European Commission

eGovernment in Romania

ISA²

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Country Profile [1]

Basic data and indicators

Basic Data

Population (1 000): 19,638,309 inhabitants (2017)

GDP at market prices: 187,434.7 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 58 (2016)

GDP growth rate: 7% (2017)

Inflation rate: 1.1% (2017)

Unemployment rate: 4.9% (2017)

General government gross debt (Percentage of GDP): 35.0% (2017)

General government deficit/surplus (Percentage of GDP): -2.9% (2017)

Area: 238,392 km^2

Capital city: Bucharest

Official EU language: Romanian

Currency: RON

Source: Eurostat (last update: 19 February 2018)

Political Structure

Romania is a **semi-presidential republic**. The legislative branch of the Romanian Government consists of two chambers, the Senate (*Senatul*), which is comprised of 137 members (as of 2004), and the Chamber of Deputies (*Camera Deputatilor*), with 332 members (as of 2008). The members of both chambers are elected every four years by direct, popular vote on a mixed election system.

Executive functions are shared between the President and the Prime Minister. The [President of Romania](#) is also elected by popular vote every five years. The President appoints the Prime Minister, who heads the [Government](#), and the members of the Government chosen by the Prime Minister. The Prime Minister is a member of the party or the coalition that holds the majority in Parliament. The President is able to appoint a Prime Minister of his choice only if no party holds a parliamentary majority. The Government itself is subject to a parliamentary vote of approval.

Judicial power belongs to a hierarchical system of courts. The Supreme Court of Justice is comprised of 11 judges appointed for three-year terms by the President in consultation with the Superior Council of Magistrates. A separate body, the Constitutional Court, validates elections and makes decisions regarding the constitutionality of laws, treaties, ordinances and internal rules of the Parliament; it is composed of nine members serving nine-year terms, with three members each appointed by the President, the Senate and the Chamber of Deputies. The Romanian judicial system is an inquisitorial system, of strong French influence.

Administratively, Romania is divided into 41 counties (*judeţe*), and the municipality of Bucharest. Each county is administered by a county council (*consiliu judeţean*) responsible for local affairs, as well as a prefect who is appointed by the central government under the condition that s/he cannot be a member of any political party. The country is further subdivided into 2 686 communes, which are rural localities, and 265 towns. Communes and towns have their own local councils and are headed by a mayor (*primar*).

Romania became a member of the European Union on 1 January 2007.

The current [Romanian Constitution](#) was adopted in 1991 and last amended in 2003.

Head of State: President [Klaus Werner Iohannis](#) (since 21 December 2014).

