



European
Commission



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What's inside

eGovernment in



Portugal

ISA²

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Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

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The main services are:

- Have all information you need at your finger tips;
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- 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 "j" and "o" joined, "i" and "n" joined, and "u" and "p" joined.

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): 10,309,573 inhabitants (2017)

GDP at market prices: 193,048.6 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 77 (2016)

GDP growth rate: 2.7% (2017)

Inflation rate: 1.6% (2017)

Unemployment rate: 9.0% (2017)

General government gross debt (Percentage of GDP): 125.7% (2017)

General government deficit/surplus (Percentage of GDP): -3.0% (2017)

Area: 89,089 km²

Capital city: Lisbon

Official EU language: Portuguese

Currency: EUR

Source: [Eurostat](#) (last update: 04 May 2018)

Political Structure

Portugal is a **parliamentary republic**. Legislative power is held by a unicameral [Parliament](#) comprised of 230 members elected for a four-year term of office (universal suffrage). Portugal is divided into eight regions that consist of 308 municipalities.

Executive power is held by the [National Government](#), led by the [Prime Minister](#). The Head of State is the [President](#) of the Republic, who is elected by popular vote for a maximum of two consecutive five-year terms. Under the Constitution, the President “represents the Portuguese Republic”, “is the guarantor of national independence, the unity of the State and the proper working of the democratic institutions” and “is the Supreme Commander of the Armed Forces”. While not exercising direct executive duties, the President appoints the Prime Minister (the head of the leading party), who appoints the other members of Government (Ministers and State Secretaries). Presidential powers include dissolving the Assembly of the Republic and dismissing the government following a hearing by the Council of State, and promulgating the laws of the Assembly and the Government’s law or regulatory decrees.

The [Constitution](#) of the Portuguese Republic was adopted on 2 April 1976 and amended for the seventh time in 2005.

Portugal became a member of the European Union on 1 January 1986.

Head of State: President [Marcelo Rebelo de Sousa](#) (since 9 March 2016).

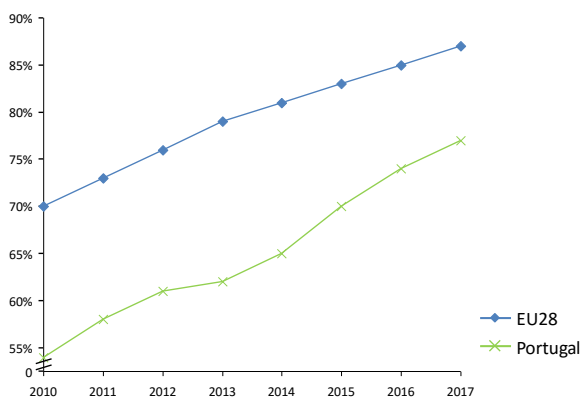
Head of Government: Prime Minister [António Costa](#) (since 26 November 2015).

Information Society Indicators

Generic Indicators

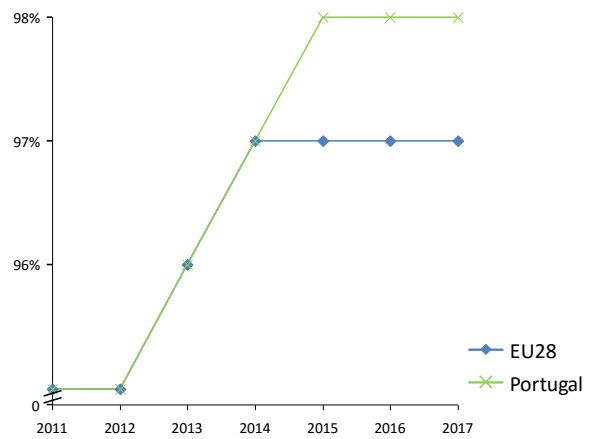
The following graphs present data for the latest Generic Information Society Indicators for Portugal compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Portugal



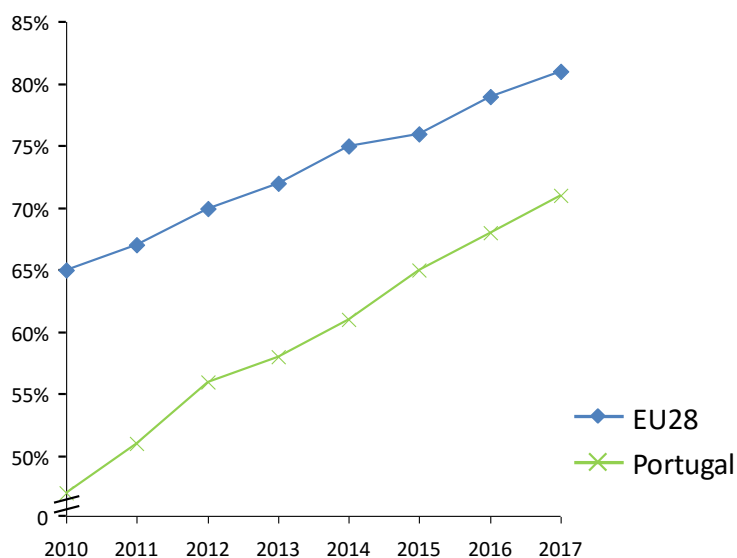
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Portugal



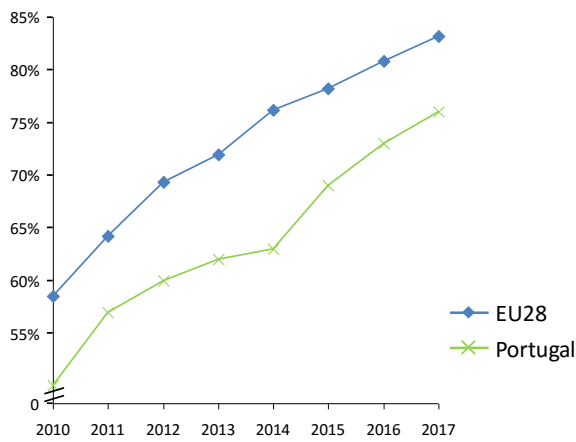
Source: [Eurostat Information Society Indicators](#)

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



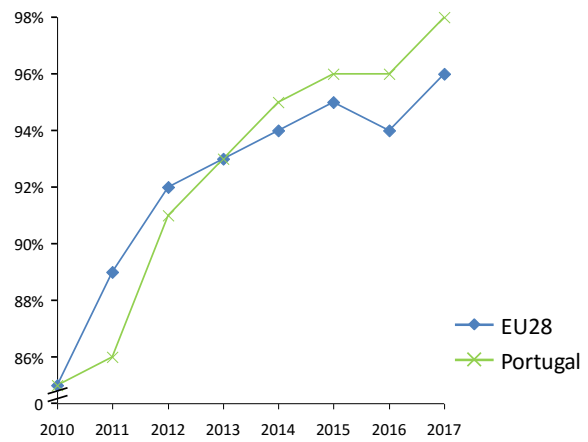
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Portugal



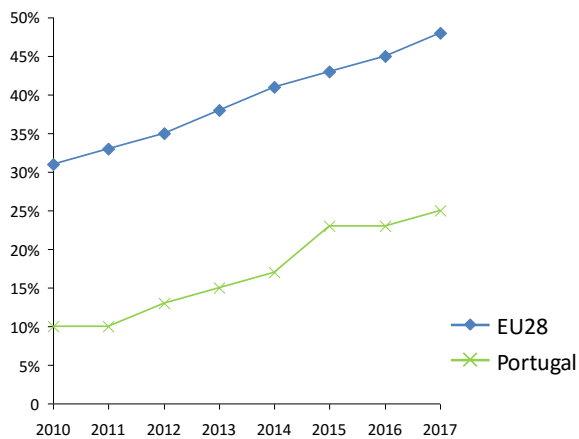
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Portugal



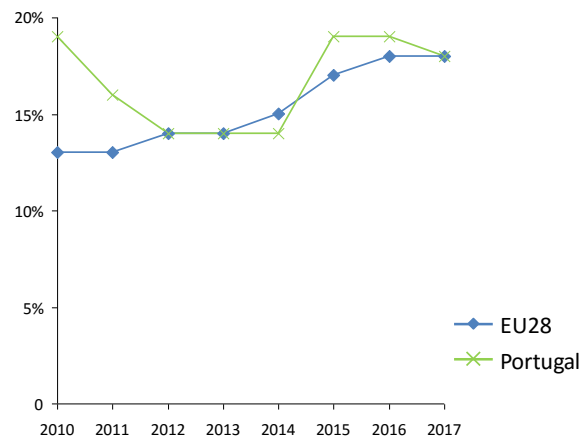
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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

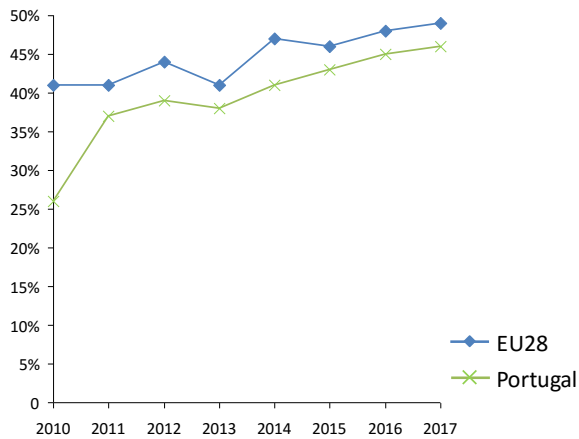


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

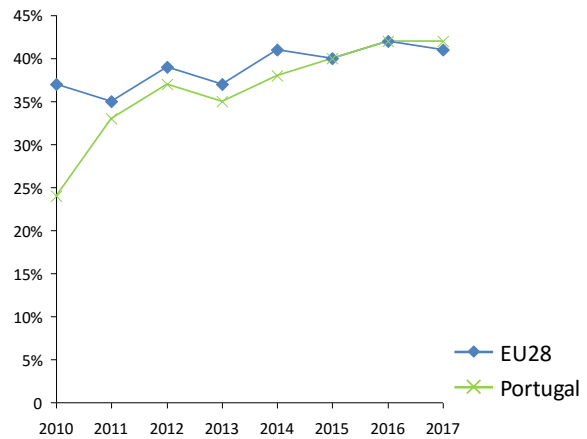
The following graphs present data for the latest eGovernment Indicators for Portugal compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



