on draft legal acts and strategic plans and programmes, as well as cooperates with the EU bodies and international organisations.

▶ **Department of International Cooperation and Analyses**

The department coordinates the international agenda of the Ministry, provides analyses and serves as an expert body in the fields of information society, digital single market, protection of personal data, data economy and eGovernment.

The table below illustrates the person currently responsible of the Ministry of Digital Affairs. Please note that, due to the ongoing governmental reconstruction, since 9 January 2018, the Minister of Digital Affairs is a vacant position and the Ministry is under direct surveillance of the Prime Minister of Poland.



**Mateusz Morawiecki**  
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Source: <https://www.premier.gov.pl/en.html>

## Coordination

### **The Government Plenipotentiary for Digital Single Market (DSM)**

The main responsibilities of the Plenipotentiary include coordination of Poland's efforts in the three main Digital Single Market pillars:

Better access for consumers and businesses to online goods and services,

Creating the right conditions for digital networks and services and

Maximising the growth potential of Polish Digital Economy.

The Plenipotentiary elaborates and supervises the way the DSM is being established in Poland and coordinates among a number of central governmental administration bodies. He also ensures high-level collaboration at the EU level and represents the Minister of Digital Affairs in international fora.

**Chief Information Officer (CIO) is the Plenipotentiary of the Minister of Digital Affairs for IT projects.** Its main tasks are:

- ▶ Coordinating the preparation and implementation of IT projects;

- ▶ Coordinating the activities of organisational units of the Ministry of Digital Affairs carrying out the following tasks:
  - Managing the portfolio of IT projects;
  - Running IT projects;
  - Maintenance of IT systems;
  - eServices and data openness.

Advising the Minister of Digital Affairs in regard to policies and strategies of informatisation, management and implementation of IT projects.

### **Committee of the Council of Ministers for Digitisation**

One of the primary roles for the Committee is to coordinate the departments that work on the digitisation of the country across whole Government. This is the reason why it is formed by participants from all Polish Ministries. The purpose of the Committee's work is to achieve synergy through digitisation, coordination, cooperation and creativity. Finally, the Committee will also oversee the preparations for the implementation of the European Digital Single Market Strategy and the implementation of the National Integrated Informatisation Programme.

#### Implementation

### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)**

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

#### Support

### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)**

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

### **Council for Digitisation - advisory body to Minister of Digital Affairs**

It serves as a multilateral forum promoting the cooperation between all digitalisation stakeholders in Poland. When choosing the members of the Council it was imperative that they represent different communities interested in the process of digitalisation of the state, such as governmental administration, local authorities, entrepreneurs, the academic community, technical experts and non-governmental organisations.

### **Committee of the Council of Ministers for Digitisation**

Established in March 2007 on the basis of the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, the Committee is notably in charge of initiating and issuing opinions on draft documents pertaining to the computerisation of Public Administration in Poland. This competence also covers the issues of the development of the information society, the use of ICT in building a knowledge-based economy, as well as connectivity and public records.

#### Audit/Assurance

### **Supreme Audit Office (NIK)**

The Supreme Audit Office (NIK) is the auditing body in Poland whose purpose is to promote economic efficiency and effectiveness in the public service to the benefit of the Republic of



Poland. It monitors the execution of the State budget and the monetary policy guidelines, and conducts audits upon demand of the Parliament or its bodies.

#### Data Protection

##### **Inspector General for the Protection of Personal Data**

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

## Regional & Local eGovernment

#### Policy/Strategy

##### **Regional and Local Authorities**

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

#### Coordination

##### **Ministry of Digital Affairs (replacing Ministry of Administration and Digitisation)**

The Ministry is responsible to reform and organise all public administrative structures, including government complexes in the province. By coordinating actions in the areas affected by digitisation, the ministry aims to make our society and economy grow. Digitisation enables synergies between various domains – access to internet and digital economy. Not only does digitisation help economy grow, but it also promotes equal opportunities for all citizens. Internet will make it easier to have access to cultural goods and jobs regardless of whether the person lives in a big city or a remote village.

#### Implementation

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

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

#### Support

##### ▶ **Department of State Infrastructure**

Its main task is to coordinate actions provided for the Action Plan of the Minister of Digital Affairs (PD MC) and the Programme for the Shared National Infrastructure which lays out principles for the integration and effective use of all resources in the national infrastructure.