Head of Government: Prime Minister [Viorica Dăncilă](#) (since 29 January 2018).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Romania 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 Romania
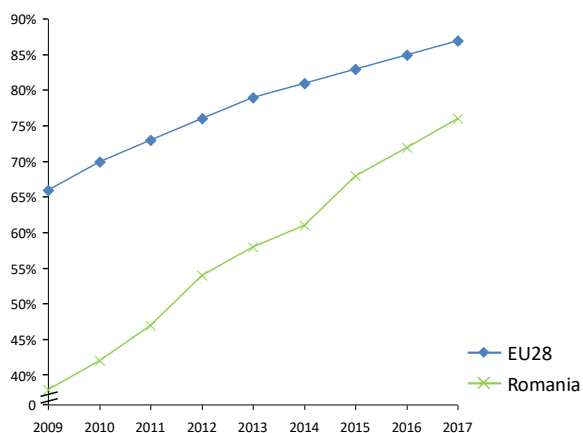
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Romania
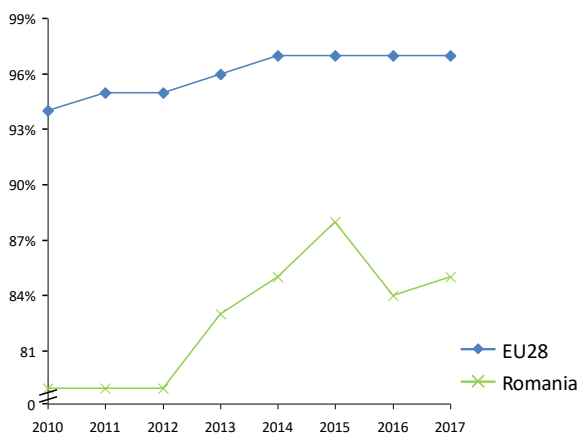
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Romania
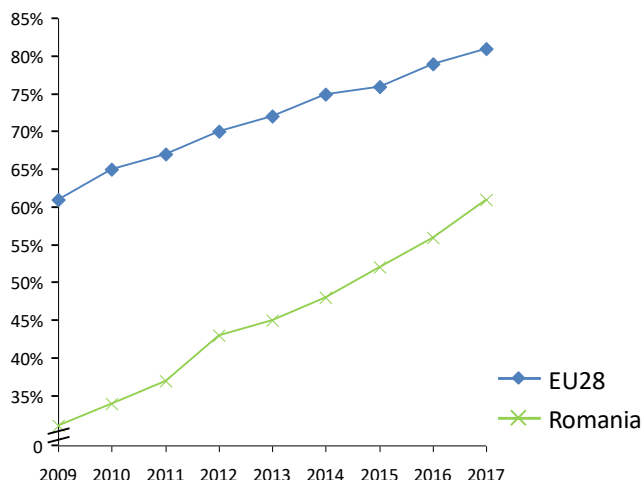
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Romania
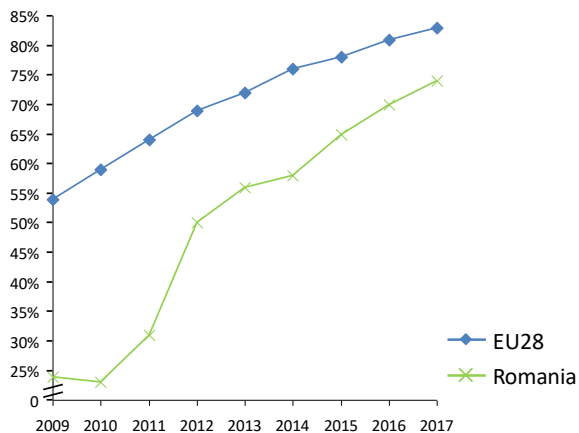
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Romania
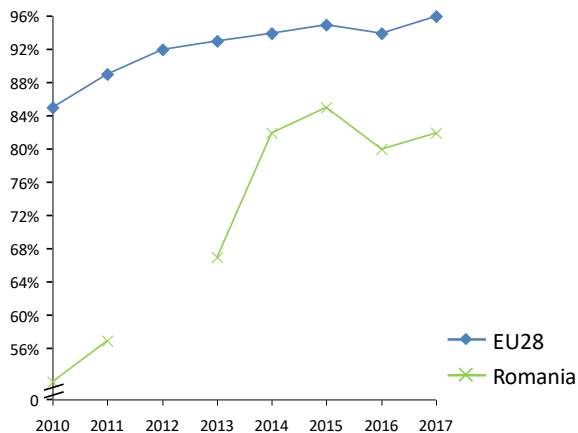
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Romania
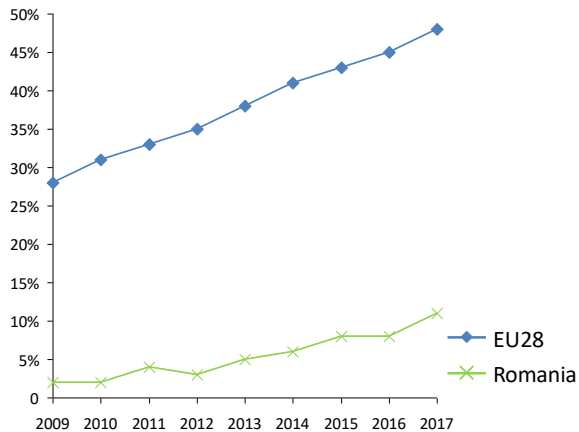
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Romania
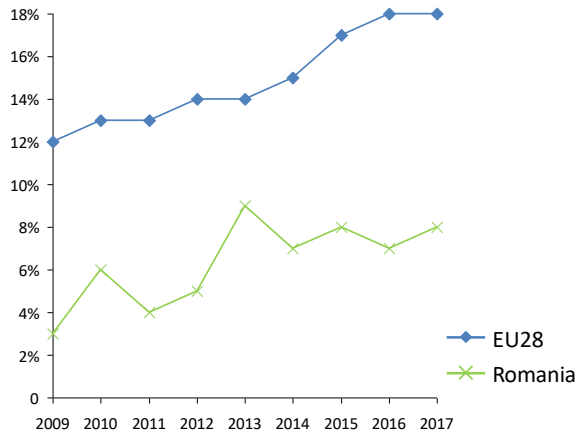
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Romania 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 Romania
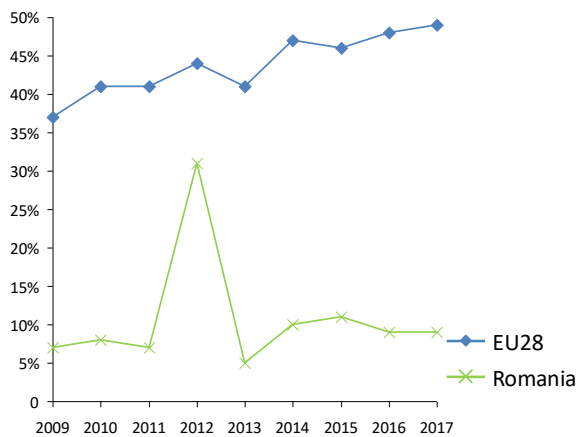
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Romania
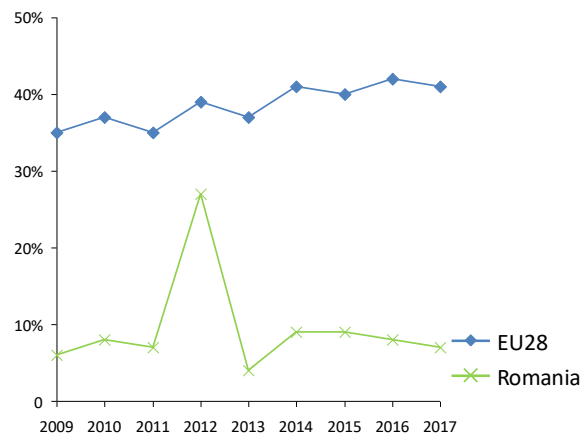
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Romania
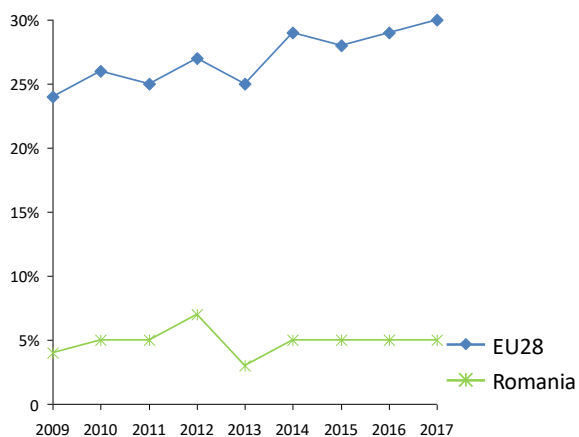
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Romania
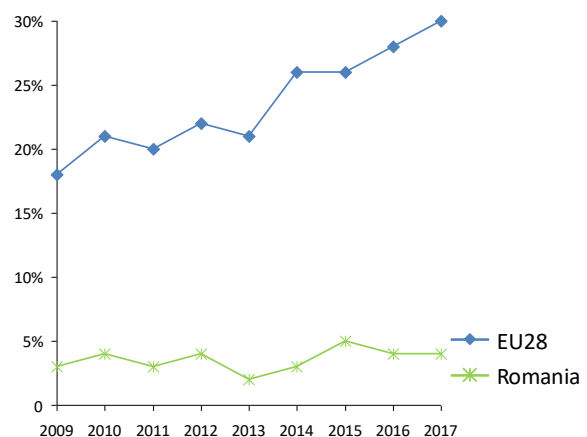
Source: Eurostat Information Society Indicators