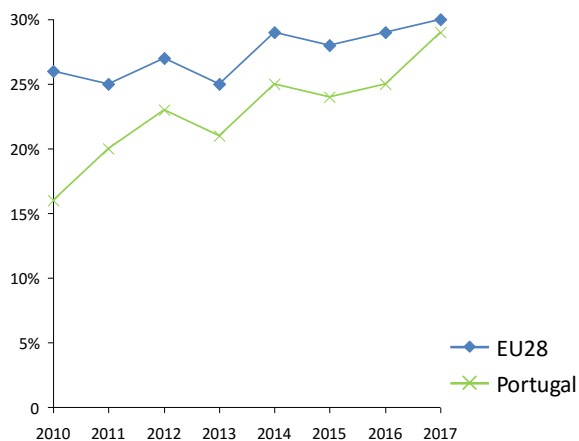
Source: [Eurostat Information Society Indicators](#)

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



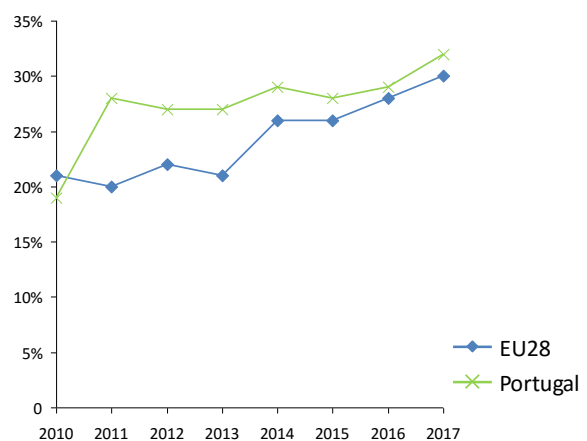
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



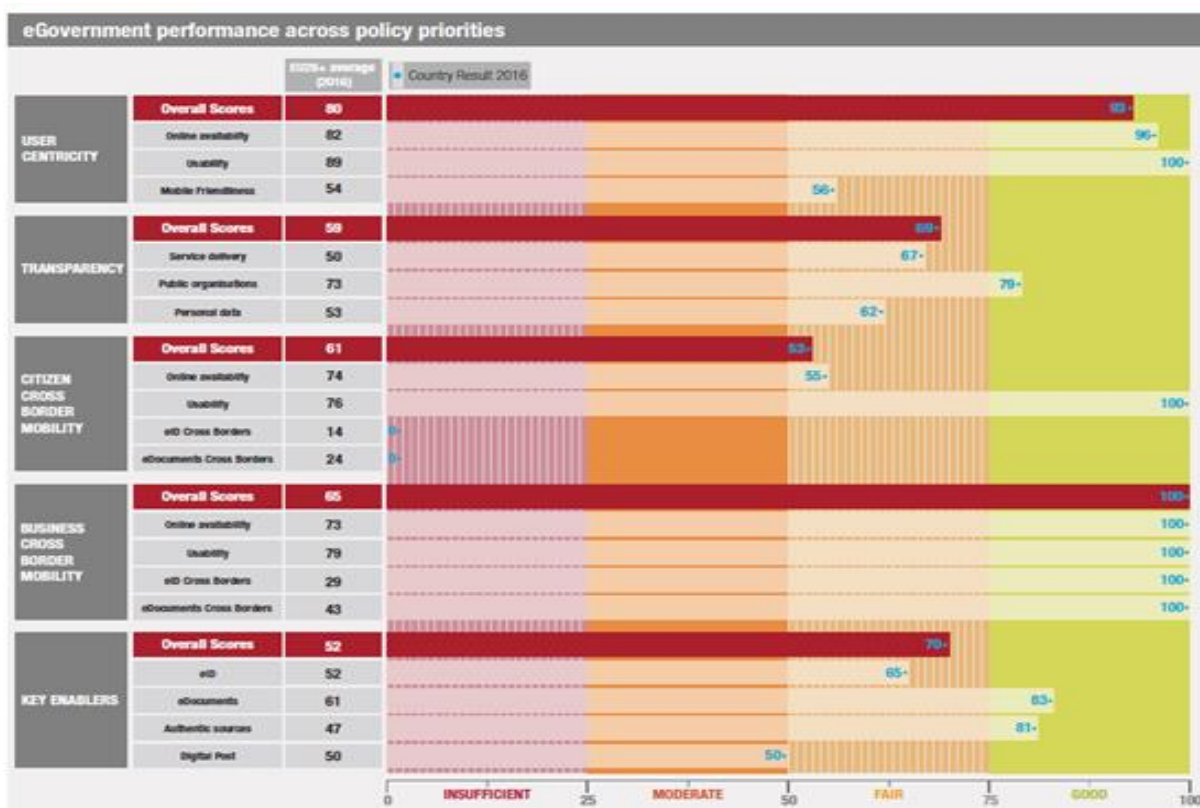
Source: [Eurostat Information Society Indicators](#)

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), Authentic 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 Portugal 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 Portuguese government approved in March 2017 (and published in July 2017) the [ICT2020 Strategy](#), also known as the Portuguese Digital Transformation Strategy, which comprises three main axes: (i) promotion of integration and interoperability; (ii) innovation and competitiveness; and (iii) resource sharing and investment in digital competences.

eGovernment Legal Framework

The eSignature Law ([nº 32/2017](#)), effective as of 1 October 2017, establishes the integration of new electronic authentication features, namely the Professional Attributes Certification System, which allows for authentication and signature of professional quality by using the national eID card (Citizen Card).

eGovernment Actors

The Minister of the Presidency and of Administrative Modernisation, Maria Manuel Leitão Marques, and the Secretary of State Assistant and of Administrative Modernisation, Graça Fonseca, spearhead(ed) flagship initiatives in the area of administrative modernisation and digital transformation of public services, such as the ICT Council and the new ICT2020 Strategy, the SIMPLEX+ Programme, the Portugal Participatory Budget (the world's first participatory budget at nationwide level) and the LabX - Experimentation Laboratory of the Public Administration, to name just a few.

eGovernment Infrastructure

eID and mobile authentication dissemination: 2017 saw a great increase in the dissemination of electronic authentication throughout the Public Administration web portals, either by using the Citizen Card or the Digital Mobile Key. This was further accomplished by developing a Digital Mobile Key dedicated app in order to facilitate the use of eID in smartphones.

eGovernment Services

- ▶ Consolidation of the 'New-born Baby - Family Doctor and Electronic Health Tracking' project, which allows the dematerialisation of the communication of administrative and clinical data between health care providers and the citizen in the field of health care associated with birth, paediatrics and adolescence;
- ▶ Dissemination of the Digital Mobile Key authentication throughout the Public Administration web portals, including the development and provision of a dedicated app for smartphones;
- ▶ Automatic Tax Declarations, which provides citizens with an income declaration pre-filled by the Tax Authority based on the data (income and expenses) it gathers from

third parties (employers, businesses, banks, insurance companies, etc.) and from the personal elements declared by the taxpayer in the previous year.

Other highlights

During the course of the last year several mobile apps have been developed with the aim to facilitate the interaction between citizens and the Public Administration, such as [MyADSE](#) (Health), [MAI Mobile](#) (Internal Affairs) and [Autenticacao.gov/eID Digital Mobile Key](#) (eID).

Also, the Citizen Portal has been integrated with a [Citizen's Agenda](#), allowing the consultation, in a single point, of the main events of the relation of the citizen with the Public Administration (i.e., rights and obligations such as the payment of taxes).

2001 – 2017

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

eGovernment Strategy

Main strategic objectives and principles

The Simplex+ Programme



SIMPLEX+ is a collaborative and nationwide simplification program launched by the Portuguese Government to co-create new online public services, optimise existing ones and de-bureaucratise the relationship between public institutions and civil society. The 2017 edition of the [Simplex + Programme](#) continues to promote a better relationship between citizens and public administration, as well as the reduction of costs for companies.

The overall coordination of the SIMPLEX+ Programme is assured by the Minister of the Presidency and of Administrative Modernisation, while AMA's technical support, which encompasses the design, management and monitoring of SIMPLEX+, is provided under the political tutelage of the Secretary of State Assistant and of Administrative Modernisation.

General Objectives

The potential of ICTs to promote administrative simplification and to facilitate the State's interaction with both citizens and businesses is acknowledged by most of the measures of the SIMPLEX+ programme, which mix different approaches and solutions to achieve the objectives of:

- ▶ Promoting better and smart regulation;
- ▶ Establishing alternative communication channels for certain stages of administrative procedures (e.g. obtaining information, submitting documents, checking the status of an application; payments);
- ▶ Providing handbooks and guidelines for procedures carried out online;
- ▶ Establishing single points of contact;
- ▶ Segmenting procedures according to the risk or complexity of its various stages;
- ▶ Processing specific stages of or completing a whole procedure electronically;
- ▶ Eliminating duplication of information requests and checks.



Implementation

The development of this national de-bureaucratisation programme encompasses an innovative public consultation devised to involve citizens, businesses and public administration in the co-creation of simplification measures. In 2017, this included public events with civil society, meetings with business confederations, associations and local authorities and open channels for the submission of proposals such as the SIMPLEX+ website and Facebook page with information on the programme, its agenda, and a questionnaire for suggestions.

The participation of the public administration was further operationalised through the SIMPLEX JAM, a series of 5 meetings based on the methodology of "Design Thinking" that enrolled a total of 133 public servants (from 13 different services) who presented their ideas and proposals for public services.

The inputs received within these collaborative initiatives were processed by the Administrative Modernisation Agency, in collaboration with the public bodies and the public entities involved, resulting in a set of 172 measures of the SIMPLEX+ 2017.

The monitoring of these measures is carried out through an electronic platform transverse to all areas of governance and accessible by the focal points of the SIMPLEX Network, which is composed by one representative from each ministry whose role is to identify the necessary tasks for the implementation of the different measures and to constantly promote and update its execution rate (all this info is synthesised in standardised periodic implementation reports).



In 2016, 255 cross-cutting measures were identified and deployed (with an 89% execution rate until May 2017 and an expected 100% execution rate until May 2018), while for 2017, the programme identified 172 new simplification and modernisation measures to facilitate citizens' and companies' access to public services (the 2017 Programme is publicly available [here](#)).

Examples of SIMPLEX+ 2017 Measures

These include:

- ▶ Introduction of new models of customer service, through a set of functionalities that will facilitate access to public services, improving the quality and swiftness of customer service. Examples are the implementation of the National Programme of Education towards Health, Literacy and Self-care and the modernisation and standardisation of customer service in Social Security Services;
- ▶ Establishment of the Pic Portugal C Film Shooting in Portugal, which envisages the creation of a national Film Commission to support and promote cinema and audio-visual and the internationalisation of Portugal as a filmmaking destination;
- ▶ Creation of an Oral Health eBulletin to be made available in the citizen's area of the National Health Care Service Site;
- ▶ Harmonisation of procedures in city councils via a pilot project to be developed in 13 municipalities of the inter-city Community of Medio Tejo. The aim is to articulate and harmonise city council procedures, namely, auditing in urbanism and public procurement areas, city council licensing and regulation, in order to facilitate and simplify the relationships investors and citizens have with City Councils;
- ▶ Creation of a new pension credit simulator to get an estimate of how much pension credit citizens may be entitled to in Social Security Direct;
- ▶ Simplifications in the creation of organic farming/holdings, by reducing the administrative procedures related to its set up and/or licensing.

