European Commission

WHAT'S INSIDE

eGovernment in Slovenia

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2. A collaborative platform of open communities
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eGovernment in Slovenia, February 2016, Edition 19.0

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2,061.085 inhabitants (2014)

GDP at market prices: 37,303 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 83 (2014)

GDP growth rate: 3.0% (2014)

Inflation rate: - 0.8% (2015)

Unemployment rate: 9.7% (2014)

General government gross debt (Percentage of GDP): 80.8% (2014)

General government deficit/surplus (Percentage of GDP): -5 % (2014)

Area: 20,273 km^2

Capital city: Ljubljana

Official EU language: Slovenian

Currency: EUR

Source: Eurostat (Last update: 19 January 2016)

Political Structure

Slovenia is a **parliamentary republic**. Legislative power is held by a unicameral parliament, the National Assembly, which has 90 members (88 elected representatives of the parliamentary parties and one representative each from the Italian and the Hungarian national communities). Apart from the National Assembly, the Constitution also provides for a National Council, which comprises 40 members elected for five years and is mainly an advisory body without full law-making powers.

The Head of State is the President of the Republic (elected for a maximum of two five-year terms via direct elections). Executive power is exercised by the government, which consists of the Prime Minister and other Ministers. The government and the ministers are independent within the framework of their jurisdiction, and responsible to the National Assembly.

Slovenia has a single-level system of local self-government; a municipality regulates only local tasks. Slovenia comprises 212 municipalities, 11 of which have the status of a city municipality.

The Constitution of Slovenia was adopted in December 1991.
Slovenia became a member of the European Union on 1 May 2004.

**Head of State:** President Borut Pahor (since 2 December 2012).
Head of Government: Prime Minister Miro Cerar (since 18 September 2014).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Slovenia 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 Slovenia
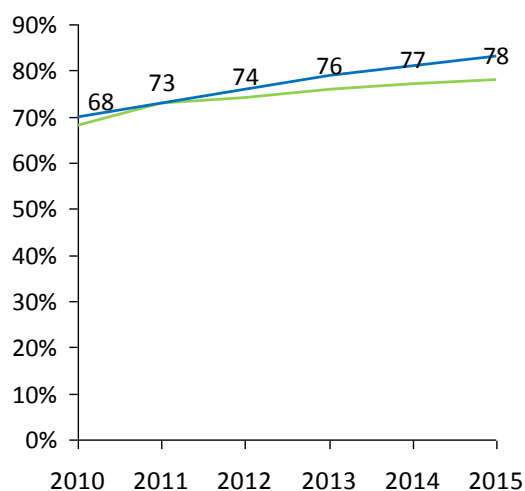
Percentage of enterprises with Internet access in Slovenia
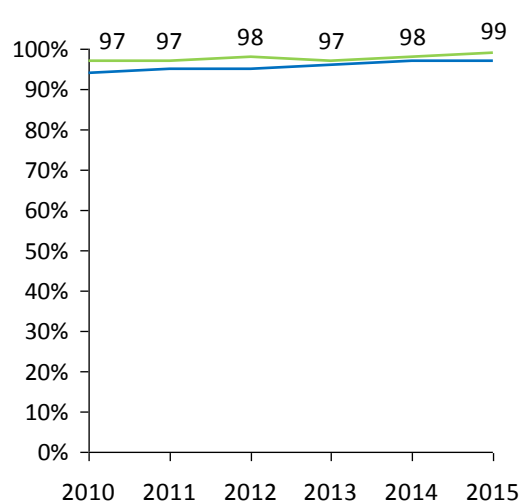
Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