eGovernment State of Play

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

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

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Romania compared to the EU average score.
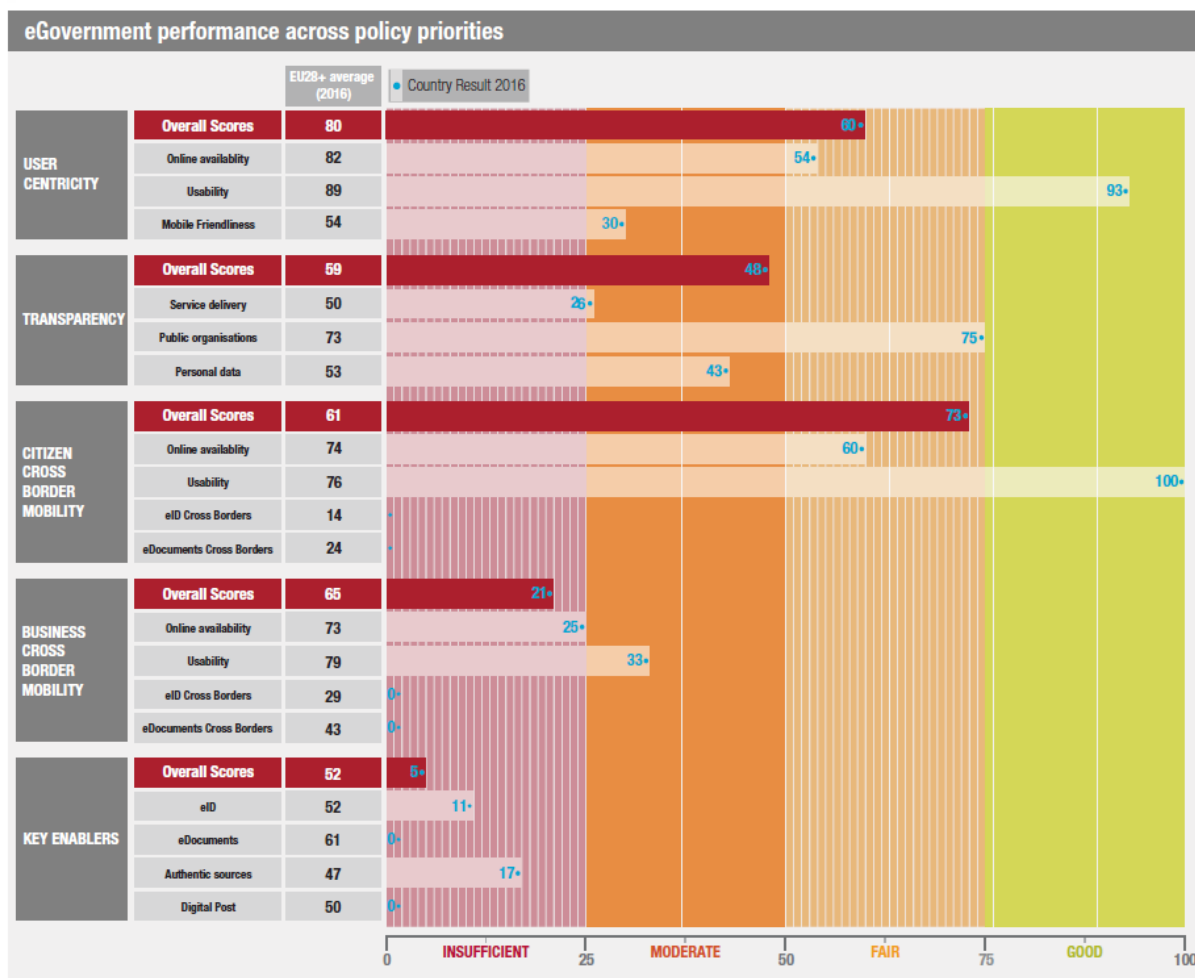
Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

As part of the Field of Action 4 (Broadband and Digital Services) of the [National Strategy on Digital Agenda for Romania 2014-2020](#), the government set up a [state aid](#) regarding the development of broadband communication networks.

eGovernment Legal Framework

▸ The National Interoperability Framework was created to enforce and support the implementation of the National Strategy for Romania's Digital Agenda 2020 and was prepared in accordance with the current European Interoperability Framework. It has been approved through [Government Decision no. 908/2017](#).

▸ The Ministry of Communications and Information Society has launched a [law project](#) on ensuring a high level of security for IT systems and networks. The project transposes the [EU Directive 1148/2016](#) on measures for a high level of common security of networks and information systems in the Union. The Directive will have to be applied by 9 May 2018.

▸ In order to harmonise Romanian national legislation with the provisions of [EU Regulation 910/2014](#), a [draft law](#) was prepared that establishes the legal regime of electronic signatures and documents in electronic form, and the conditions of the provision of reliable services. In other words, it is a law project on eID and trust services for eCommerce.

eGovernment Actors

▸ The [Romanian National Computer Security Incident Response Team](#) (CERT) is a new public institution under the coordination of the Ministry of Communications and Information Society. It was established for research, development and expertise in the field of cyber-security.

▸ Mr. [Petru Bogdan Cojocaru](#) has become the Minister of Communications and Information Society.

▸ Ms. [Monica Chiffa](#) is now Head of Digital Single Market Unit.

▸ Mr. Dragos Lazar is now Counsellor for European Affairs.

eGovernment Infrastructure

The [Agency for Digital Agenda of Romania](#) has developed a [project](#) for integrating the eCertis service for eProcurement.

eGovernment Services

No new eGovernment services were developed in Romania during the reporting year.

Other highlights

As an incentive to have more qualified programmers, the government has granted them a salary tax deduction if they have secondary education since 1 February 2018.

2001 – 2017

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

eGovernment Strategy

Main strategic objectives and principles

National Strategy on Digital Agenda for Romania 2014-2020

The National Strategy on Digital Agenda for Romania targets directly the ICT sector and aims to contribute to the economic growth and to increase competitiveness in Romania. It hopes to achieve both by direct action and support of the development of effective Romanian ICT and through indirect actions such as increasing efficiency and reducing public sector costs in Romania, improving private sector productivity by reducing administrative barriers in relation to the state, improving the competitiveness of the labour force in Romania and beyond. The Strategy was developed in alignment with the Digital Agenda for Europe as framework of reference to define an overview on how to boost the digital economy for the period 2014 – 2020.

As a result, some of the objectives set by the European Digital Agenda were taken and adapted to the current context of Romania to ensure the alignment of the Romanian ICT development with the level recorded by the countries in the region, in order to establish the premises of Romania's integration in terms of ICT, in the European Digital Single Market.

Taking into consideration the 7 pillars that form the basis of the Digital Agenda for Europe 2014 – 2020, Romania has adapted them to the current context and has defined 4 major fields of action that will be pursued as Romania's vision of the ambitious programme that will drive the economic growth and increase competitiveness, for covering the underpinning principle stated above in pursuit of sustainable long-term economic growth. These 4 fields of action are summarised as follows:

▸ **Field of Action 1 - eGovernment, Interoperability, Cyber Security, Cloud Computing, Open Data, Big Data and Social Media –** increase efficiency and reduce the public sector costs in Romania by having a modern administration.

▸ **Field of Action 2 – ICT in Education, Health, Culture and eInclusion –** support at a sectorial level that will ensure ICT investments to create a positive impact in the social context.

▸ **Field of Action 3 - eCommerce, Research & Development and Innovation in ICT –** builds on the comparative advantages of regional Romania and supports economic growth in the private sector.

▸ **Field of Action 4 – Broadband and Digital Services Infrastructure –** ensures social inclusion and enables the benefits across all other fields of actions.

National Interoperability Framework

The Ministry of Communications and Information Society developed and published the National Interoperability Framework (NIF) on 15 December 2016. It has been approved through Government Decision no. 908/2017. The NIF was created to enforce and support the implementation of National Strategy for Romania's Digital Agenda 2020 and was prepared in accordance with the current European Interoperability Framework.

The National Interoperability Framework (NIF) primarily targets the public sector, aiming to minimise costs and maximise efficiency of the public administration and to ensure better

service delivery to citizens and businesses through the introduction of flexible ICT tools, which are reusable and interoperable.