OPP – PORTUGAL PARTICIPATORY BUDGET



The [Portugal Participatory Budget](#) (PPB) stands out as the first participatory budget of the world done at countrywide level and constitutes a paradigmatic case of participatory democracy powered by technology.

The first edition of the PPB was carried out between January and September 2017 and allowed citizens to decide where to invest EUR 3 million of the National State Budget in the areas of Culture, Science, Agriculture, Adult Education and Training (in the mainland) and Justice and Internal

Administration (in the autonomous regions of Azores and Madeira).

This initiative aroused great interest among citizens, who presented a total of 1015 ideas for national (impacting more than one region of the country) and regional (impacting more than one municipality of one region) projects under 50 face-to-face Participatory Meetings that spanned all districts in the country. During this phase, a disseminating Bus has covered the whole national territory, enabling the involvement of local communities in regional and nationwide projects and yielding a significant visibility of the initiative.



The collected ideas were then submitted to a technical analysis and transformed into 599 voting projects (according to predefined rules and criteria), resulting in 78 815 votes – presented either through the PPB web portal or by free SMS – and 38 winning projects.

The described hybrid participatory model combines face-to-face interactions between citizens and the State (though the abovementioned Participatory Meetings) with a strong ICT component, specifically developed to bring the PPB to all citizens and

ensure that everyone can fully participate in the democratic life of their country. These ICT tools comprise:

- ▶ A [dedicated web portal](#), which aggregates all the info about the project and allows citizens to vote on the final set of projects;
- ▶ An electronic voting system which allows citizens to vote directly on the PPB website or via mobile phone by sending a free-of-charge SMS, thus allowing the participation of all citizens regardless of their level of digital literacy;
- ▶ Dedicated pages on social media networks (Facebook, Instagram and YouTube).

The positive outcome of the PPB's first edition paved the way for its second edition, which started in January 2018 with a budget increase from EUR 3 to 5 million and is now open to proposals for all areas of governance, while the PPB's web portal has been restructured to allow the online submission of proposals and provide citizens with a better user experience.

LabX



The [Experimentation Laboratory of the Public Administration \(LabX\)](#) aims to design and test, along with all the interested parties involved, new services and administrative procedures, more adequate to the needs of citizens, businesses and public services. LabX will enable the development of a culture of

experimentation to anticipate, accelerate and generate innovation so that the public administration does more – and better.

Accordingly, with the LabX innovation methodology, the conception and development of efficient and user-centric public services must be guided by "service design principles": research, design and experiment. In the research stage the users, their service experience and the organisation behind those services are identified. Mapping journeys and processes, identifying technical, procedural, organisational and legal constraints and defining intervention priorities are other main tasks.

The LabX intends to approach the design level by creating solutions that improve users' relationships with public services and enhance their efficiency. Based on the outputs from the research phase, new solutions will be created together with specialists and different service stakeholders (users, servants, managers, suppliers and partners), focused on the users' needs.

The experiment stage encompasses the test of new solutions for public services using an agile and iterative process, in a controlled environment. This includes the prototype of one or more solutions that were conceived in the previous design phase, with the objective of validating their efficiency, as well as to run iterative tests, improving solutions based on development experience and user feedback.

Some projects are and will be streamlined by LabX action, such as the Public Expenditure Roadmap (aiming to simplify and eliminate redundant tasks to improve the control and the quality of public spending), the Obituary Desk (this one to facilitate all the bureaucracies with which relatives have to deal after the death of a family member) and the Employment One-Stop Service Centre (devised by the Ministry of Employment, Solidarity and Social Security with the aim to concentrate in a single physical desk and on a single digital platform all interactions between public services, unemployed citizens and potential employers).

LabX paved the way for Portugal’s participation, since November 2017, in the ["States of Change"](#) group, a set of countries that stand out as “international champions” for innovation in the public sector.

CTIC

Created in 2016, by the Council of Ministers’ Resolution no. 33/2016, of June 3, the [Council for Information and Communication Technologies in Public Administration \(CTIC\)](#) is the coordination structure responsible for developing and operationalising the strategy and the overall action plan for ICT in the Portuguese Public Administration.

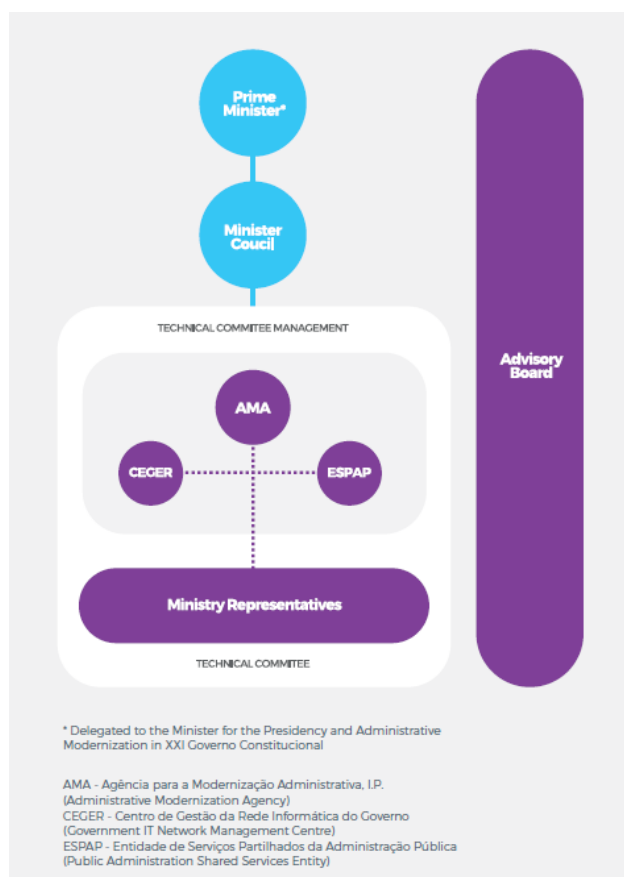


Figure 1. CTIC governance model. Source: Font: ICT2020 Strategy, CTIC, 2017

The CTIC responds directly to the Prime Minister, who delegated the function on the Ministry of the Presidency and of Administrative Modernisation, and its Technical Committee (which includes a representative for each Ministry) is chaired by AMA’s CEO, thus entitling that entity with a cross-sectorial management role in the Portuguese e-Government policy domain – always with the guidance of the Minister of the Presidency and of Administrative Modernisation.

The CTIC has the following objectives:

- ▶ promoting the study of ICT in the Public Administration;
- ▶ developing the strategy and action plan for ICT in the Public Administration;
- ▶ implementing the measures contained in the ICT strategy that it is able to carry out directly;
- ▶ monitoring the implementation of measures that are to be carried out by other entities; and
- ▶ monitoring the integration and alignment of the sectoral action plans with the ICT strategy in the Public Administration.

The development of a common ICT strategy was achieved through the ICT 2020 Strategy, approved by the [Resolution of the Council of Ministers nº 108/2017 of March 2, and which will guide the digital transformation of the](#)

[Portuguese Public Administration until the year 2020](#). This strategy is formed by three main axes: the **first axis** corresponds to the promotion of **integration and interoperability**; the **second axis** focuses on **innovation and competitiveness** and the third axis addresses **resource sharing and investment in digital competences**. These three axes foresee a total of 12 measures and 37 actions, that include activities to implement in a cross-sectoral and distributed way by the different government areas. The respective budgets and expected benefits are presented for all actions, whether in terms of savings for the Public Administration or economic and social benefits.



Figure 2. Action axes of the Portuguese ICT 2020 Strategy. Source: ICT2020 Strategy, CTIC, 2017

Portugal INCoDe.2030



[Portugal INCoDe.2030](#), launched in April 2017, is an interministerial action that brings together the areas of Administrative Modernisation, Science, Technology and Higher Education, Education, Labour, Planning and Infrastructures and Economy, and aims to strengthen the basic skills of the Portuguese population in ICT, preparing it for emerging and digitally-based employment opportunities.

This initiative is structured around five main axes, namely Inclusion, Education, Qualification, Specialisation and Research, which aggregate a variety of measures to be implemented by different governmental bodies in collaboration with the private sector, academia and civil society. The ongoing activities include, for example, a training program for Chief Data Officers, the signing of cooperation protocols between public entities to qualify the specialized human resources of each institution and the launching of a EUR 3,5 million project competition to support the development of partnerships between Public Administration and R&D institutions in the fields of Artificial Intelligence and Data Science.

Citizen Shops (1999 – present)



LOJA DO CIDADÃO

The [Citizen Shop](#) is a concept of delivery of public services that combines in the same physical space several public and private entities, with the aim of easing the relationship of citizens and companies with the Public Administration.

The establishment of the first Citizen Shops took place in 1999, in Lisbon and Oporto. The opening of these Shops embodied the first step in the direction of the concept of one-stop-shop for public services delivery, since citizens now have access to a wide range of public and private services in the same place.

This model has been continuously developed to respond to the evolving needs of citizens and companies, examples being the availability of free wifi and the possibility to automatically assess, through QR Code or free SMS, the services provided in the Shops.

The network of Citizen Shops currently comprises 52 one-stop-shops.

Citizen Spots (2014 – present)



ESPAÇO DO CIDADÃO

The [Citizen Spot](#) is a multiservice physical counter where a specialised mediator assists citizens in accessing a portfolio of digital public services and further teaches them how to perform it autonomously thereafter.

The services provided are essentially those already available on various websites but that citizens may not feel capable or comfortable to use by themselves, ranging from civil registration documents to the request of the European Health Insurance Card, land registry with the Tax Authority, social security and tax services, and so on. In 2017, this catalogue was enriched with 22 new electronic services.

All Spots are equipped with a double-screen system (one screen for the mediator and one for the citizen) that allows citizens to follow the steps being taken by the mediator. The service is provided in a completely transparent way, allowing the citizen to learn and control all the steps and procedures being done by the assistant and hence reducing to virtually zero the chances for abuse of power/corruption.

Moreover, all the operations are supported by electronic identification tools developed by AMA, namely the PIN-protected Citizen Card and the Digital Mobile Key, the Portuguese mobile eID solution which allows citizens to authenticate themselves via mobile phone and email (including foreigners with a registered passport number), thus strengthening the citizen's trust in digital services and helping them realize the emphasis put on rights to privacy, data and consumer protection.