——— Slovenia
——— EU

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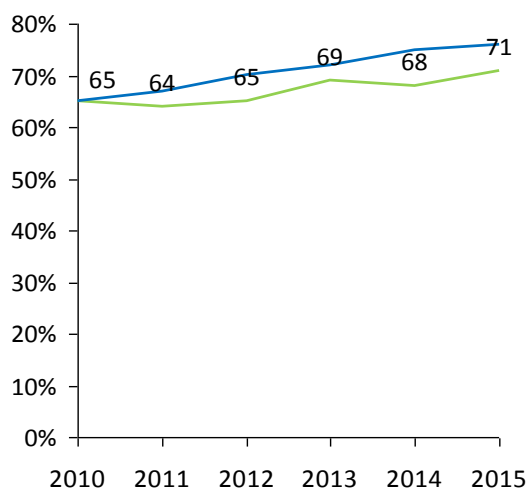
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Slovenia

Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Slovenia

Source: Eurostat Information Society Indicators

— Slovenia
— EU

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

Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

eGovernment Indicators

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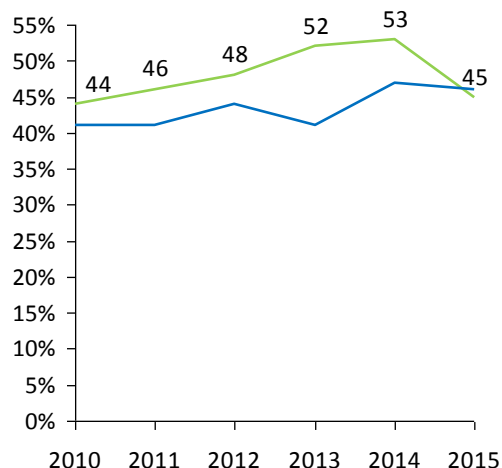
Source: Eurostat Information Society Indicators

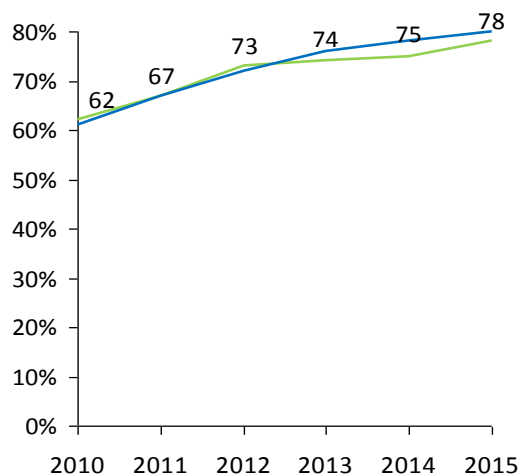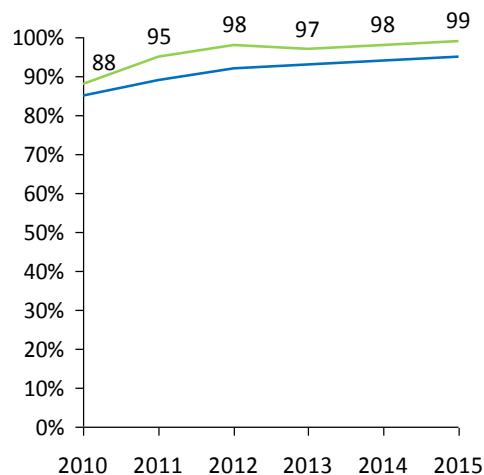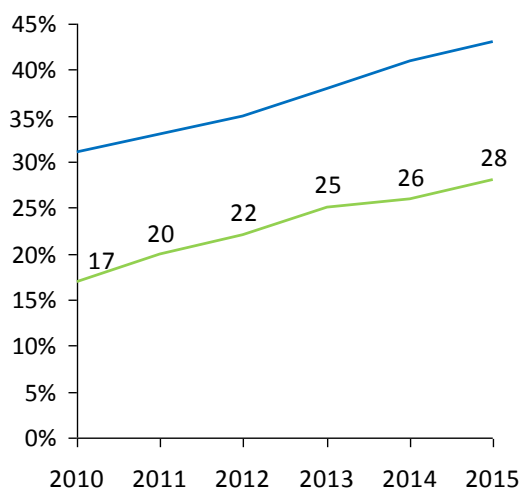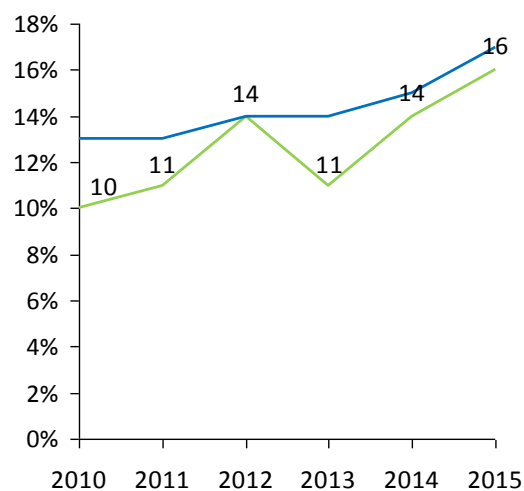**Percentage of individuals using the internet for obtaining information from public authorities in Slovenia**
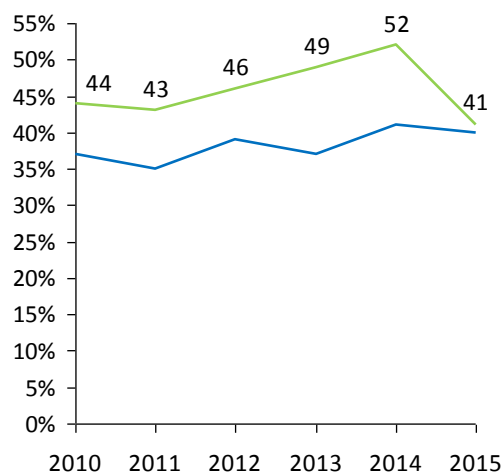
Source: Eurostat Information Society Indicators