The National Interoperability Framework for Romania has the following five key objectives:

▸ Promote public administration to use ICT shared and reusable assets that can be used by public services throughout the national territory with minimal effort;

▸ Promoting a standardised approach to implementation of services and application;

▸ Facilitate the provision of services to users (citizens, public administration, companies) to be built on an approach that puts the user at the centre of the operation and use the one stop shop system;

▸ Facilitate implementation of transparent and reliable systems;

▸ Ensuring interoperability across borders of Romania (within the borders of the EU) to facilitate sharing of information and international best practices already applied by other EU Member States.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

The Romanian Government has focused its efforts in recent years to develop a legal framework facilitating the development of Information Society and eGovernment.

Government Decision no. 271/2013

The aim of this Government Decision is to approve the Romanian strategy for cyber-security and the action plan regarding the implementation of a national system of cyber-security.

Government Decision no. 1085/2003

The aim of this Government Decision is to implement certain provisions of Law no. 161/2003, regarding measures for ensuring transparency in the exercise of public dignities and functions in the business environment, thus pursuing the prevention and punishment of corruption, related to the implementation of the National Electronic System (NES). Furthermore, public administration authorities are obliged to register in the NES.

Decision no. 139 on the establishment, organisation and functioning of the National Centre for Supercomputing

Under the republished Article 108 of the Constitution of Romania and Article 42 of Law no. 90/2001, on the organisation and functioning of the Romanian Government and ministries, the Government of Romania adopted on 25 February 2010 Decision no. 139. It thus established the National Centre for Supercomputing (CNS) as a specialised body of central public administration, a legal entity subordinated to the Ministry of Communications and Information Society, which aims at modernising the services and information systems of the public administration.

Government Decision no. 922/2010 on the organisation and operation of Electronic Point of Single Contact

The decision, which aims at regulating the operation of the Electronic Point of Single Contact, was published on 15 September 2010, and is based on Law no. 49/2009 concerning freedom of establishment and provision of services by electronic means in Romania. The Electronic Point of Single Contact portal (electronic PCU), is designed and established to facilitate online interaction between public institutions and service providers in Romania. By publishing information and useful links, facilitating online obtainment of permits, approvals and certificates needed for market penetration, the procedures for both domestic and foreign businesses will become easier and more transparent. According to the Ministry of Communications and Information Technology, electronic PCU will serve a total of over 500,000 visitors per month.

Law no. 135/2007 on the archiving of documents in electronic form

Adopted in May 2007, this law establishes the legal regime applicable to the creation, preservation, consultation and use of administration's documents to be archived or stored in an electronic format. Processing operations of archival documents in electronic form shall be in compliance with the National Archives Law 16/1996, with subsequent amendments, and regulations on conservation, access and data protection to both public and private domains. This Law has been supplemented in June 2009 by Order no. 493/2009 issued by the Ministry of Communications and Information Technology which clarified all technical and methodological applications.

Freedom of Information Legislation

Law no. 544/2001 on Free Access to Information of Public Interest

This law was initially published in October 2001. However, it should be noted that methodological norms for applying the law were approved by Government Decision no. 123/2002 on 7 February 2002 and subsequently published on 8 March 2002.

The regulations of the law state that "free and unrestrained access to information of public interest shall be the rule and limitation of access shall be the exemption." It allows any person to request information from public authorities and state companies. The authorities must respond within 10 days. Public employees can be disciplined for refusing to disclose information. Authorities must also publish a wide variety of basic information on their structures and activities including their register of 'documents of public interest'.

Data Protection/Privacy Legislation

Law no. 677/2001 on the Protection of Persons concerning the Processing of Personal Data and the Free Circulation of such Data

The law allows individuals to access and correct personal information held by public or private bodies. It was complemented by recent additions such as Law no. 55, (OJ. no. 244/23.03.2005), which ratifies the Additional Protocol to The Convention for the Protection of Individuals with regard to automatic processing of personal data, referring to control authorities and cross-border data flow. Furthermore, a National Supervisory Authority for Personal Data Processing was established in 2005 by Law no. 102/2005 (O.J. no. 391/09.05.2005). All of the data protection files previously kept by the Ombudsman have now been handed over to the Authority, which supervises and controls the legality of the personal data processing under Law no. 677/2001.

Law no. 506/2004 on the Processing of Personal Data and the Protection of Privacy in the Electronic Communications Sector

This Law on the processing of personal data and the protection of privacy in the electronic communications sector replaced Law no. 676 of 21 November 2001 on the Processing of Personal Data and the Protection of Privacy in the Telecommunications Sector. It closely follows Directive 2002/58/EC on personal data processing and privacy protection in the electronic communications sector.

eSignatures Legislation

Law no. 455/2001 on electronic Signature

The Law grants to eSignature the same legal status of a written signature. This effectively places electronic and printed data on an equal footing and allows electronic data to be admitted as evidence in court in the event of a dispute. The Ministry of Communications and Information Society (MCSI) is the authority in charge of eSignature regulation. By Order no. 54 of the Minister of Communications and Information Society, the procedure for approving, delaying and recalling the decision of accreditation of the certification services providers is also defined (OJ no. 209/11.03.2005).

Law no. 589/2004 on the legal status of electronic notary work

Passed on 15 December 2004, this law establishes the legal regime applied on electronic notarial acts. It presupposes that notary documents shall come in an electronic form, be signed by the notary public's electronic signature and be handled by the notary public. This Law has been supplemented in June 2009 by Order no. 500/2009 issued by the Ministry of Communications and Information Technology, which clarified all technical and methodological applications.

eCommerce Legislation

Law no. 365/2002 on electronic commerce

This Law adopted in June 2002 and modified in May 2006 by Law no. 121/2006, transposes the main provisions of Directive 2000/31/EC on eCommerce. It defines eCommerce and other basic concepts, such as electronic messaging or the exchange of data over the Internet. The main points addressed are: free movement of information society services, contracts concluded by electronic means, commercial communications through electronic means and ePayments forgery. Furthermore, it stipulates severe penalties for the possession of equipment for falsifying electronic payment instruments. It also establishes who and how one may start an eBusiness registered in Romania.

Law no. 260/2007 on electronic registration of commercial operations

This Act establishes the legal regime of electronic documents containing data on economic transactions of sale or exchange of goods or services between persons issuing and receiving invoices, tax bills or receipts in electronic form. It is supplemented by statutory provisions concerning the conclusion, validity and effects of legal acts, as well as those provided by Law no. 571/2003 as amended and additional normative acts.

eCommunications Legislation

Ordinance no. 34/2002 on access to the electronic communications networks, the associated facilities and their interconnection

Romania was the first country in Europe to transpose into national legislation the European Union regulatory framework for electronic communications. On January 2002, the Government approved the Ordinance on access to the electronic communications networks, associated facilities and their interconnection (no. 34/2002). Its provisions are organised around the following points of interest: defining new concepts related to electronic communications, rights and obligations of the operators, powers of the national regulatory authority and possibility for the regulatory authority to impose specific obligations on

operators with significant market power. Special emphasis was laid on the obligations for unbundled access to the local loop. This law transposes the EU's Access Directive 2002/19/EC into national legislation.