The combination of public digital services with the onsite assistance of a specialised mediator, in a brand new hybrid model of service delivery, has proven to be an effective way to engage citizens in the use of digital services, making them more aware of the available services and its respective benefits and also of online security, which is fundamental to boost the confidence in the use of ICTs in general.

The project began in 2014 with 125 Spots, 127 services available and 98 899 attendances. Nowadays, there are over 560 Spots located in town halls, parishes or post offices throughout the country (aiming to be near all kind of populations)

and also in the cities of São Paulo (Brazil) and Paris (France), providing more than 230 services and more than 1 million attendances in 2017 only.

The Citizen Shop concept was recently extended with the launching of the Solidarity Citizen Spot, which specifically targets day-care centres, nursing homes and residential structures for the elderly and comprises the operation of mobile kits by a trained mediator, and also the Mobile Citizen Spots, which contemplates the use of minivans to provide digital assisted assistance in remote locations or in catastrophic situations (the project was first mobilised to the localities affected by the fires that occurred in Portugal in the summer of 2017).

Programme - "Simplificar" (May 2014 - present)

Materialised through several legal diplomas from May 2014, the Simplify Programme defines an ambitious agenda for Portugal on administrative modernisation domains. It aims to create new services delivery models, simplification principles and strengthen interoperability measures. The 'one in, one out principle', the 'SME Test' and the involvement of the citizen through crowdsourcing mechanisms are just some of the highlights of the Simplify Programme.

Digital Agenda: Portugal Digital (2012 - present)



The [Portugal Digital Agenda](#), along with the Strategic Plan of ICT Rationalisation and Cost Reduction, approved by the Council of Ministers Resolution No. 12/2012, on 7 February, contributes to the achievement of the national objectives in the fields of administrative modernisation.

It was approved by the Council of Ministers on 20 December 2012, with the aim of subsidising the development of the Digital Economy and knowledge-based society, preparing the country for a new model of economic activity centred on innovation, knowledge and a new industrial policy, as a basis for the provision of new products and higher value-added services and targeted to international markets.

Portugal intends to reap the full benefits of information and communication technologies (ICT) and electronics and digital economy.

Therefore, the Portugal Digital Agenda focuses not only on government action and public administration, but also includes a strong involvement and participation of civil society and the private sector, in particular, of the entities related to the ICT sector. The Digital Agenda aligns its areas of intervention with the areas of the Digital Agenda for Europe, creating an environment more favourable to the activity of enterprises, in particular small and medium-sized enterprises (SMEs), thereby complying with the guidelines endorsed by Portugal under the Small Business Act (SBA) for Europe.

Goals

- ▶ Develop an adequate broadband infrastructure so that by 2020, all citizens will have access to broadband with a speed equal or faster than 30 Mbps and also, that 50% of households have access to broadband equal or faster than 100Mbps;
- ▶ Increase by up to 55%, in comparison to 2011, the number of companies using e-commerce, by 2020;
- ▶ Promote greater use of online public services in order to converge with the European average, by 2020;
- ▶ Promote the use of new technologies in order to reduce to 23% the number of people who have never used the Internet, by 2020;

- ▶ Increase by 25%, in comparison to 2011, the amount of accumulated exports of Portuguese ICT services, by 2020.

Actions

- ▶ Access to broadband and the digital market: To develop infrastructures for basic broadband and high-speed. To create adequate tools and conditions in order to promote eCommerce, therefore allowing a single European digital market.
- ▶ Develop literacy, qualifications and digital inclusion: Promote the access to ICT and develop digital qualifications, thus reinforcing companies' competitiveness and employability. Catalyse the construction and enlargement of a digital market.
- ▶ Investment in R&D and Innovation: Reinforce investigation and capacity to innovate within the ICT market.
- ▶ Fighting tax evasion: reinforce the role of ICT companies in the fight against parallel economies, simplification of tax declaration, increase companies' efficiency and transparency, and introducing functional improvements in all stages of e-commerce.
- ▶ Answering social challenges: Improving the efficiency and reducing spending within Public Administration (civil services).
- ▶ Entrepreneurship and internationalisation of the ICT market: Strengthening the support given to entrepreneurship and internationalisation of Portuguese ICT companies.

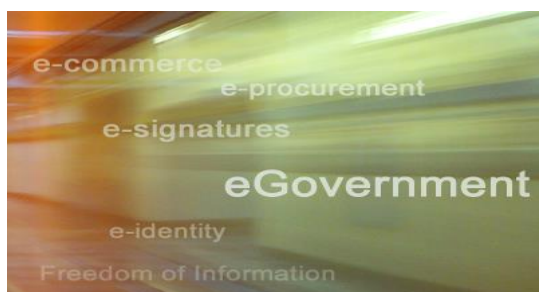
It is, thus, an agenda with strong public and private commitment, with ambitious objectives and goals, as to ensure that Portugal is one of the most advanced digital economies in the EU28.

eGov Innovation Hub (2015 - present)

The eGOV Innovation Hub is a partnership between the Administrative Modernisation Agency (AMA), the University of Minho and the Operational Unit on Policy-Driven Electronic Governance of the United Nations University (UNU-EGOV). The EGOV Innovation Hub aims to articulate synergies and develop the enormous potential for research, training and internationalisation on the Electronic Governance area. Located in the Minho University (Guimarães, North of Portugal), the Hub promotes both the region and the country as an internationally-recognised centre of excellence on Electronic Governance in the triple perspective of public policies, technology and capacity building.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no distinctive overall eGovernment legislation in Portugal. Several legal texts constitute the national framework for a number of eGovernment domains.

Unique digital address and public service of electronic notifications

[Decree-Law no. 93/2017](#), of 1 August, which creates the unique digital address, creates the public service of electronic notifications associated to the unique digital address and regulates the sending and receiving of electronic notifications through the public service of electronic notifications associated with the digital single address, as a special regime.

Portugal Participatory Budget

Pursuant to article 3 of the Law that approves the State Budget for 2018, it is foreseen "the adoption of a Participatory Budget in the Budget of the State, being foreseen the allocation of an annual amount determined to projects proposed and chosen by the citizens to finance and carry out in certain areas of Government and State Administration, giving priority to measures promoting the quality of life".

Through the [Resolution of the Council of Ministers no. 195/2017](#), of 22 December, the technical principles, methodology and rules for the operationalisation of the Portugal Participatory Budget (OPP), for the year 2018, were approved, establishing that the voting of the projects is carried out through the electronic platform of the OPP or through free SMS.

TIC APP – Centre for Digital Competences of the Public Administration

The [Resolution of the Council of Ministers no. 22/2018](#), March 7, establishes the TicAPP Project Group - Centre for Digital Competencies of the Public Administration, as a specialised competence centre in the field of digital transformation of the Public Administration, which operates within the Agency for Administrative Modernization, IP and its mission is to provide digital services in cross-cutting areas of direct and indirect administration of the State.

Law on the use of Open Standards in Public Administration Information Systems

The [Law no. 36/2011](#), which was approved in June 2011, establishes the use of open standards in the information systems of public administrations. It is considered as a fundamental step for the sovereignty of and the control over documents that public institutions own, thus reducing the dependence on businesses and external applications that can properly interpret information stored electronically.

The [Resolution of the Council of Ministers n° 91/2012](#), of 8 November, establishes the National Digital Interoperability Regulation and the standards that can be used to provide interoperability in the information systems of public administrations, which were revised by the Ministers Council Resolution n.º 2/2018, of 5 January.

Operational Network for ICT Shared Services in the Public Administration (RSPTIC)

The [Decree-Law 151/2015](#), of 6 August, related to the acquisition of ICT goods and services, establishes a mandatory preliminary examination of the possibility of such goods and services to be provided by departments or agencies of the Public Administration, through the Operational Network for ICT Shared Services in the Public Administration (RSPTIC). This law also regulates the acquisition and use of goods and communications services by the public authorities. The [Resolution of Council of Ministers 66/2015](#), of 8 September, approves the organisation and working rules of the RSPTIC.

[Resolution of Council of Ministers on the Interoperability Platform for the Public Administration \(iAP\)](#)

The [Resolution of the Council of Ministers 42/2015](#), of 19 June, foresees the preferential adoption of the Interoperability Platform for the Public Administration (iAP) as the means of exchanging information among departments and entities of Public Administration.

Decree-Law on the Ministerial Network for Administrative Modernisation

The Decree-Law no. 4/97, reviewed by the [Decree-Law no. 72/2014](#), approved in May 2014, creates the Ministerial Network for Administrative Modernisation (RIMA).

It establishes, in particular, administrative modernisation measures on methodology and mechanisms for regulatory impact assessment of normative acts.

Resolution of the Council of Ministers no. 44/2017 of 24 March, approves the previous legislative impact assessment model as a tool to improve legislative practices and, consequently, the quality of legislative acts.

Decree-Law on Digital Services

The [Decree-Law 74/2014](#), of 13 May, revised by Decree-Law no. 105/2017 of 29 August, establishes the rule of digital provision of public services by default, enshrines assisted digital attendance as its indispensable complement and defines the mode of concentration of public services in Citizen Stores. For those who cannot, will not or do not know how to use digital tools, the interaction is done with the support of a public servant - a digital mediator - who supports those citizens, aiming to give all citizens the access to the advantages of digital services.

[Decree-Law on Administrative Modernisation](#)

The [Decree-Law no. 135/ 99](#), reviewed by the Decree-Law no. 73/2014, approved in May 2014, establishes important administrative modernisation measures, including the "once only" principle, according to which the citizen must not be obliged to give the Public Administration the same document twice. The "once only" principle will lead to several standards, particularly relating to administrative communications.

[CTIC](#)

The Council for Information and Communication Technologies in Public Administration, was established by [Resolution of the Council of Ministers no. 33/2016](#), of June 2016, with the respective attribution of competences.

AMA is the main responsible for the operationalisation of the CTIC, under the supervision and guidance of the Minister of the Presidency and of Administrative Modernisation (which leads the CTIC by delegation of the Prime Minister himself).

Through the Ministers Council Resolution no. 108/2017 of July 26, the ICT Strategy 2020 and its Action Plan, as well as the Sector Plans of each government area, presented by the CTIC, were approved, aiming to equip the Administration of a comprehensive strategy that promotes better ICT management as a support for administrative simplification, providing

citizens with a better quality of life, and for companies a more efficient State in providing their services.