##### ▶ **Department of Systems Maintenance and Development**

Its main task is to maintain and develop the registers and systems, as well as making available the registers' data. It also runs the "pl.ID" and CEPIK 2.0. projects.

##### ▶ **Department of Data Openness and Digital Services Development**

One of their main task is to ensure access to public sector data.

▶ **Bureau of Project Portfolio Management**

It supervises the broad portfolio of projects carried out by the Ministry, including a preliminary assessment, recommendations for launching, development support, provision of tools and procedures necessary to run the projects.

Audit/Assurance

**Supreme Audit Office (NIK)**

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

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### RP Portal - [GOV.PL](http://gov.pl)

The Ministry of Digital Affairs has been continuing phase I of the development of the single website for all governmental institutions. The RP Portal will be a single point of contact (one-stop-shop) for citizens and companies with the public administration. It will:

- ▶ Provide information on Polish public administration, its services and activities;
- ▶ Ensure access to high-level public administration eServices.

It will consolidate the already available tools such as: [obywatel.gov.pl](http://obywatel.gov.pl) (for citizens), [biznes.gov.pl](http://biznes.gov.pl) (for companies) and ePUAP.

So far, a new [website](#) of the Ministry of Digital Affairs as a pilot version of the RP Portal has been launched (temporarily only in Polish). Since 31 December 2017, the RP Portal provides the links to be redirected to the websites of the other ministries of the Polish Government. In 2018, the websites of the other governmental administration units will be gradually included in the RP Portal.

#### [ePUAP portal](http://www.epuap.gov.pl)

The Electronic Platform of Public Administration Services ([www.epuap.gov.pl](http://www.epuap.gov.pl)) is a system allowing public institutions to provide administrative services to the public via electronic communications channels.

It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures. It also enables public administration offices to provide their services without paying any costs associated with the services.

Through the platform, all official matters can be arranged over the Internet without having to fill in the same information repeatedly, hence ensuring a convenient form of contact with public administration and vice versa.

The ePUAP system has been developed in stages. The 'Development of the ePUAP Electronic Platform of Public Administration Services' was carried out between January 2006 and October 2008 under the 2004-2006 Sector Operational Programme - Improvement of the Competitiveness of Enterprises, Priority 1: 'Enhancement of a knowledge-based economy business environment', Measure 1.5: 'Development of a system for entrepreneurs' access to information and public services online'.

The Centre of Digital Administration (CCA) currently working on the ePUAP2 project which will expand the functionality of the ePUAP platform and increase the number of public services available online. The project is co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

#### [Geoportal](#)

Poland's Geoportal is set to digitise and centralise all **land-related data** and **information** in Poland. Partly operational since the beginning of 2008, it became fully operational in 2009. The system is based on three different levels: local, provincial and central. It aims to

enable users access to the systemised data that have been available only on different portals and in different institutions. The basic options of the system would include searching, exploring, downloading and converting. The 'Searching' option will employ geo-spatial solutions based on metadata. The 'Exploring' option means navigating, zooming and reading map legends. The 'Downloading' option will allow users to obtain the full sets of maps, geo-spatial data or parts of these sets. 'Converting' will allow visitors to change spatial data sets.

#### [Information and services for entrepreneurs \(biznes.gov.pl\)](http://biznes.gov.pl)

The platform offers eServices to entrepreneurs who are planning to set up or are already conducting an economic activity. Its main aim is to make the process easier and more intuitive, simplifying the bureaucratic burdens required for the establishment and management of a company. The online services offered by the portal cover a wide range of sectors, and, among them: accounting, finances and insurance; building licence; health; personal data protection; real estate and security and protection.

#### [Central registration and information on business](#)

Platform launched in 2011. All individuals with a trusted profile or electronic signature can, within 15 minutes, clear all the formalities required to immediately start up, suspend or renew a business.

#### [Obywatel.gov.pl](http://obywatel.gov.pl)

In 2015, the portal obywatel.gov.pl was created. Providing easy instructions on how to navigate the portal with the aim of citizens not wasting any time. Nowadays there are dozens of most popular services provided by the public administration available on the portal.