Government emergency ordinance no. 79/2002 on the general regulatory framework for communications

The Emergency Ordinance on the general regulatory framework for communications (no. 79/2002), as approved with amendments and completions by Law no. 591/2002, transposes into national legislation the European Directive 2002/20/EC (Authorisation Directive). It was repealed by GEO no. 111/2011 and Law no. 154/2012.

Law no. 304/2003 on the Universal Service and the Users' Right related to the Networks and Electronic Communications Services

The complete liberalisation of the telecommunications market on 1 January 2003 set the conditions for the availability of better and diversified services at lower costs for all citizens. In July 2003, the Law regarding the universal service and the users' right related to the networks and electronic communications services came into force. It implements principles such as the interdiction to grant any special or exclusive rights for the provision of directory services, and transposes EU's Universal Service Directive (2002/22/EC) into national legislation.

Law no. 506/2004 on the processing of personal data and the protection of privacy in the electronic communications sector

The Law on the processing of personal data and the protection of privacy in the electronic communications sector transposes Directive 2002/58/EC on privacy and electronic communications into Romanian law. It was repealed by Emergency Ordinance no. 13 of 24/04/2012.

eProcurement Legislation

Government Emergency Ordinance no. 34/2006 on the Award of Public Contracts, Public Works Concession Contracts and Services Concession Contracts

Adopted in June 2006, this ordinance revoked all the previous acts containing provisions on public procurement and merged the two EC eProcurement directives (2004/17/EC and 2004/18/EC) into a single act. The legal framework for public acquisitions was finalised in 2016, leading to an update of the SEAP, the national procurement portal.

Law no. 337/2006

This Law sets forth the approval of the Government Emergency Ordinance no. 34/2006 regarding the award of public procurement contracts, public works concession contracts and service concession contracts, and introduces amendments and supplements.

Law no. 98/2016

The new Law on Public Procurement was published in the Official Gazette No. 390 on 23 May 2016. In addition to laying out new rules for the application of provisions concerning the award of public procurement contracts, the law also included an update of the national procurement portal.

Government Decision no. 1660/2006

Decision on the approval of Application Norms for the award of public contracts by electronic means from the Government Emergency Ordinance no. 34/2006 concerning the award of public contracts, public work concession contracts and services concession contracts. It focuses mainly on the application of Art. 21 (A) of Government Emergency Ordinance no. 34/2006 on public procurement contracts, in order to make available technical facilities for contracting authorities and apply fully electronic, open tendering procedures.

Government Decision no. 925/2006

Decision on the approval of the Application Norms for the provisions concerning the award of the public procurement contracts using electronic means, according to the G.E.O. no. 34/2006, regarding the award of the public procurement contracts, public works concession contracts and service concession contracts. This decision has been supplemented by Government Decision no. 1337/2006. The Decision mainly emphasises the approval of rules for implementing provisions represented in the Government Emergency Ordinance no. 34/2006.

Government Ordinance no. 94/2007

The Ordinance on the modification and completion of the Government Emergency Ordinance no. 34/2006 on the award of the public procurement contracts, public works concession contracts and service concession contracts was published on 4 October 2007, introducing important changes in the existing eProcurement legal framework.

Government Decision no. 198/2008

The main purpose of this Decision was to amend and supplement norms for the application of provisions regarding the award of procurement contracts electronically published by the Government Emergency Ordinance no. 34/2006 concerning the award of public contracts, public work concession contracts and services concession contracts, which was approved by Government Decision no. 1660/2006. This legal act was the legislative expression of the Manchester Declaration of 2005 as agreed by ministers in charge for eGovernment politics from EU Member States, candidate and EFTA countries. The declaration set out a new strategic direction for European eGovernment up to 2010, with the aim to include every citizen, business and government in the social and economic benefits that IT-enabled public services can deliver.

eInvoicing Legislation

The Fiscal Code from 2015, in force from 1 January 2016, and its implementing Rules approved by Law 227/2015 are governing the electronic invoicing in Romania.

Additional legislation may apply if electronic signature or electronic archiving is used in the process of electronic invoicing:

- Law 455/2001 on electronic signature;
- Law 135/2007 on electronic archiving of documents.

The Ministry of Public Finance is the responsible authority for eInvoicing in Romania.

Re-use of Public Sector Information (PSI)

Romanian Public Sector Information Law no. 109/2007

Romania has notified full transposition of the Directive on the re-use of public sector information (2003/98/EC) as realised by Law no. 109, published on 5 May 2007.

Government Emergency Ordinance no. 41/2016

The new ordinance, issued in July 2016, introduced the obligation for public authorities, on request from citizens, to accept documents in electronic format and reuse any personal data previously delivered to the public administration. The ordinance also stipulated new rules concerning source code for ICT systems developed under an eProcurement contract. The ordinance also established a national CIO in partnership with the Ministry of Communication and Information Society and the rest of Government.

ePayment Legislation

Law no. 6/2006 on the issuance and use of electronic payment instruments and the relationship between users of such transactions

This Law lays down the provisions to regulate the issuance and use of ePayment instruments throughout Romania and to monitor the activities of such instruments, as well as the conditions to be met by providers, users and other institutions involved in the process.

Order no. 389/2007 on the procedure for approval of payment instruments with remote access

This legislative initiative, which was published on 19 July 2007, applies to payment transaction in internet banking, home banking or mobile banking. The aim is to create an environment in which internet banking transactions will be accomplished with confidentiality, protection of personal data, safety and authenticity.

eTaxation Legislation

Government Ordinance no. 24/2002 on the collection of local taxes by electronic means

This Ordinance sets, as an obligation for all municipalities and cities in Romania, the deployment of electronic systems for local tax collection. These systems provide citizens with access to the relevant information on local taxes and offer a quick and comfortable solution to pay local debts.

Law no. 291/2002 on the electronic payment of local taxes

This Law stipulates that the local public administration authorities have to take all the necessary measures to inform citizens on electronic payment of local taxes.

Anti-corruption Legislation

Anti-corruption Law no. 161/2003

The law comprises stipulations concerning transparency in information management and electronic public services' administration by demanding that financial statements of public officials are published online. It includes provisions for preventing and fighting cybercrime.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Communications and Information Society (MCSI)

The MCSI has executive control over eGovernment. This dedicated ministry is the main policy and strategy provider for the domain, and serves as the specialised body of central Public Administration in the ICT sector.

Petru Bogdan Cojocaru
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Ministry for Internal Affairs (MAI)

Political responsibility for eGovernment lies within the MAI, which contributes to eGovernment policy and drafts strategic documents on Public Administration.