[Decree-Law on the 'Zero Licensing'](#)

The Portuguese '[Zero Licensing](#)' programme is one of the most representative initiatives of the eGovernment agenda. Its main objective is to considerably simplify the licensing procedures necessary to carry out several economic activities by reducing red tape through an electronic point of single contact. One of the first objectives was achieved in April 2011, following the approval of [Decree-Law no. 48/2011](#), which saw a significant reduction in the required licences, and was further strengthened with the approval of the [Decree-Law nº10/2015](#), which rules the entire practice regarding food and beverage establishments and also trade and services establishments.

[Decree-Law on the Responsible Industry Regime](#)

Also known as the Zero Licensing for industry, the Decree-Law no. 169/2012, which was approved in August 2012, regulates the practice of industrial activity. This Decree-Law was revoked by [Decree-Law no. 73/2015](#), in May 2015.

Freedom of Information Legislation and Re-use of Public Sector Information (PSI)

[Law of Access to Administrative Documents](#)

Article 268 no. 2 of the Portuguese Constitution establishes the fundamental right of access to administrative archives and registries, except for information related to state security, criminal investigation and personal privacy.

In addition, [Law nº26/2016](#) of August 2016 regulates the access to the administrative and environmental data, and re-use of administrative documents, transposing the European Parliament and Council [Directive 2003/4/EC](#) on public access to environmental information, and the European Parliament and Council [Directive 2003/98/EC](#), regarding the re-use of public sector information. One of its highlights is the implementation of the principle of active dissemination of information, on which the entities subject to this Law should make available a set of updated information on their websites, without the citizen having to ask for it."

Data Protection/Privacy Legislation

[Law on the Protection of Personal Data](#)

[Law no. 41/2004](#), of 18 August transposes into national law [Directive 2002/58/EC](#) concerning the processing of personal data and the protection of privacy in the electronic communications sector, except for Article 13 which concerns unsolicited communications. This legislation applies to the processing of personal data within the context of publicly available electronic communications services and networks, while complementing the provisions of [Law no. 67/98](#) of 26 October (Law on the Protection of Personal Data). Its provisions shall ensure protection of the legitimate interests of subscribers who are legal entities to the extent that such protection is consistent with their nature.

eSignature Legislation

[Law nº. 32/2017](#)

Law nº 32/2017, published on 1 June 2017, establishes the integration of new electronic authentication features, namely the Professional Attributes Certification System, which allows for authentication and signature in professional quality by using the national eID card (Citizen Card).

The Regulation concerning the use of the Digital Mobile Key for digitally signing documents is expected to be approved by 2018, which will effectively enact this new feature.

[Decree-Law on Electronic Signatures](#)

The Decree-Law on Electronic Signatures no. 62 of 3 April 2003 aims to align the legal regime for digital signatures established in a previous Decree-Law ([Decree-Law no. 290-D/99](#)) to [Directive 1999/93/EC](#) on a Community framework for electronic signatures. The [Decree-Law no. 165/2004, of 6 July](#) and the [Regulatory Decree no. 25/2004](#) of 15 July constitute further legislation in this area.

[Law on Citizen Card](#)

The Law no. 7/2007 of 5 February 2007 created the Citizen Card and regulates its issuance, replacement, use and cancellation. Article 18 lays down the provisions for digital certificates, an electronic document which uses a digital signature. The eSignature based on a qualified certificate is optional; it can only be activated and used by citizens over the age of 16, and no eSignature based on a related qualified certificate can be activated if a holder requesting a Citizen Card is deemed unsuitable.

[Law nº32/2017](#) of June 2017 introduced some significant changes to the Citizen Card, namely the integration of the Professional Attributes Certification System, which allows citizens to use their national eID card to digitally sign not only as normal citizens, but also as a proven professional of a particular and recognised career (e.g. as an Engineer or as a Physician).

[eSignature based on a qualified certificate](#)

The provisions of [Decree-Law no. 290-D/99](#), [Decree-Law no. 165/2004](#), [Decree-Law no. 62/2003](#) and [Decree-Law no. 116-A/2006](#) shall apply to an eSignature based on a qualified certificate, while these certificates are subject to the applicable rules and regulations pertaining to the [State Electronic Certification System \(SECS\)](#).

eAuthentication

[Law on the Digital Mobile Key](#)

Law no. 37/2014, of 26 June 2014 establishes an alternative and voluntary authentication system of citizens in portals and websites of the Public Administration, the Digital Mobile Key.

The introduction of Law nº32/2017, of 26 June further allows citizens to digitally sign documents by entering a personal identification code or a mobile phone number, followed by a permanent password and a unique, temporary and automatically generated numeric code that they receive by SMS or via a specific smartphone app.

eCommerce Legislation

[Decree-Law on Electronic Commerce](#)

The Decree-Law nº. 7/2004, of 7 January, on Electronic Commerce and treatment of personal data, and the Joint Dispatch nº. 357/2006 of 28 April, transposed into national law the EU Directive on eCommerce ([Directive 2000/31/EC](#)). This Decree-Law governs unsolicited communications for direct marketing purposes, and provides for protection measures against the invasion of privacy. The obligation on providers to obtain the previous consent of the recipient to send messages with direct marketing purposes has already been provided for in this legislation, as well as the obligation to maintain, on their own or through bodies that represent them, an updated list of persons who have expressed their wish not to receive such advertising communications.

An amendment ([Decree-Law no. 62/2009](#)) considers these lists to be insufficient and that it should be incumbent on the General Consumer Directorate (DGC) to permanently maintain an up-to-date national list. A further amendment by [Law no. 46/2012](#) has been performed on 29 August 2012.

eCommunications Legislation

[Law on Electronic Communications](#)

Published on 10 February 2004, Portugal's Law on Electronic Communications no. 5/2004 transposes most of the EU regulatory package on electronic communications ([2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#) and [2002/77/EC](#)). It was amended by [Decree-Law no. 116-A/2006](#) which transposes the EU Directive [1999/93/EC](#) on electronic signatures regulating the Community framework for recognised electronic signatures. The first amendment ([Decree-Law no. 88/2009](#)) to Decree-Law no. 116-A/2006 undertakes the harmonisation of these two legal documents, mainly with regard to the use of qualified certificates by public bodies. These bodies may issue electronic documents bearing a qualified electronic signature in line with the rules of this amendment and with the provisions of Decree-Law no. 116-A/2006.

The European Directive [2002/58/EC](#) on privacy and electronic communications was transposed by the [Law no. 41/2004](#) of 18 August.

eProcurement Legislation

[Decree-Law on eProcurement](#)

Public Procurement Code (PPC) [Decree-Law no. 18/2008](#) published on 29 January, revised by the Decree-Law n.º 111/2017, of 27 August, transposes the EU public procurement directives:

- ▶ Directive No 2014/23 / EU of the European Parliament and of the Council of 26 February 2014 on the award of concession contracts;
- ▶ Directive No 2014/24 / EU of the European Parliament and of the Council of 26 February 2014 on contracts and repealing Directive 2004/18/EC;
- ▶ Directive 2014/25 / EU of the European Parliament and of the Council of 26 February 2014 on public works contracts by public entities operating sectors of water, energy, transport and Postal Services and repealing Directive 2004/17 / EC;
- ▶ Directive No 2014/55 / EU of the European Parliament and of the Council of 16 April 2014 on in public procurement.

eProcurement provisions are based on three major innovations:

1. Full adoption of eProcurement for any open, restricted or negotiated procedure in awarding a public contract, avoiding traditional paperwork and increasing speed, transparency and competitiveness;
2. Increase of accessibility through electronic publication by an official portal (['base.gov.pt'](#)) of all notices and contract announcements;
3. Full specification of the multi-criteria model to be adopted by the jury in selecting the most economically advantageous proposal and its presentation in the procedure documents to be known by any tenderer so that equity and equal treatment will be fully respected.

[eInvoicing legislation](#)

In Portugal, the responsible entity for eInvoicing is the [Ministry of Finance](#). The legislation in this field makes reference to the Public Procurement Code ([Código dos Contratos Públicos](#)), which was reviewed in September 2017 (by the [Decree-Law nº 111-B/2017, of August 31](#)) in order to implement [Directive 2014/55/EU](#).

At the moment there are two platforms in use for procurement: the [Portal BASE](#), an online platform that enables the processing of contracts in the context of public procurement both in the pre- and post-award processes; and the [Plataforma Eletrónica de Compras](#), a central online platform that manages public eProcurement processes, including eInvoicing, in the context of the framework contracts established by [eSPap](#).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy & Coordination

Minister of the Presidency and of Administrative Modernisation

The Minister of the Presidency and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.



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Secretary of State Assistant and of Administrative Modernisation

The Secretary of State Assistant and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.



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Administrative Modernisation Agency (AMA)

Created in 2007, AMA follows the Presidency of the Council of Ministers responsibilities in the areas of modernisation, administrative simplification and electronic government, under the superintendence and tutelage of the Secretary of State Assistant and for the Administrative Modernisation.

AMA's activity is divided in three major pillars: Digital Transformation, Public Services Delivery (both physical and digital) and Simplification, and Public Participation. It is also responsible for the national modernisation financing programme focused on the efficiency and effectiveness of the public administration.

AMA leads areas such as ICT strategy and governance, electronic identification (eID), interoperability, open data, and other building blocks of the digital government in Portugal.



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Implementation

[Administrative Modernisation Agency \(AMA\)](#)

AMA implements initiatives to modernise and to simplify public administration, focusing on digital transformation and service delivery.

Individual Government Ministries and Agencies

Individual Government Ministries and Agencies carry out projects within the framework of their competences.

Support

[Management Centre for the Electronic Government Network \(CEGER\)](#)

CEGER, under the Prime Minister's Office, provides support to government bodies in the field of IT. It is responsible for the management of all the technological infrastructure of the government network, including maintenance of the Data Processing Centre, technological equipment, systems and the electronic communication network. In addition, CEGER focuses on electronic security and on advanced systems in support of government decision-making. It also acts as the certification manager for the Electronic Certification System of the State - management of Public Keys (SCEE). It is the responsible entity for registration of GOV.PT Internet sub-domains.



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Entity for Shared Services in Public Administration (eSPap)

The Government Shared Services Entity (eSPap) aims to ensure the development and provision of public services, as well as to design, manage and evaluate the national procurement system and ensure the management of the [PVE](#) (State Vehicle Park), supporting the definition of strategic policies of the Ministry of Finance in the area of information and communication technologies (ICT). It also ensures the planning, design, execution and evaluation of the initiatives of digitalisation of the respective services and organisations.



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Audit/Assurance

Court of Auditors

The Portuguese Court of Auditors is in charge of auditing public funds, public revenue and expenditure, as well as public assets, with a view to ensuring that administration of these resources complies with the law and principles of financial responsibility.