#### [e-Court](#)

Electronic writ-of-payment proceedings came into force on 1 January 2010. As a result, a new kind of civil proceeding was incorporated into the Polish Code of Civil Procedure. Allowing to "unlocate" the handling of cases by creating a new way of access to the court which is examining the case. The aim is to increase the efficiency of the procedure and to improve the quality of service to the parties in court proceedings. The claimant states the evidence to support their claims in the content of the statement of claim, without attaching them to the statement of claim

#### [Mortgage register](#)

Digitisation of mortgage register (Electronic registration, Provide free access to mortgage register, secure real estate trading)

## Networks

#### STAP

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

## SIPR

The SIPR project involves the development of a nationwide telecommunications platform to handle emergency calls that will be used by local and provincial Public Safety Answering Points (CPR & WCPR). The technology will standardise the procedures of reporting incidents and other dangerous situations to the 112 number. Reports received directly by CPR/WCPR operators will be immediately fed into the system (within a shared, separate OST 112 network) and will cause appropriate services and agencies to be notified about the reported event.

## CLOUD

'Computerisation of Local Government Bodies using cloud computing' is a project that will enable public administration offices to provide new and integrated eAdministration services to citizens and enterprises taking advantage of functionalities available from the Electronic Platform for Public Administration Services (ePUAP). The project will produce new ICT systems for local government bodies and integrate systems which local government bodies are using at present.

In 2017 a [legal analysis](#) concerning opportunities of application of cloud computing by the public administration in Poland was carried out. Work on this initiative will be continued.

## eIdentification/eAuthentication

### Commercial CAs Certificates

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

### National register numbers

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

### 'PESEL2' project

The PESEL Register (General Census Electronic System) is the main **reference database** for individuals, which is obligatorily provided to all Polish citizens. The PESEL2 system consists in the **integration** and **reorganisation** of the existing State registers. The information resources of the PESEL2 will only contain the data included in the current PESEL system. The operational **objective** of the programme is to allow for the online use of the system to access the data contained in the 'PESEL' system registers.

## eSignatures

The National Certification Centre (<https://www.nccert.pl/>) performs the role of the root certification authority for the infrastructure of secure electronic signatures in Poland, entrusted to the National Bank of Poland by the Minister of Economy pursuant to the Act of 18 September 2001 on the electronic signature. Currently in Poland there are five qualified certification service providers. In addition, Government (Ministry of Digital Affairs) provides free of charge but limited to relations with administration Trusted Profile solution. Trusted Profile is a two steps verification method based on login/password and one-time password via SMS (using server certificate). Now Poland is in the process of eIDAS adoption.

## eProcurement

### Procurement platforms: Public Procurement Office portal

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

### Information on Polish public procurement system

The current public procurement system of Poland is based on the Act of Public Procurement Law (PPL) adopted on 29 January 2004, with further amendments. The Polish central government body competent for matters concerning public contracts is the President of the Public Procurement Office, which is assisted in his work by the Public Procurement Office (<http://www.uzp.gov.pl>). Entities obliged to follow PPL are different types of the public finance sector units. Such awarding entities are obliged to award contracts according to the rules of fair competition and equal treatment of economic operators, impartiality and objectivity of persons preparing and conduction procedures specified in the act of the Public Procurement Law.

## Knowledge Management

### Widok.gov.pl

A pilot version of [widok.gov.pl](http://widok.gov.pl) - developed by the Ministry of Digital Affairs and the National Institute of Telecommunications - was launched. The portal provides information about currently accessible eAdministration services, along with their relative usage statistics.

### Public Information Bulletin

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

### Polskie Repozytorium

Polskie Repozytorium is an electronic, **central repository** of documents of the Polish Government concerning decision-making process in the EU Council, in particular:

- ▶ Initial positions to the communications of the European Commission;

- ▶ Instructions for Polish representatives for meetings of the EU Council and its preparatory bodies.

## Other Infrastructure

### eLegislation

#### Government Centre for Legislation

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

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section 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 and Administration, Control of Special and Intelligence Services

Website: <https://www.mswia.gov.pl/en>

Description: Personalised information about the status of the document is available online.