— Slovenia
— EU

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

Source: Eurostat Information Society Indicators

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

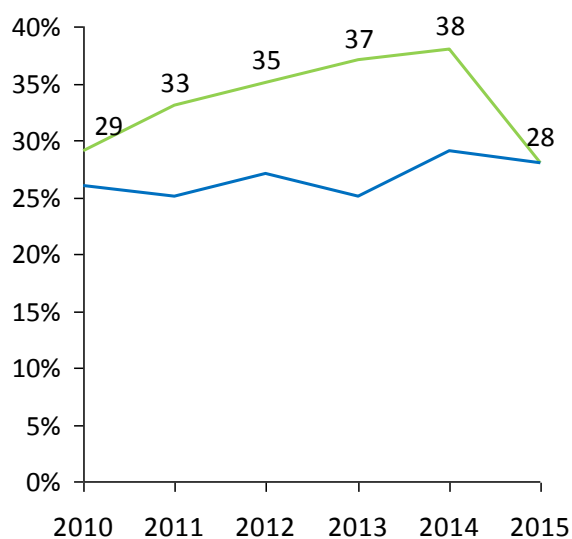Source: Eurostat Information Society Indicators

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eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) study[1], 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 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, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Slovenia compared to the EU average score.
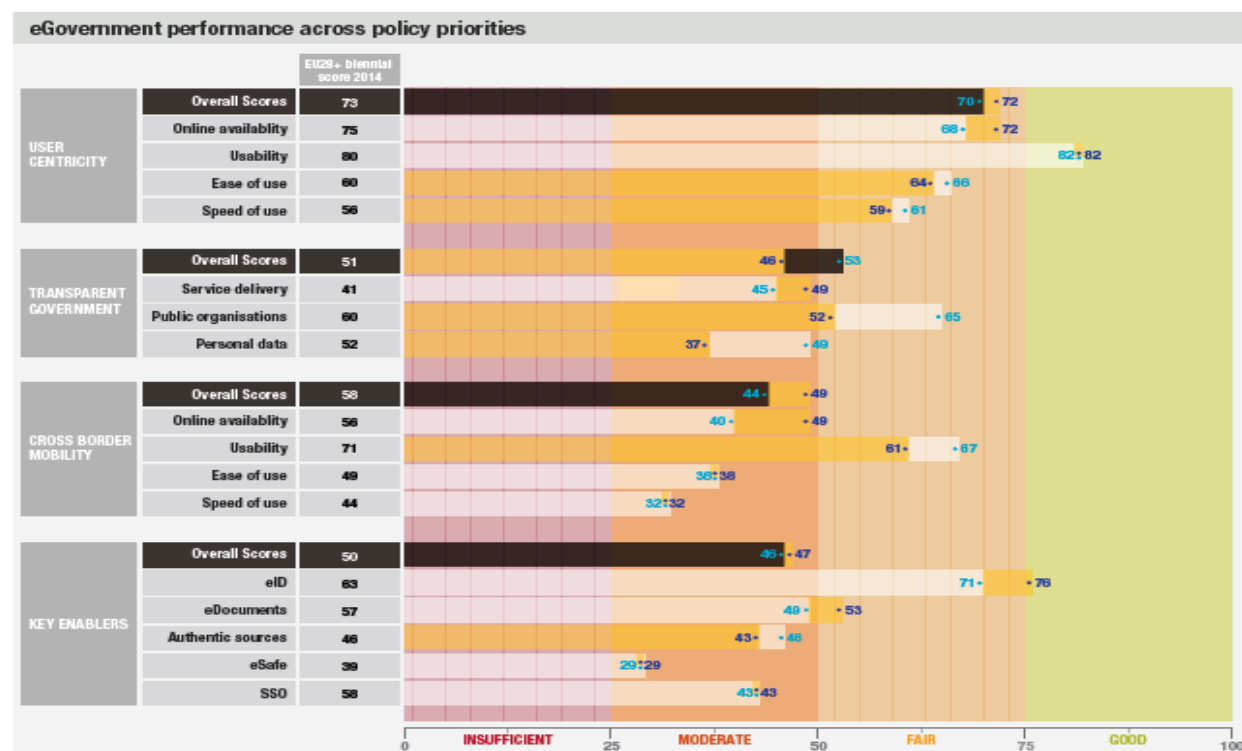
Source: [eGovernment Benchmark Report 2015[2] Country Factsheet Slovenia](#)

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[1] [eGovernment Benchmark Insight Report](#)

[2] The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

November 2015

Safe eCitizen – LogOnTrust

In 2015, several projects for trust services have been launched, such as e-authentication, e-signature, e-delivery and e-documents. These services are designed as central building blocks imposing their usability to all public sector and their projects that can bring many benefits to the public administration and its end-users. They are designed to enable end-users also access via mobile devices and they enable usage for foreigners.

The first building block, **Central authentication system SI-CaS,** has gone »live« together with renewed e-Government State portal in November 2015. SI-CaS takes on board the results of the EU project STORK for cross-border authentication and its future development will have to follow the requirements of eIDAS regulation (EU Regulation on electronic identification and trust services for electronic transactions in the internal market).

Renewed e-government state portal

In November 2015 a renewed e-government state portal ("Državni portal eUprava" – http://euprava.gov.si) was launched. It was completely redesigned – not only the system architecture, but also the user interface. It is based on a CMS system, which enables effortless content maintenance.

The portal follows modern principles of user interface design. It is simple, responsive and strictly user-centric. It also meets the needs of the impaired, by using different visual themes as well as videos with interpreted sign language.

Another great improvement is a completely rewritten content. In cooperation with professional copywriters, our content editors tried to prepare texts that are precise, but simple enough for everyone to understand; the users' needs are kept in focus. Large parts of the portal are translated to the languages of Slovenia's national minorities (Italian and Hungarian). There is also an English sub-portal with adapted content, which mostly meets the needs of the foreigners living in or moving to Slovenia.