Data Protection

National Commission for Data Protection

The National Commission for Data Protection is an independent body with powers of authority that extend throughout the country. It supervises and monitors compliance with the laws and regulations in the area of personal data protection, with strict respect for the human rights and the fundamental freedoms and guarantees enshrined in the Constitution and the law.

Regional & Local eGovernment

Policy/Strategy & Coordination

Minister of the Presidency and of Administrative Modernisation

The Minister of the Presidency and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.

Secretary of State Assistant and of Administrative Modernisation

The Secretary of State Assistant and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.

Minister of Internal Administration and Secretary of State of Local Administration

The Minister of Internal Administration is currently responsible for formulating, implementing and evaluating a comprehensive and coordinated policy in concerns to local government, through the Secretary of State of Local Administration.

Administrative Modernisation Agency (AMA)

AMA coordinates programmes of administrative modernisation that involve, via a very active model, most of the municipalities in with regards to their implementation at the regional and local level. Among several initiatives, highlight for areas such as co-financing (SAMA), licensing (Zero Licensing and Industrial Licensing), Citizen Spots (multiservice physical desks with a stronger role of municipalities). Furthermore, the Common Knowledge Network electronic platform works as an enabler.

Regions and Municipalities

Regions and Municipalities are in charge of related policies/strategies within the framework of their competences.

Implementation

Directorate-General of Local Administrations (DGAL)

The DGAL is a service integrated in the Ministry of Internal Administration, whose mission is to design, study, coordinate and implement measures to support local administrations and to strengthen cooperation between the latter and the central administration. Its tasks include, for example, the design and development of information systems in the areas of financial, patrimonial, administrative and HR management.

Regions and Municipalities & AMA

Regions and Municipalities carry out projects within their competences. Furthermore, AMA not only coordinates, but also plays an active part in the implementation of several initiatives such as licensing (Zero Licensing and Industrial Licensing) and public services delivery Citizen Shops and Citizen Spots (One-Stop-Shops with a stronger role of municipalities), together with regional/local entities. The Common Knowledge Network electronic platform works as an enabler.

Support

National Association of Portuguese Municipalities (ANMP)

The ANMP is the representative body of the Portuguese Municipalities. It promotes their interests and provides support services in various areas, including ICT and public management.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Citizen portal](#)

The Citizen portal is the central channel for electronic access to public services. It currently offers more than 2,000 citizen-oriented services available 24/7 provided by around 200 bodies and public entities. Users are able to consult two different kinds of information: first, information concerning daily life events such as birth, death and employment, and second, information on specific areas of interest, such as justice, health, tax systems and education.

An electronic payments platform has been introduced, allowing for different forms of payments. The platform enables the issuing of payment orders which can be processed through the unified Automated Teller Machine (ATM) network widely available in Portugal, or without leaving home or the office for eBanking users.

In the course of last year, the portal has been integrated with the [Citizen Agenda](#), which allows the consultation, in a single point, of the main events regarding the citizen with the Public Administration (i.e. rights and obligations such as the payment of taxes). In the first (and current) phase, dates of general interest for users can be consulted, although it is already foreseen the possibility to subscribe for events or dates related to personal obligations filtering by entity or subject, as well as to define alerts by SMS and email and synchronise this calendar with others already used by citizens, for example, in their mobile phones.

The Citizen Portal has undergone a significant evolution in the integration of the different business areas of the Public Administration and also in terms of usability for citizens, providing a myriad of digital public services in an organised layout and with uniform procedures. Besides improvements with the user interface, it has been offering new services supported by SMS and access through WAP protocol by mobile phones and PDAs.

AMA is currently working on a new release of the portal, to be made available in 2018.

[Entrepreneur's Desk / BdE](#)

The Entrepreneur's Desk, which is included in the Citizen Portal, is the point of single contact to access digital services related to the exercise of economic activity. The services provided include the complete setting up of a business through the Internet ('[Online Business](#)'), as well as the 'Business Electronic Dossier', where the different interactions of each business with the public administrations are gathered and made easily and securely available to business partners or their representatives through identity authentication by advanced eSignature certificates. This ensures full transparency on the status of the respective processes. The Entrepreneur's Desk also brings together information of interest for business activities related to the management, expansion and closure of enterprises, and provides information on opportunities for businesses. This platform registered a strong growth, with 44 new transactional services (+ 50% vs. 2016) and more than 80 000 applications entered in 2017 (+ 15% vs 2016).

In addition to this digital platform, there is also a national network of physical desks, the Business Spots and the Business Support Centres, which provide both face-to-face and digitally assisted services.

Electronic Authentication Platform ([Autenticação.gov](https://autenticacao.gov.pt))

The Autenticação.gov platform brings together the different authentication and electronic signature solutions available to citizens, allowing them a secure access and authentication in the portals and Internet sites of different public entities (such as the Citizen Portal or the Tax Authority Portal). Usable authentication tools are the Citizen Card, the eID-based Portuguese identity card, and the Digital Mobile Key, an ID mobile solution that allows citizens to authenticate solely with a mobile device, thus suppressing the need to use a personal computer with a smartcard reader. 2017 saw the release of a Digital Mobile Key dedicated app to facilitate the use of eID from the smartphone.

A recent feature of Autenticação.gov is the Professional Attributes Certification System (SCAP), which allows the citizen to authenticate and / or sign on the quality of the professional functions that he / she performs, according to professional or business attributes.

Open Data Portal - '[Dados.gov](https://dados.gov.pt)'

Following international practices in the area (e.g. the [US](https://data.gov) or the [UK](https://data.gov.uk) Data.Gov projects), the Administrative Modernisation Agency (AMA) is committed to the development of a wide and open platform containing all kinds of data from public bodies. The Dados.gov Portal makes available to citizens an extensive range of information from very diverse areas.

The objective of this policy - keeping in mind the right of any citizen to consult public administration information - is to democratise that access by facilitating the means to obtain it.

Launched in 2011, the Dados.gov portal currently incorporates over 800 datasets from about 15 different entities and was relaunched in May 2018 to consolidate its role as the single indexing and cataloguing point for all open data repositories in Portugal.

Over the last few years, data.gov has registered about 1,200,000 data downloads through automated mechanisms, supporting some public applications (like the Citizen Map and the Municipal Transparency Portal) as well as the reuse of data in other contexts.

The recent adhesion of Portugal to the Open Government Partnership (completed in December 2017) provides an opportunity to promote the open data theme in future Open Administration initiatives.

Tax and Customs Authority Portal - [Financas.gov](https://financas.gov.pt)

The Ministry of Finance makes available to citizens and companies the financas.gov portal, which allows for tax submission and fiscal situation consultation, among a wide range of digital services. Users can consult their tax files, statistics and conduct simulations.

Advanced functionalities have been recently integrated into the system allowing for enhanced usability, the most notable being the automated income tax declaration. Available since 2017 as a Simplex+ measure, this feature consists in the automatic prefilling of the citizen's income statement with all relevant data, conforming to data protection regulations - the declaration receipts and the notification of the final tax calculation can be confirmed electronically.

The financas.gov portal allows secure authentication via the Citizen Card and the Digital Mobile Key, and a complimentary app has been made available in 2018 to facilitate the payment of taxes and the consultation of the citizen's fiscal status.

Social Security Portal - [Direct Social Security](https://directsocialsecurity.gov.pt)

Citizens can access their Social Security data and perform a wide range of services from submitting requests for unemployment benefits, child allowances, leaves, payments and have access to the whole information needed regarding their rights and duties in the social security domains. Authentication via Citizen Card (eID) is available and the platform presents lots of information already prefilled, based on back office automatism and interconnection with other public organisations.

[Municipal Transparency Portal](#)

In 21 July 2014, Portugal launched the [Municipal Transparency Portal](#). The site provides citizens with social, financial and budget data of each municipality, such as the amount of taxes collected and the debt per capita. It allows citizens to consult the state of their municipalities and assess public policies at the local level.

Usability toolkit for the public sector – [usabilidade.gov](#)

Portugal developed a “usability toolkit” for the Public Administration, made available through the website [Usabilidade.gov.pt](#). This website shares a series of good practices and tools for public bodies to improve and standardise (in order to facilitate the citizens’ interaction with the public administration) their digital presence in this area, with all resources available on [Github](#).

Networks

RIMA

The Ministerial Network for Administrative Modernisation (RIMA) establishes, in particular, administrative modernisation measures on methodology and mechanisms for regulatory impact assessment of normative acts.

CTIC

CTIC, the ‘Council for Information and Communication Technologies in Public Administration’, is the coordination structure responsible for operationalising the strategy and the global action plan for ICT in the Public Administration. It is intended to effectively articulate with SIMPLEX Programme in order to recover measures that take advantage of the transformative potential of ICTs and to implement new measures that will improve the quality of citizens’ lives and reduce the costs for companies. CTIC brings a new governance model for ICT in the Public Administration, open to society and adjusted to the government’s objectives, thereby enabling the effective development of a global ICT strategy.

[SIMPLEX+](#)

The SIMPLEX+ Programme includes a network of SIMPLEX focal points, made up of representatives of the various Ministries and which plays a central role both in the development of the programme and in the subsequent monitoring of the implementation of its various measures.

eIdentification/eAuthentication

[AUTENTICACAO.GOV](#)

The Autenticacao.gov platform makes available, in a single service, the various means of secure authentication and electronic signature available to citizens, besides providing them with complete information about the potential of these solutions.

[Chave Móvel Digital - Digital Mobile Key](#)

The Digital Mobile Key is a mobile authentication mechanism associated to the eID Citizen Card. It is a form of secure online authentication of citizens to the Public Administration, based on a system similar to home banking solutions, through the introduction of a username (citizen’s mobile number), password (defined by the citizen) and a one-time password sent by SMS, e-mail or Twitter account (also defined by the citizen). The main objective is making available a complementary authentication solution through mobile devices, safer than the access via username and password, to electronic public services (more security to the State) and simpler to the citizen (more effectiveness and efficiency to citizens and companies).

Since December 2017, citizens can also use a Digital Mobile Key app for receiving the one-time password associated with each authentication through a push notification in their smartphone.

[Electronic Identity Card \(eID\)](#)

The Citizen Card is the Portuguese electronic identification card (eID) that provides both visual identity authentication and electronic identity authentication using biometrics and electronic signatures. It allows the holder to provide secure authentication when dealing with digital services and to digitally sign electronic documents. As such, citizens can take advantage of a multi-channel service delivery in their interactions with public and private services.

[Portuguese Electronic Passport \(PEP\)](#)

The PEP represents the beginning of a new generation of eID documents with the most rigorous security patterns. While preserving the features of the traditional passport in the identification of its holder, it integrates innovative components ranging from facial recognition to the incorporation of a contactless chip which allows the automatic processing of entries and exits. All the information contained in the chip can only be read by specialised equipment.