Money and charges

#### VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance

Website: <http://www.finanse.mf.gov.pl/pl/strona-glowna>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://psz.praca.gov.pl/>



Description: The portal provides detailed information for job seekers and employers, as well as refers to a website, allowing for job searches in Poland, EU and EEA countries as well as internships.  
The Pue.zus.pl portal enables to check the current retirement account.

#### Professional qualifications

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

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: The Journal of Laws and the Polish Monitor, issued by the Prime Minister.

#### Taxes, unemployment and benefits

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

Responsibility: Central Government, Ministry of Finance

Website: <http://www.finanse.mf.gov.pl/pl/strona-glowna>

Description: The new eDeclarations system, introduced on 1 January 2008, allows anyone, to submit his/her tax declaration electronically. There is no need to possess any signature to use this service.

##### **Platform for Public Administration Services**

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: The Electronic Platform of Public Administration Services ([www.epuap.gov.pl](http://www.epuap.gov.pl)) is a system allowing public institutions to provide administrative services to the public via electronic communications channels. It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures.

##### **Unemployment benefits**

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

Website: <https://www.praca.gov.pl/>

Description: Registration as an unemployed person is possible online. Also, many other services are in place like: request a referral to training, request to organise an internship, an application for a certificate. The competent ministry manages the Labour Fund handling benefit claims in case of the employer's insolvency or bankruptcy. Registrations are administered by county labour offices and benefits are also paid by them.

### 3. Vehicles

#### Driving licence

##### **Driver's licence**

Responsibility: Central Government, Ministry of Transport, Construction and Maritime Economy, Department of Road Transport

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: Information and application form for downloading is available on the portal [obywatel.gov.pl](http://obywatel.gov.pl). Personalised information with possibility to check the status of the document is also available online.

#### Registration

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

Responsibility: Central Government, Ministry of Ministry of Transport, Construction and Maritime Economy, Department of Road Transport

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: The whole procedure is described on the national portal [Obywatel.gov.pl](http://Obywatel.gov.pl). There is also an application form available for downloading.

##### **Central Registry of Vehicles and Drivers**

Responsibility: Ministry of Digital Affairs

Website: [https://www.proz.com/kudoz/polish\\_to\\_english/law\\_general/942947-centralna\\_ewidencja\\_pojazd%C3%B3w\\_i\\_kierowc%C3%B3w.html](https://www.proz.com/kudoz/polish_to_english/law_general/942947-centralna_ewidencja_pojazd%C3%B3w_i_kierowc%C3%B3w.html)

Description: The Ministry of Digital Affairs launched an updated Central Registry of Vehicles and Drivers (CEPIK 2.0) bringing in new functionalities for citizens and companies concerning e.g. technical tests.

#### **4. Residence (and other) formalities**

##### Documents and formalities

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

Responsibility: Central Government/Regional and Local authorities

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: Every Polish citizen who lives in Poland has to register in person or by a proxy. Information and forms for downloading are available on the above-mentioned portal.

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

Responsibility: Central Government, Local authorities

Website: <https://www.mswia.gov.pl/en> ; <https://obywatel.gov.pl/>

Description: Information available where one can fill in a request form and send it to his municipality. Many municipalities offer forms to download too.

##### **Criminal Record Certificate**

Responsibility: Ministry of Justice

Website: <http://ms.gov.pl/en/national-registers/national-criminal-register/>

Description: The website provides information on how information from the National Criminal Register could be obtained, as well as the forms which need to be completed.

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

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

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

Description: Information only. Police forces are supervised by the Ministry of the Interior and Control of Special and Intelligence Services. The scope of the information and content varies among regional police forces.

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

Responsibility: Ministry of Infrastructure and Construction

Website: [www.obywatel.gov.pl](http://www.obywatel.gov.pl)

Description: The website provides compiled information on different issues regarding records of land and buildings.

### **Passport**

Responsibility: Central Government, Ministry of the Interior and Administration

Website: <https://www.mswia.gov.pl/en>

Description: Personalised information about the status of document is available online.

### **Waste (environment)**

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: The website provides compiled information on different issues regarding the activities involving the storage and management of waste.