Coordination

Ministry of Communications and Information Society (MCSI)

The MCSI coordinates the Agency for Digital Agenda of Romania. This institution aims to improve the overall performance of Public Administration.

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Agency for Digital Agenda of Romania

The Agency for Digital Agenda of Romania is a public institution and a legal entity tasked with coordinating all operating systems that are related to the provision of eGovernment services and the coordination of information systems through which electronic public services are provided within the eRomania Programme.

NO PICTURE AVAILABLE	**Monica Chiffa** **Head of Digital Single Market Unit** **Contact Details:** Ministry of Communications and Information Society 14 Libertatii Avenue District 5, CP 050706, Bucharest Tel.: +40 21 311 41 40 Fax.: +40 21 311 41 40 E-mail: monicachiffa@comunicatii.gov.ro Source: http://www.comunicatii.gov.ro/

National Institute for Research and Development in Informatics (ICI)

The ICI is Romania's main research institute in the field of ICT. The main activities in relation to eGovernment coordination focus on: application of research projects developed by national authorities and programmes financed by EU funds; assessment of IT projects; monitoring and auditing of scientific and technical activities for the implementation of ICT projects; and assessment of online services.

Chancellery of the Prime Minister (CPM)

According to paragraph 4, art. 4 of the Government Emergency Ordinance no. 464/2016 on the attributions, organisation and functioning of the Chancellery of the Prime Minister, it coordinates the information technology sector at the level of the whole public administration, including eGovernment projects and open standards.

Implementation

Ministry of Communications and Information Society (MCSI)

MCSI is responsible for the implementation of policies and strategies, together with the subordinate agencies and departments in the eGovernment domain. Furthermore, it implements the Government's ICT policy.

Agency for Digital Agenda of Romania (AADR)

The main responsibility of Agency for Digital Agenda of Romania is to provide eGovernment services by implementing information and communication systems at national level. It is in charge of the operation of the eGovernment Portal, the electronic System for Public Procurement, the Virtual Payment Desk and the IT System for the electronic attribution of international authorisations on transport goods.

Also, an important task of the Agency for Digital Agenda of Romania is the implementation of the 'Electronic Point of Single Contact' project, through which public administration seeks to become more efficient by simplifying the procedures applicable to services and service providers in order to achieve an interoperable platform at the national and European levels.

Under Government Emergency Ordinance no. 40/2016, the AADR now subordinates directly to the General Secretariat of the Government.

Support

National Authority for Management and Regulation in Communications (ANCOM)

ANCOM is the unique administrator of policies in the field of electronic communications and information technology. It assumed the role of national administration of the Top-Level Domain (TLD), '.ro', and the Second Level Domain (SLD), '.eu' for the domain names reserved for Romania.

Electronic Payments Association of Romania (APERO)

APERO currently enumerates 31 members dispensing electronic payments within the country. In 2010 it launched, in co-operation with the Agency for Digital Agenda of Romania, the National Information System for Tax Payment Online with a view to facilitate taxpayers performing their transactions swiftly and at a minimum cost.

Audit/Assurance

Court of Accounts

The Court of Accounts exerts control over the State and public sector expenditure, the management of the public and private patrimonies of the State and of territorial administrative units.

Data Protection

National Supervisory Authority for Personal Data Processing

This independent public body supervises and controls the legality of personal data processing falling under the personal data protection legislation. Its competences are those of a control institution, including sanctioning, in case legal provisions are infringed by the personal data processors as a result of self-notification, or based on complaints filed by the person whose rights are infringed.

Romanian National Computer Security Incident Response Team (CERT)

This public institution under the coordination of the Ministry of Communications and Information Society was established for research, development and expertise in the field of cyber security. It is a specialised organisation responsible for preventing, analysing, identifying and reacting to cyber incidents. CERT is responsible for elaborating and distributing public politics for prevention and counteracting the incidents that occur within national cyber infrastructures.

Regional & Local eGovernment

Coordination

Ministry for Internal Affairs (MAI)

Regional and local authorities are subordinate to the MAI which, by Law no. 161/2003, coordinates eAdministration.

Implementation

Ministry of Communications and Information Society (MCSI)

The MCSI implements the 'Sole-Central Permit' system and its administration, a one-stop service for issuing all certificates required for a building permit operated by certain Local Councils. It is expected that more local actors will emerge in the future thanks to the further development of these regions.

Support

Romanian Municipalities Association

The Romanian Municipalities Association promotes and safeguards the mutual interests of the local public authorities to satisfy and manage the public needs to the benefit of their local communities.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

eGovernment portal

The portal serves as a **one-stop shop** to central and local public services and forms online, while also incorporating a transactional platform. Users can register for interactive and transactional services. Links to all the departments of central and local government are also included in the portal, as well as information regarding the legislation and regulations related to the interaction with the Public Administration. Moreover, a Unique Form Service system gathers nine eServices for businesses. The eServices are designed for large contributors and provide unified access for eGovernment services.

Electronic Point of Single Contact

The target of the portal is to allow for convenient retrieval of all information, working procedures, as well as a set of interactive forms needed by service providers who wish to conduct their activity in Romania. Furthermore, it provides information about the national business context, objectives and benefits, the authorities concerned, legislation in the field and financing arrangements.

The platform was updated and relaunched in 2016. The new platform now allows ministries to send documents and requests to the citizens, so that citizens do not have to go to the counter to submit them physically. The platform now contains a full set of forms, procedures and legislation so that citizens are aware of the process of any public procedure or service.

Networks

data.gov.ro

The Romania data.gov.ro portal collects all the datasets from public authorities and makes them available in one central place. To date, there are 1,100 datasets available through the portal, coming from 84 institutions[1].

Local Communities Electronic Networks (LCENs)

The LCENs connect local communities (schools, public offices and libraries) to the Internet. Public Access Points have been set up in each area covered by the networks. The objectives are to reduce the rural-urban digital divide, stimulate the use of ICTs in schools, and facilitate the interaction between citizens and administration. The network has covered 255 rural communities and small towns throughout Romania, targeting over 1.7 million Romanian citizens (10% of Romanian rural areas).

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[1] The information is accurate on the date of the update of the factsheets, 26/03/2018.

eIdentification/eAuthentication

'Integrated National System Introduction and Update of Information relating to Personal Records' project

['Integrated National System Introduction and Update of Information Relating to Personal Records'](#) was approved on 1 March 2011, with an implementation period of 19 months. The creation of such a system presupposes the issuance and management of identity documents in accordance with Romanian legislation and EU recommendations. The project, by implementing IT, targets a number of breakthroughs:

▶ Issue various certificates, like identity card, civil status certificate, passport, car registration and deregistration online;

▶ Communicate to various public institutions and authorities of the identity data of certain persons;

▶ Identify the changes occurring in the records of persons on the basis of data updates;

▶ Provide Local Registry data for evidence of people, at the request of central and local institutions and authorities.

eProcurement

National eProcurement system

Romania has a central eProcurement platform ('*eLicitatie.ro*) that is under the responsibility of the Agency for Digital Agenda. All Romanian contracting authorities are required to publish their notices within the framework of public procurement procedures, and all businesses aiming at supplying products or services to a public authority have to access the platform.