[State Electronic Certification System \(SCEE\)](#)

The SCEE is an infrastructure of public keys which supports electronic signatures and other electronic security services activated by public keys (algorithms). The SCEE architecture constitutes a hierarchy of trust that guarantees the electronic security of the State and the strong digital authentication of electronic transactions among several public services and organisations, and between the State, citizens and businesses. It allows interoperability with the infrastructures that fulfil the necessary rigorous authentication requirements through adequate technical mechanisms and compatibility in terms of certification policies, primarily within the scope of the EU Member States.

eProcurement

[Public eProcurement Portal](#)

The national eProcurement platform is mandatory for all public authorities and is led by [ESPAP](#). There are several private platforms for eProcurement that operate at different institutional tiers. The national portal publishes all notices and contract announcements electronically, and lists all certified eTendering platforms. Public entities can acquire eTendering services with minimal effort. Calls for tenders are published in the [Electronic Official Journal \(DRE\)](#). Publication requests can only be submitted electronically. Some innovations are not in general use (e.g. eAuctions, dynamic purchasing systems), and eProcurement in the post-award phase (e.g. ordering, invoicing and contract management), is still in its infancy.

All public administration contracts are required to be published on this central portal. A user can perform a thorough search, analyse expenses by public sector, public body and enterprise, among other actions. The portal is one of the key examples of transparency efforts involving all Public Administration activity as a whole.

Knowledge Management

[RCC - Common Knowledge Network](#)

The Common Knowledge Network is a collaborative platform to support the sharing of information about modernisation, innovation and administrative simplification of Public Administration. It is a network of knowledge sharing based on open membership by public

bodies, central and local administrations, private entities and any citizen who wishes to participate. Furthermore, the platform is now expanding to include social networks. A wiki space is already functional and accounts by leading social networking services are now being used dynamically.

[b-on: Online Knowledge Library](#)

The Online Knowledge Library (b-on) is a virtual library which provides unlimited and permanent access to international scientific journals from a wide range of publishers, through subscriptions negotiated on a national basis with these publishing houses.

[PORBASE, the National Bibliographic Database](#)

The primary objective of PORBASE is the permanent update and promotion of the National Library's general catalogue, current national bibliography and the Portuguese library's collective catalogue. It reflects the collections of the National Library and over 170 Portuguese private and public libraries. PORBASE currently contains over 1.5 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100,000 bibliographic records.

Other Infrastructure

Legal/Financial eServices

[Closer Justice \(Justiça + Próxima\)](#)

This [new portal](#) fosters citizens' participation regarding ideas, initiatives and projects to improve Justice in Portugal. It intends to be a participatory tool, also giving access to various information in the area of Justice.

[CITIUS](#)

The CITIUS service enables electronic submission of documents for use in court cases. Lawyers are able to present evidence and documents to the courts, check their distribution, look up cases and keep track of fees electronically. For civil cases and injunctions, most of the correspondence can be conducted electronically. Sets of copies and duplicates are no longer needed. The system is secure in that the use of personal, non-transferable electronic certificates is required.

[Permanent Business Certificate \(PBC\)](#)

The PBC discloses the legal information of any business so as to ensure the safety of its transactions. This service allows any entity whose record is in the Information System of Commercial Registry (SIRCOM) database to have a permanent certificate available over the Internet. This ensures that while such a certificate is online, no entity, be it public or private, can demand a paper certificate.

[Simplified Business Information \(IES\)](#)

IES is the delivery of declarative obligations related to accounting, taxation and statistics via electronic means and in a completely dematerialised form. All information, which businesses have to provide concerning their annual accounts is transmitted collectively and to a single entity. The IES submission has to be made through the Business portal, by choosing IES and filling in the form directly or by opening and sending the corresponding file previously formatted according to specifications laid down by law. It is then submitted electronically to the IES, and the automatically-generated ATM reference has to be retained to allow the payment of the accountability submission registration. The registration for the accountability submission has to be paid within five working days.

Interoperability

[Interoperability in Public Administration \(iAP\) platform](#)

The iAP is a services-oriented central platform that aims to make available to all public administrations a shared tool that allows multichannel services for citizens and enterprises. The iAP comprises four independent services: 'Integration Platform' provides a simple and integrated delivery of cross-cutting electronic services, becoming a cornerstone in the administrative modernisation process; 'Authentication Supplier' allows authentication using the Citizen Card in portals duly accredited and authorised for that purpose; 'Payments Platform' permits the availability and integrated management of multiple payment methods for different channels; 'SMS Gateway' enables the sending and receiving of SMSs via short numbers between citizens and public administration bodies, thus enlarging the number of available contact channels for managing the relationship with citizens.

This shared tool for interconnection between different systems enables the provision of digital public services like dematerialised Medical ePrescriptions (mandatory and fully electronic since 2016), the Energy Social Fare, that automatically processes social benefits regarding the energy bill by integrating data from Social Security, Tax Authority and private energy operators, and Automatic Tax Declarations, which provides citizens with an income declaration pre-filled by the Tax Authority based on the data (income and expenses) it gathers from third parties (employers, businesses, banks, insurance companies, etc.) and from the personal elements declared by the taxpayer in the previous year.

eInclusion

[Portugal INCoDe.2030](#)

The Portugal INCoDe.2030, launched in April 2017, is an interministerial action that brings together the areas of Administrative Modernisation, Science, Technology and Higher Education, Education, Labour, Planning and Infrastructures and Economy, and aims to strengthen the basic skills of the Portuguese population in ICT, preparing them for the emerging digital-based employment opportunities.

This initiative comprises five axes: Inclusion, Education, Qualification, Specialisation and Research.

[Citizen Spots](#)

The Citizen Spot consists of a physical multiservice counter where citizens can access a wide range of digital public services with the help of trained assistants/mediators, who demonstrate and explain citizens how to perform the digital service by themselves, thus promoting digital literacy and bridging the digital divide.

The network of Citizen Spots comprises over 500 counters located in town halls, parishes or post offices throughout the country (aiming to be near all kind of populations) and also in the cities of São Paulo (Brazil) and Paris (France), providing access to services that range from civil registration documents to social security and tax services, and a multitude of other services citizens commonly need and use.

Citizen Spots are a key element in the Portuguese Government strategy to simplify and bring digital public services closer to citizens while teaching them how to use such services, regardless of their age, social and economic conditions or geographical distribution, among other factors.

This concept was recently extended with the launching of the Solidarity Citizen Spot, which specifically targets day-care centres, nursing homes and residential structures for the elderly and comprises the operation of mobile kits by a trained mediator, and also the Mobile Citizen

Spots, which contemplates the use of minivans to provide digital assisted assistance in remote locations or in catastrophic situations (the project was first mobilised to the localities affected by the fires that occurred in Portugal in the summer of 2017).

[Access Unit Portal](#)

The overall purpose of the "Access Unit Portal" run by the public FCT - Foundation for Science and Technology is to promote the development, availability and dissemination of ICT accessibility rules and regulation to enable citizens with special needs to overcome their difficulties. To do so, it aims to minimise the digital barriers in content, software and hardware interfaces offered by the central government on the Internet.

[Solidarity Network](#)

The Solidarity Network consisted of around 280 Internet access points belonging to NGOs of and for people with disabilities, the elderly or those at risk of exclusion. Today it is an information aggregator portal for NGOs and the referred target groups.

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 doing business 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 (electronic passport)

Responsibility: Central Government

Website: <http://www.pep.pt/>

Description: For information purposes only.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Institute of Employment and Vocational Training

Website: <http://www.netemprego.gov.pt/>; <http://www.portaldocidadao.pt/>

Description: The Institute of Employment and Professional Training offers services for jobseekers and employers. Jobseeker online services include provision of information on the labour market, job-search facilities with regional, national and international scopes, CV advertising services and job matching facilities, among others.

Services for the elderly

Solidarity Citizen Spot

Responsibility: Administrative Modernization Agency (AMA, I.P.)

Website: Not applicable.
Official press release available [here](#).

Description: The mobile kits are developed and delivered by AMA to the partner institutions, which are then responsible for its management. The solidarity citizen spot extends the Citizen Spot project to day-care centres, nursing homes, residential structures for the elderly; it comprises the operation of mobile kits by a trained mediator who is expected to visit the above mentioned in order to engage and empower a group that is normally neglected when talking about ICTs. This project is planned to be extended to hospitals with inpatient units.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Website: <http://www.portaldasfinancas.gov.pt/>

Description: The online income tax service allows complete online declaration, notification and assessment of personal taxes. Users can consult their tax files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for enhanced usability. The income tax declaration is pre-populated with all relevant data, conforming with data protection regulations. The declaration receipts and the notification of the final tax calculation can now be confirmed electronically.

Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: <http://www.seg-social.pt/>

Description: Information and forms for download and submission purposes. It allows several services to be done via online.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Website: <http://www.portaldasfinancas.gov.pt/>

3. Vehicles

Driving licence

Driver's licence

Responsibility: IMT – Institute for Mobility and Transport

Website: <http://www.imt-ip.pt/>

Description: IMT, I.P. has competencies of the Ministries of Internal Administration; of Planning and Infrastructure; of the Environment; and of the Sea, under supervision and authority of the Ministry of Planning and Infrastructure. IMT is responsible for technical regulation, licensing, coordination, supervision and planning in the sector of road transport, inland waterways and related infrastructures. It encompasses also economic aspects of the sector of commercial ports and maritime transportation.

EASYToll system

Responsibility: Infraestruturas de Portugal, S. A.

Website: <http://www.portugal tolls.com/en/web/portagens/home>

Description: The EASYToll system is a new solution for automatic payment of electronic tolls, for tourists and immigrants, with the association of a credit card (Mastercard and Visa) to the licence plate of the vehicle.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Justice, Directorate for Registration and Notaries

Website: <http://www.irn.mj.pt/>; <http://www.automovelonline.mj.pt/>

Description: The 'Automóvel On-line' service can be used by any citizen who possesses one of Portugal's new eID cards; it can also be accessed by lawyers and notaries. The system makes it possible to obtain current registration data on a car over the Internet. Following its purchase, it also has to be registered under the new owner's name. An all-electronic car registration costs EUR 15 less than its paper-based equivalent. Authentication is accomplished via the digital certificate on the eID card.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Administrative Modernisation Agency and Institute for Registration and Notaries

Website: <http://www.portaldocidadao.pt/>

Description: Centralised and automated service that communicates the user's change of address to a number of institutions via the Citizen Card, in which the change of address is done through the Citizen Portal.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Institute for Registration and Notaries

Website: <http://www.portaldocidadao.pt/>

Description: Online request for civil certificates.