## Elections abroad

### **Participation in Polish elections**

Responsibility: National Electoral Commission

Website: <http://pkw.gov.pl/>

Description: The website gives access to news regarding upcoming elections and links to the dedicated election websites. Voting abroad is explained on the page, dedicated to the specific elections.

## **5. Education and youth**

### School, university

#### **Enrolment in higher education/university**

Responsibility: Central Government, Ministry of Science and Higher Education, higher education institutions

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

Description: Some of the largest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education is working on a national system for registering high school final marks and making them available for the enrolment systems of universities.

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

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

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

Description: There is no centralised booking system for public libraries, yet most of the municipal libraries are equipped with online reservation catalogue. The

National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. The Polish Internet Library was launched in December 2002 to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind.

### Student grants

Responsibility: Central Government, Ministry of Science and Higher Education, Bureau for Academic Recognition and International Exchange, higher education institutions

Website: <http://buwilm.edu.pl/>

Description: Besides student grants (social, scientific, etc.), the office coordinates and organises the recruitment of Polish scientists and students on scholarships abroad and foreigners studying and doing internships in Poland.

### Traineeship, volunteering

#### Internships

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://oferty.praca.gov.pl/>

Description: The central database for work offers allows for the search of internships in Poland and abroad.

### Researchers

#### Funding support

Responsibility: Ministry of Digital Affairs

Website: <http://epuap.gov.pl/>

Description: Information on available funding opportunities from the European Union.

#### Information and assistance to researchers

Responsibility: EURAXESS Poland

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

Description: EURAXESS Poland 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/Regional and Local authorities, Ministry of Culture and National Heritage

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

Description: There is no centralised booking system for public libraries, yet most of the municipal libraries are equipped with an online reservation catalogue. The National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. The Polish Internet Library was launched in December 2002 to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special

editions for the blind.

## 6. Health

Planned and unplanned healthcare

### e-Health

Responsibility: Centre for Health Information Systems

Website: <http://ezdrowie.gov.pl/>

Description: The website provides information on how to open an Internet Patient Account and the associated benefits it would give to its users.

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

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: <http://www.nfz.gov.pl/> (Integrated Informant of Patient)

Description: Information about services, hospitals and health centres is available online.

### Medical costs (reimbursement or direct settlement)

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

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

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

When living abroad

### Healthcare abroad

Responsibility: National Health Fund (Narodowy Fundusz Zdrowia)

Website: <http://www.nfz.gov.pl/dla-pacjenta/zalatw-sprawe-krok-po-kroku/jak-wyrobic-karte-ekuz/>

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Poland (e.g. while on holiday or on a business trip) in EU states, EEA countries or Switzerland. The website gives information on how to request the EHIC, as well as which forms to complete for obtaining the card.

## 7. Family

Children, couples

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

Responsibility: Central Government, Local authorities

Website: <https://www.https://www.mswia.gov.pl/en;.gov.pl/en>  
<https://obywatel.gov.pl/>

Description: Information available on the above-mentioned portal, as well as [obywatel.gov.pl](http://obywatel.gov.pl) and on the website <http://epuap.gov.pl/>, where one can fill in a request form and send it to his municipality. Many municipalities offer forms to download too.

### Child allowances

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

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

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

## 8. Consumers

Shopping (your rights), unfair treatment

### Consumer protection

Responsibility: Office of Competition and Consumer Protection

Website: [https://uokik.gov.pl/consumer\\_protection4.php](https://uokik.gov.pl/consumer_protection4.php)

Description: The portal gives comprehensive information on consumer protection rules in Poland, provides help and advice for consumers, information on Abusive Contract Terms as well as useful links consumers could consult.

### Consumer protection (cross-border)

Responsibility: ECC-Net Poland

Website: <https://konsument.gov.pl/en/>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

# 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. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government, Ministry of Entrepreneurship and Technology

Website: [www.ceidg.gov.pl](http://www.ceidg.gov.pl)

Description: Fully operational portal where it is possible to run, sustain or stop a business online.

#### Information and services for entrepreneurs

Responsibility: Ministry of Entrepreneurship and Technology

Website: <https://www.biznes.gov.pl/przedsiębiorcy>

Description: The platform offers eServices to entrepreneurs who are planning to set up or are already conducting an economic activity

Intellectual property rights

#### Patents

Responsibility: Polish patent office

Website: <http://portal.uprp.pl/>

Description: The website offers multiple online services such as a database with information about objects of protection, according to predetermined criteria, publications, list of patent attorneys, as well as ways of communication with the patent office electronically.