This system simplifies procedures for both suppliers and purchasing agencies. Since 1 January 2007, it has been the national **single point** for the **transmission** of PP notices to the EU Official Journal (as OJS eSender). Furthermore, it offers **interactive** and **transactional services** dedicated to sustain 20% of the total amount of public acquisition.

In March 2017, Romania launched a [project](#) to integrate the eCertis service into eProcurement. It is funded through the [CEF Programme](#).

eInvoicing

Economic operators are free to choose their preferred service provider to submit eInvoices to contracting authorities. Currently there is no common approach or specific legislation relating to the use of electronic invoices by the public authorities.

There are no centralised platforms to process eInvoices in Romania.

Knowledge Management

National Institute for Research and Development in Informatics (ICI)

The ICI is the most prominent research and development centre for **ICT innovation** in Romania, with extensive presence in knowledge management, either through the development of systems based on knowledge, application of communication networks, or other activities. ICI's mission is to develop scientific and technological support in ICT and the necessary structures to promote an information society based on knowledge. The

institute's main areas of expertise include: communication networks and advanced technologies for application development in various environments; systems based on knowledge and learning; and ICT in areas of public interest.

Other Infrastructure

ePayment infrastructure

Virtual Payment Office

The 'Virtual Payment Office' (*Ghiseul Virtual de Plati*) project aims at facilitating citizens' interaction with the Public Administration by allowing for **electronic payment** of fines, taxes and other fiscal obligations via bank cards. New types of payments towards the State were added into the system, such as tax obligations related to salary income (where appropriate) and income from: commercial activities; liberal professions; intellectual property rights; concession of the use of goods; transfer of securities; term buying/selling operations of the currency on a contractual basis; agricultural activities; and real estate property transfer.

National Information System for Tax Payment Online

With Government Decision 1235/2010 of 6 December 2010, the Government, in co-operation with the National Centre for the Management of Information Society (CNMSI), established an ePayment platform to be used with credit cards. Its main purpose is the elimination of queues at taxation offices, thus enabling citizens, businesses and the Public Administration to save both time and costs.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of Internal Affairs, Romanian National Police

Website: http://www.pasapoarte.mai.gov.ro/; http://www.mai.gov.ro/ (section *Utile*)

Description: Online information and forms to begin the process of obtaining or renewing a passport. This service is to become part of the National Person Identity System, which is currently being developed.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Public Finance

Website: http://www.e-guvernare.ro/; https://www.anaf.ro/

Description: Online submission of VAT forms is available as form 'Deduction regarding VAT' – Declaration no. 300, for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly, Electronic Service for Job Mediation (*Serviciul Electronic de Mediere a Muncii*, SEMM)

Website: http://www.anofm.ro

Description: The online job search operates under the National Agency for Occupation and Labour (ANOFM).

Professional qualifications

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

Responsibility: The Chamber of Deputies

Website: http://www.cdep.ro/

Description: The Internet database contains normative, individual and international acts.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Public Finance

Website: http://www.e-guvernare.ro/

Description: Forms may be signed electronically according to the legislation in force and sent to the relevant agencies through electronic means that guarantee delivery. Payment of local taxes via the Internet is currently used in 50% of Romanian municipalities.

Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly, National Agency for Occupation and Labour (ANOFM)

Website: http://www.mmuncii.ro/; http://www.anofm.ro

Description: Online information and forms to download on unemployment insurance and benefits procedures.

Online tax payment

Responsibility: National Agency of Fiscal Administration (NAFA)

Website: https://www.ghiseul.ro/ghiseul/public/

Description: Individual tax payers can make online payment of taxes such as local taxes, fines, and various income taxes.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Internal Affairs

Website: http://www.mai.gov.ro/ (section *Utile*)

Description:	Online service available for driving licences on a pilot basis. This service is scheduled to become part of the future National Person Identity System. Under Ordinance no. 41/2016, as from November 2016, citizens are able to choose the day and time to file documents for registration, transcription and exchange of their vehicles through an online booking.

Registration

Car registration (new, used, imported cars)

Responsibility:	Central Government, Ministry of Internal Affairs, Road Authority of Romania
Website:	http://www.mira.gov.ro/ (section *Utile*); http://www.drpciv.ro/
Description:	Information on procedures and on required documents. This service is scheduled to become part of the future National Person Identity System. Under the ordinance no. 41/2016, each county now also has its respective platform for vehicle registration and driving licence receipt.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of Internal Affairs, National Person Identity System
Website:	http://www.mai.gov.ro
Description:	Information online is available, but no online registration facility to date. The 'eAddress' project implemented by the Ministry of Communication and Information Society aims to make the service fully available online.

Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of Internal Affairs
Website:	http://www.mai.gov.ro (section *Utile*)
Description:	At present, there is no online service. It is expected, as part of the 'Knowledge-Based Economy' project, that the recently initiated Civil Information System - itself a part of the National Person Identity System - will allow for the issuance and renewal of civil information and documents for Romanian citizens (birth, marriage and death certificates).

Criminal Record Certificate

Responsibility:	Romanian Police
Website:	http://www.politiaromana.ro/
Description:	The website provides information from where and how to obtain a criminal record for individuals and legal persons.

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

Responsibility:	Central Government, Ministry of Internal Affairs, Romanian National Police
Website:	http://www.politiaromana.ro
Description:	There is information, but no online service is available.

Passport

Responsibility: Central Government, Ministry of Internal Affairs, Romanian National Police

Website: http://www.pasapoarte.mai.gov.ro/; http://www.mai.gov.ro/ (section *Utile*)

Description: Online information and forms to begin the process of obtaining, or renewing a passport. This service is to become part of the currently developed National Person Identity System.

Elections abroad

Participation in Romanian elections

Responsibility: Ministry of Foreign Affairs, Permanent Electoral Authority

Website: http://www.mae.ro/; http://www.roaep.ro/

Description: The website gives access to news regarding upcoming elections and links to the dedicated election websites. The voting abroad is normally explained in the page, dedicated to the specific elections. It is also included in the website of Ministry of Foreign Affairs.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of National Education

Website: http://www.edu.ro

Description: Major universities offer the possibility to enrol online.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture, Department for Libraries and Written Culture, County Councils.

Website: http://www.cultura.ro

Description: Online catalogue search and reservation facilities are not offered by public libraries such as the National Library. Libraries, such as the Polytechnic University of Timisoara, offer a full list of eServices.

Student grants

Responsibility: Central Government, Ministry of National Education

Website: http://www.edu.ro

Description: Information purposes only.