However, the main value of the renewed portal are the electronic services, which are seamlessly integrated into the content and are easily accessible. Users may access various services (currently about 250) through the integration of public bodies' information systems. Every authenticated user can use their digital certificate to access personal storage, which allows them to store their private documents. The users can also view their personal data from various public records (e.g. personal information, information about their vehicle and real estate property).

Web application "Implementation of measures to improve the regulatory and business environment" was set up. Implementation of the web application represents considerable step forward in the context of monitoring of the implementation of measures to improve business environment, since it enables simplified collection, monitoring and processing of the data, as well as uniform and transparent reporting. In addition to substantive descriptions there are graphical and tabular representations of individual measures also

available. The ministries can use the tool to inform the employees on deadlines, progress update and current status of the realization of the measures, in addition to quarterly reporting on the realization of the measures to the Government.

The tool also enables editing and concretization of the existing measures, tasks, deadlines for the implementation and related areas. The ability to monitor progress according to the World Bank competitiveness index and indicators set in the Programme for transition to the green economy was also recently added.

In the case of a new measure planned, relevant ministry can independently include new measure to the list. Previously, this activity could only be carried out by the Ministry of Public Administration, the coordinator of a list of measures.

With the gradual introduction of new functionalities we would like to achieve that all ministries autonomously include all measures affecting better regulatory and business environment to the list of measures.

May 2015

Increased transparency in public procurement contracts

An upgrade to the public procurement portal has increased the transparency in public procurement; since 25 May 2015, the portal has provided direct access to public procurement contracts, concessions and public-private partnerships (pursuant to Article 10a of the Access to Public Information Act – ZDIJZ).

February 2015

Increased transparency in financing of election campaigns and political parties

Since February 2015, financial reports of the organisers of the election campaigns can be accessed online on the new website established by the Agency of the Republic of Slovenia for Public Legal Records and Relates Services (AJPES). The web site publishes also the annual financial reports of political parties. The web site has been set up on the basis of the amendments to the Political Parties Act and the Elections and Referendum Campaign Act in accordance with the GRECO recommendations. The application enables transmission of data and subsequent electronic processing of data.

January 2015

e-Invoices Mandatory for Public Administration

Since 1 January 2015 institutions of public sector should receive invoices in electronic form for any goods and services based on the new Act on the Provision of Payment Services to Budget Users (ZOPSPU-A). The Public Payments Administration serves as a single entry and exit point for the exchange of e-invoices between administrations and between public administration and external entities.

E - Prostor Portal upgraded

The content of the portal is regularly maintained and modified according to changes in legislation. Most changes were carried out within the applications that are accessible through the portal. The Personal Access to the real estate was completely renovated and upgraded. This application enables the individual to have free access to graphical and descriptive information about their properties that are kept in geodetic records. The data on the cadastral income were added, the graphical presentation was refurbished and the generalized market values of real estates were published in the application Public Access. The application module for issuing statutory certificates from geodetic records was fully renovated in the application Access to the information on real estate for registered users and the application Public access to the property sales register was newly created. Within the content of the portal, a revised and updated system of free, freely accessible data is being set up.

December 2014

E-Public Procurement and e-Auctions

The Government adopted in December 2014 the decision which stipulates that from 1 February 2015 onward the ministries, bodies within ministries and government offices award the public procurement orders at electronic auction unless the contract giver has received only one appropriate and acceptable offer or inadequate offers. Electronic auction is a special method of public procurement which may be included in all public procurement procedures except for competitive dialogue and negotiated procedure without prior publication. Electronic reverse auction achieves greater cost effectiveness of public procurement since the providers, after public opening of tenders, compete against each other for obtaining the contract by the deadline lowering the value of originally submitted bids or offers from the previous round of the auction.