## Annual accounts

**Submission of data to statistical offices**

Responsibility: Central Government, Central Statistical Office (GUS)

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

Description: The submission of data to regional statistical offices can be done using the downloaded client programme and online forms of national and INTRASTAT systems.

**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

Website: <http://www.finanse.mf.gov.pl/pl/strona-glowna>

Description: The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

## Excise duties

**Corporate tax: declaration, notification**

Responsibility: Central Government, Ministry of Finance

Website: <http://www.finanse.mf.gov.pl/pl/strona-glowna>

Description: The eDeclarations system, introduced in 2008, can be used to submit tax declarations electronically.

## Reporting imports/exports

**Customs declarations (e-Customs)**

Responsibility: Central Government, Customs Service

Website: <http://www.mf.gov.pl/?const=2>

Description: Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using [CELINA WebCel](#) (for standard procedures) and [CELINA OPUS](#) (for simplified procedures) subsystems, both constituting the customs gateway. In September 2007, the Polish customs launched a new Export Control System (ECS) which has allowed the electronic handling of export customs declarations. Now, 100% of tax declarations are processed online.

**3. Selling abroad**

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

**Internet System of Legal Actions (ISAP)**

Responsibility: The Lower House (Sejm)

Website: <http://isap.sejm.gov.pl/>

Description: The Internet System of Legal Actions (ISAP) database contains bibliographic and legal texts published in official publications: the Journal of Laws and the Polish Monitor, issued by the Prime Minister.



#### 4. Staff

Terms of employment, social security, equal treatment, redundancies

##### **Social contributions for employees**

Responsibility: Central Government, Social Insurance Institution (ZUS)

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

Description: Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons.

Posting abroad

##### **Employment opportunities outside the country**

Responsibility: Labour Market Department Ministry of Labour

Website: <http://psz.praca.gov.pl/dla-bezrobotnych-i-poszukujacych-pracy/praca-za-granica>

Description: The section is divided into information on working abroad in the European Union countries as well as opportunities in other countries. This section also contains information for Polish citizens who return to the country after a period of exile.

Health and safety

##### **Chief Labour Inspectorate portal**

Responsibility: Chief Labour Inspectorate

Website: <https://www.pip.gov.pl/en>

Description: The website of the Chief Labour Inspectorate contains all necessary information related to the legality of employment, finding district inspectorates, et cetera.

#### 5. Product requirements

Chemicals (REACH)

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

Responsibility: Bureau for Chemical Substances

Website: <http://reach.gov.pl/>

Description: The website offers ample information particularly for small and medium-scale enterprises.

#### 6. Finance and funding

Access to funding, EU funding programmes

##### **Subsidies and financing**

Responsibility: Enterprise Agency

Website: <http://gdm.praca.gov.pl/>

Description: Information on available funding opportunities from various ministries and the European union.

## Exchanges for young entrepreneurs

**Youth guarantee**

Responsibility: Ministry of labour and social policy

Website: <http://gdm.praca.gov.pl/>

Description: The website of the programme 'Youth guarantee' offers different services for young people, including information on where to find a job or how to start a business and increase education level to match the market needs better.

**7. Public contracts**

## Rules and procedures, tools and databases, reporting irregularities

**Public procurement / eProcurement**

Responsibility: Central Government, Public Procurement Office

Website: <https://www.uzp.gov.pl/en>

Description: The portal of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine, database of contract awards and an online tender publication system. Tender notices and tenders award notices with a value above EUR 6 000 and below EUR 60 000 are to be submitted online on the PPO portal by registered Public Administrations.

**8. Environment****EMAS certification, energy labels, eco-design, EU eco-label****Environment-related permits (incl. reporting)**

Responsibility: Central Government, Ministry of Environment

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

Description: Information only.

**Geoportal**

Responsibility: Head Office of Geodesy and Cartography (GUGiK)

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

Description: The main goal of the geoportal.gov.pl project is to improve competitiveness of enterprises by providing them online access to services based on spatial data, including cadastral data and metadata.

**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)

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