Traineeship, volunteering

Internships

Responsibility: Adecco Romania (with support of Romanian Government and the EU[2])

Website: http://www.practica-ta.ro/

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[2] The included information is stated to not represent the official position of the European Union and the Romanian Government.

Description:	The central database for work offers allows for the search of internships in Romania.

Researchers

Funding support

Responsibility:	Ministry of European Funds
Website:	http://www.fonduri-ue.ro/
Description:	Information on available funding opportunities from the European union.

Information and assistance to researchers

Responsibility:	EURAXESS Romania
Website:	https://www.euraxess.gov.ro/
Description:	EURAXESS Romania provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government, Ministry of Culture, Department for Libraries and Written Culture, County Councils.
Website:	http://www.cultura.ro
Description:	Online catalogue search and reservation facilities are not offered by public libraries such as the National Library. Libraries, such as the Polytechnic University of Timisoara, offer a full list of eServices.

6. Health

Planned and unplanned healthcare

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

Responsibility:	Central Government, Ministry of Health
Website:	www.ms.ro
Description:	Information is available online, but there are no online services.

Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, National House for Health Insurance
Website:	http://www.e-guvernare.ro/; http://www.cnas.ro/
Description:	Online information and forms. A project for a 'Computerised System for Health Insurance' (SIUI) is expected to raise the level of service when in operation.

When living abroad

Healthcare abroad

Responsibility:	National Health Insurance House
Website:	http://www.cnas.ro/

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

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Labour, Family, Social Protection and Elderly - Department of Social Security, Social Assistance and Family Policy

Website: http://www.mmuncii.ro/

Description: Information is available on the webportal.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Internal Affairs

Website: http://www.mai.gov.ro/ (section *Utile*)

Description: At present, there is no online service. It is expected, as part of the 'Knowledge-Based Economy' project, that the recently initiated Civil Information System - itself a part of the National Person Identity System - will allow for the issuance and renewal of civil information and documents for Romanian citizens (birth, marriage and death certificates).

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: National Authority for Consumer Protection

Website: http://www.anpc.gov.ro/

Description: The portal gives comprehensive information on consumer protection rules in Romania, provides help and advices for consumers. Consumers can now also fill an online complaint form to submit to the National Agency for Consumer Protection.

Consumer protection (cross-border)

Responsibility: ECC-Net Romania

Website: http://www.eccromania.ro/

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

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Finance and funding**

7. **Public contracts**

8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Justice, National Trade Register

Website: <u>http://www.onrc.ro/index.php/ro/</u>; <u>https://portal.onrc.ro/</u>

Description: Law No. 359 (2004) provides the list of assistance services to be supplied by the trade register's offices to individual entities, family associations and legal entities in order to offer assistance in the registration procedure. It also provides for simplified ways of granting the Unique Registration Code (CUI) for businesses and stipulates that the registration process should be completed within three days. The eForms service provides access to the intelligent forms that can be electronically signed and sent to the competent authority.

Intellectual property rights

Intellectual property

Responsibility: State Office for Inventions and Trademarks

Website: <u>http://www.osim.ro/</u>

Description: The website offers extensive information on patents, utility models, trademarks, design, et cetera, together with other services. Application for patents can be submitted online.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics

Website: <u>http://www.insse.ro/</u>

Description:	The electronic collection system of statistical data is accessible through the National Institute of Statistics.

2. VAT and customs

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

VAT: declaration, notification

Responsibility:	Central Government, Ministry of Public Finance
Website:	http://www.e-guvernare.ro/; https://www.anaf.ro/
Description:	Online submission of VAT forms is available as form 'Deduction regarding VAT' – Declaration no. 300, for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Public Finance
Website:	http://www.e-guvernare.ro/; https://www.anaf.ro/
Description:	Online submission of tax forms is available as form 'Declaration no 101 regarding the profit tax', for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility:	Central Government, Ministry of Public Finance, General Directorate of Customs
Website:	https://www.customs.ro/
Description:	The online customs declarations service allows declarations to be filled in online for all types of businesses and agents that perform activities in this sector. This service ensures authentication of users through digital certificates. The next stage of development of the online customs declarations service will allow electronic payments through banks, which will offer remote payment services. This service currently functions in a restricted access regime.

3. Selling abroad

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

Internet database of Legal Acts

Responsibility:	The Chamber of Deputies
Website:	http://www.cdep.ro/
Description:	The Internet database contains normative, individual and international acts.

Information on entities being in insolvency in 7 Member States

Responsibility:	National Trade Register Office
Website:	https://e-justice.europa.eu/

Description: Through the new online service, private entities that want to carry out economic activities in the EU, can consult and verify the situation of potential and actual business partners in Austria, Czech Republic, Estonia, Germany, Netherlands, Romania and Slovenia.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, National House for Pension and other Social Insurance Rights

Website: http://www.e-guvernare.ro/; https://www.anaf.ro/

Description: The form 'Declaration regarding the payment obligations towards social insurance budget' for large contributors belongs to the 'Unique forms' supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

Health and safety

Labour Inspectorate

Responsibility: Labour Inspectorate

Website: http://www.inspectiamuncii.ro/;

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

5. Product requirements

Chemicals (REACH)

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

Responsibility: National Agency for Environment Protection

Website: http://reach.anpm.ro

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

6. Finance and funding

Access to funding, EU funding programmes

Subsidies and financing

Responsibility: Ministry of European Funds

Website: http://www.fonduri-ue.ro/

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

Exchanges for young entrepreneurs

Responsible Young Entrepreneurs

Responsibility: Academy of Economic Studies, Romanian government

Website: http://antreprenori-responsabili.ro/

Description: The website of the project "Responsible Young Entrepreneurs" is a good starting point for young entrepreneurs, as it contains different information

regarding the project implementation, including offering trainings, resources on other entrepreneur opportunities. In addition, two business hubs were created under this project, the information for which could be found on the website.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Communications and Information Society, Agency for Digital Agenda of Romania

Website: http://www.e-licitatie.ro

Description: The main eProcurement system modules available are: publication of notices within the framework of public procurement procedures; transmission of the notices to the EU Official Journal in order to be published (as OJS eSender); requests for quotation; direct purchases based on eCatalogues and eAuctions (as final phase for off-line contract award procedures, or on-line request for quotation); open and restricted procedures; document and user's profile management. All Romanian contracting authorities have to publish their public procurement notices on 'e-licitatie'.

8. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment and Climate Change, Environmental Protection Authority (NEPA)

Website: http://www.mmediu.ro

Description: Online information and required documents can be downloaded.

Environmental Information System

Responsibility: Ministry of the Environment

Website: http://www.inspectorulpadurii.ro/

Description: The information system oversees timber circuits and detects citizens cutting down forests illegally. Citizens are also able to download a mobile app, which allows them to track shipments of wood.

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.

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