Criminal Record Certificate

Responsibility: Directorate-General for Justice Administration/Criminal Identification Services Directorate

Website: <https://registocriminal.justica.gov.pt/>

Description: The request can be made personally (at the Citizen Shops and Spots network, at the Criminal Identification Services or at the Central Units/Courts of Proximity of the Secretaries of Courts of District) and also online, in the registocriminal.justica.gov.pt website.

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

Responsibility: Central Government, Public Security Police, Ministry of Interior Administration

Website: <http://www.psp.pt/>; <https://queixaselectronicas.mai.gov.pt/>

Description: Run by the Ministry of Internal Administration, the 'Queixa Electrónica' (electronic complaint) service enables citizens to report an offence online that can range from domestic violence and assault to fraud, pollution and marriages of convenience. Users have to launch an eight-step reporting process providing details such as the time and date, identification of the

complainant and the place where the offence occurred. Complaints are subsequently forwarded to the relevant law enforcement authorities.

Housing (building and housing, environment)

Responsibility: Local Government

Website: <http://www.portaldocidadao.pt/>

Description: Information and forms for download purposes.

Passport (electronic passport)

Responsibility: Central Government

Website: <http://www.pep.pt/>

Description: For information purposes only.

Waste management

Responsibility: GEOTA - Group of Spatial Planning and Environment Studies, Sociedade Ponto Verde

Website: <http://www.omeuecoponto.pt/scid/>

Description: Information on the collection of waste and general waste management is available on the portal. Citizens can also use the portal to find out which is the entity responsible for Urban Solid Waste Management of the municipality, including the collection of packaging form of waste.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education

Website: <http://www.dges.mctes.pt/>

Description: Provides information and a simulator allowing users to find out whether or not they would be accepted for enrolment in a particular university/area. Enrolment is done online via DGES Portal, as well as other services related to the Higher Education life event.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: <http://porbase.bnportugal.pt/>

Description: PORBASE, the National Bibliographic Database, is the Portuguese libraries' union catalogue with over 1.3 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 Portuguese private and public libraries.

Student grants (Student Finance)

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education

Website: <http://www.dges.mctes.pt/DGES/pt>

Description: Information, forms for download purposes and interactive grant simulator.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Portugal

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

Description: EURAXESS Portugal provides national and local information and support to researchers moving to and from Portugal. The Portuguese services centres assist researchers and their families on matters relating to your stay here in Portugal. The EURAXESS Portugal portal is intended to replace, first partially and later fully, the [ERACareers](#) portal.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: <http://porbase.bnportugal.pt/>

Description: PORBASE, the National Bibliographic Database, is the Portuguese libraries' union catalogue with over 1.3 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 Portuguese private and public libraries.

Research funding support

Responsibility: Foundation for Science and Technology, Innovation Agency

Website: <https://www.fct.pt/>; <http://www.adi.pt/>

Description: The State is the main R&D funding agent in Portugal; it manages both the national funds and the structural funds provided by the EU. Information on available funding opportunities for the researchers is available both on the portal of the [Foundation for Science and Technology](#) and on the portal of the [Innovation Agency](#) (AdI).

6. Health

Planned and unplanned healthcare

Medical ePrescription/Paperless Revenue

Responsibility: Central Government, Ministry of Health (Shared Services of the Ministry of Health)

Website: <http://www.portaldasaude.pt/>

Description: The Medical ePrescription, which became mandatory in 2016, allows the prescription of medication through a whole electronic circuit, including dispensing and billing. This model allows the simultaneous prescription of different types of drugs (reimbursable and non-reimbursable) in a single prescription.

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

Responsibility: Central Government, Ministry of Health

Website: <http://www.portaldasaude.pt/>

Description: The Citizen's portal provides a wide range of information on public healthcare. In Portugal, an appointment at a hospital can be made by an intermediary or a health centre. An electronic network links those centres with hospitals.

Medical costs (reimbursement or direct settlement)

Responsibility: Serviço Nacional de Saúde (SNS)

Website: <http://www.portaldasaude.pt/portal>

Description: This service is not relevant to Portugal. Healthcare services are free. The provision of services by local Health Centres is part of the National Health Service. Expenses outside the National Health Service (Serviço Nacional de Saúde (SNS)) are not refundable.

When living abroad

European Health Insurance Card (EHIC)

Responsibility: Central Government, Social Security portal

Website: <http://www.seg-social.pt/pedido-cartao-europeu-seguro-doenca>

Description: Application can be made at the local social security office (Centro Distrital de Segurança Social), or at the nearest Citizen's Shop (Loja do Cidadão). The applications can also be made online via the portal of the Portuguese Social Security (in Portuguese).

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Institute for Registration and Notaries

Website: <http://www.portaldocidadao.pt/>

Description: Online request for civil certificates.

Child allowances

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: <http://www.seg-social.pt/>

Description: Information and forms. The request may be submitted online.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Central Government, Directorate-General for Consumer Affairs (DGC)

Website: <https://www.consumidor.gov.pt>

Description: The DGC is under the Ministry of Economy and is the public body responsible for contributing to the elaboration, definition and implementation of consumer protection policy in order to ensure a high level of protection. The DGC has competence in the general security of products and services, including in the area of advertising.

Energy supply

Living facilities and energy (electricity supply)

Responsibility: Portuguese Energy Services Regulatory Authority

Website: <http://www.erse.pt/eng/Paginas/extinctiontariffs.aspx>

Description: ERSE regulates the electricity sector and can advise consumers on electricity contracts. The information about the new laws are available on the ERSE's portal, where also an online price calculator is available.

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 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. **Public contracts**
7. **Environment**

1. Start and grow

Digital services for businesses

Entrepreneur's Desk

Responsibility: Administrative Modernisation Agency (Agência para a Modernização Administrativa I.P., AMA) and IRN

Website: <https://bde.portaldocidadao.pt/evo/landingpage.aspx>

Description: The Entrepreneur's Desk is the Portuguese point of single contact to digital services related to the exercise of economic activity. It is aimed at entrepreneurs who wish to perform services and obtain information related to the life cycle of their company.

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Administrative Modernisation Agency (in partnership with the other public institutes related to starting-up a business)

Website: <https://bde.portaldocidadao.pt>

Description: The service '[Empresa On-line](#)' is integrated in the Entrepreneur's Desk and offers the possibility to completely carry out the declaration of a new business online and to set it up in less than one hour. The portal assists entrepreneurs on a range of legal procedures and administrative formalities and furthermore provides advisory services, such as business simulators and mobile telephony provider comparisons.

Intellectual property rights

Intellectual property

Responsibility: Portuguese Institute of Industrial Property (INPI - Instituto Nacional da Propriedade Industrial)

Website: <http://www.marcasepatentes.pt/>

Description: Information on the intellectual property processes in Portugal are freely available on the web portal of the Portuguese Institute of Industrial Property. It offers several online services such as intellectual property search online and registration of trademarks, patents, and designs. The Digital library also offers access to legislation related to the intellectual property; and set of legislation related to the activities of protection and maintenance of Industrial Property rights and correlated subjects.

2. VAT and customs

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

Electronic Invoicing (eInvoice)

Responsibility: Autoridade Tributária e Aduaneira (AT)

Website: <https://faturas.portaldasfinancas.gov.pt/home.action>

Description: This electronic service enables electronic communication and consultation of invoices. The portal provides access to two types of users: the consumers (in order to verify and register their invoices and related features) and the traders (to send and consult SAFT-PT files, collect and check invoices and access the functionality supporting their compliance).

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Website: <http://www.portaldasfinancas.gov.pt/>

Description: Allows registered businesses to file their VAT returns online.

Excise duties

Corporate tax: declaration, notification

Responsibility: Direcção-Geral dos Impostos (Portuguese Tax Authority)

Website: <http://www.portaldasfinancas.gov.pt/at/html/index.html>

Description: Corporate income tax (IRC) must be paid by the taxpayer with the income declaration that must be filed each year by the last working day of May, by electronic data submission.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate for Customs and Excise Duties

Website: <http://www.dgaiec.min-financas.pt/>

Description: Online declaration for customs' operations.

3. Selling abroad

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

AICEP Portugal Global – Trade and Investment Agency

Responsibility: Ministry of Foreign Affairs

Website: <http://portugalglobal.pt/EN>

Description: AICEP is a government business entity focused in encouraging the best foreign companies to invest in Portugal and contribute to the success of Portuguese companies abroad in their internationalization processes or export activities. Thus, it functions as a “one-stop-shop” Agency for companies looking to invest or buy Portuguese services or products.

Portuguese legislation – Gazette Online

Responsibility: Portuguese Mint and Official Printing Office

Website: <https://dre.pt/>

Description: The Official Gazette published and regularly updated online.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Registration with the Social Security Regional Centre

Responsibility: Social Security Regional Centre (agency)

Website: <http://www.seg-social.pt/>

Description: The employers shall communicate the admission of employees to the Portuguese Social Security services of the area of the employee's workplace, by any written means, or online at <http://www.seg-social.pt/>.

Social contributions for employees

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: <http://www.seg-social.pt/>

Description: Online declaration and payment of social contributions for employees.

Health and safety

Health and safety information portal

Responsibility: Ministry of Solidarity, Employment and Social Security, Authority for Working Conditions (ACT)

Website: [http://www.act.gov.pt/\(pt-PT\)/Paginas/default.aspx](http://www.act.gov.pt/(pt-PT)/Paginas/default.aspx)

Description: The website of Authority for Working Conditions (ACT) contains all necessary information in regard to the legislation related to the safety and health at work. Furthermore, it provides relevant contact details for more information as well as some other online functionalities such as compensation simulator calculator.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms

Responsibility: The Economic and Food Safety Authority (ASAE)

Website: <http://www.asae.pt/>

Description: ASAE is the national specialised administrative authority for food safety and economic surveillance. Detailed information on these areas is available on the portal as well as contact details for further inquiries. In order to report any infringement under the responsibilities of ASAE or information about crime, persons can use the forms contained on the website.

Chemicals (REACH)

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

Responsibility: Portuguese Environment Agency, Directorate General for Health

Website: <http://www.reachhelpdesk.pt/>

Description: The portal offers ample information. The portal also offers a dedicated users' helpdesk area.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government

Website: <http://www.base.gov.pt/Base/pt/Homepage>

Description: The national portal publishes all notices and contract announcements electronically, and lists all certified eTendering platforms.

7. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Portuguese Environment Agency

Website: <https://www.apambiente.pt/index.php?ref=x178>

Description: The service provider offers the possibility to entirely complete the delivery of environment-related permit electronically. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be performed via eServices. In addition, customised and segmented (by sector and size) information on new environment-related regulations and obligations for businesses can be obtained.

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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ISA² 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.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme

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