October 2014

Register of Legal Persons Liable for Public Information (RZIJZ)

Based on the amendments of the Access to Public Information Act (ZDIJZ-C) the Register of Legal Persons Liable for Public Information (RZIJZ), which provides one-stop overview of all legal persons that are subject to public information (public entities, public institutions, public funds, public agencies as well as private-legal holders of public authority and public service and commercial companies owned by the state and local communities). The Agency for Public Legal Records and Related Services (AJPES) provides information from the register also for a free re-use by daily publishing file with the complete list of legal persons in machine-readable form.

September 2014

Drivers' Register 2

New information system "Drivers' Register 2" was put into production, covering back-office and front-office business processes regarding the candidates for the driving licences, including the electronic system for traffic rules examinations. The candidates can now monitor available time slots for the exams via e-government portal and they are also offered a free web application they can use to prepare at home for the actual electronic test, using exactly the same questions. The users have quickly adopted this new web application which at the big national IT conference IJU2014 has also received the award for the Best Slovenian e-public service of the year 2014.

E-Delivery for e-Taxes

The Financial Administration of the Republic of Slovenia has implemented the conditions for e-Delivery (ordinary delivery and delivery according to the General Administrative Procedures Act). E-Delivery is carried out via personal eTaxes portal (http://edavki.durs.si) of the persons liable for tax. The first e-Delivery process has been carried out for the overdue reminders for natural and legal persons. Electronic business activities are obligatory for legal persons, natural persons can decide by themselves.

July 2014

Renewal of One Stop Shop Business portal or the e-VEM portal

In July 2014, design and content upgrade of the e-VEM portal businesses (http://evem.gov.si) was carried out. The content is organised logically and covers all the phases of life-cycle of a company, from the idea of setting up a company to its closing down. The portal acts as a One-Stop-Shop for all national business websites and is adjusted to the user. The renewed e-VEM offers its users additional services like the business calendar, advanced search tool, location of physical points, and other advanced features for better user experience. In 2014 also some progress on e-services of the e-VEM portal has

been done. The most important is the support of the usage of some e-services by institution of public administration.

BusinessSOS

The Republic of Slovenia has started to actively implement the principles of preparing regulations better in order to achieve greater competitiveness for small and medium-sized companies. The Business SOS portal is set up exclusively for business entities. It allows them to report problems which they are faced with when dealing with state authorities, local bodies and statutory authorities. They are entitled to receive within 7 (or up to 15 days) a written explanation of the authority.

This pilot project started operating in March 2015. In December 2015 the Business SOS portal was joined with Stop The Bureaucracy portal, which has become a single entry point for initiatives and proposals related to regulatory amendments in fovour of the citizens and business entities.

Web application "Implementation of Measures to Improve the Regulatory and Business Environment"

The purpose of the application is:

▶ simplification of collecting, monitoring and processing data with the purpose of preparing a report on the implementation of measures from a Single Document,

▶ uniform and transparent reporting to all line ministries;

▶ user-friendly display and monitoring of measures with charts and tables on the website of the Government Communication Office.

Graphical and tabular representations show the responsiveness of individual ministries with regard to measures pertaining to their field of work. The added value for users represents a search engine through which it is possible to select a range of data the individual is particularly interested in and combine them in an individual report. The application is available to users on the website of the Government, the Ministry of Public Administration and STOP the Bureaucracy portal.

April 2014

Amendments to the Access to Public Information Act (ZDIJZ-C)

According to the amendments the state and municipality-owned companies are liable to provide access to the key information regarding their financial transactions. The 2014 amendments to the Act (ZDIJZ-C) provide the basis for the Public Payments Administration to publish on the web also the financial transactions of the company's wholly owned by the state or municipalities. Furthermore, the amendments provide for a basis to include state/municipality-owned companies into the online application "Supervisor".

March 2014

Stop the Bureaucracy Facebook Profile and Mobile App

In March 2014, Facebook profile has been also set up (STOP birokraciji), which is used to inform the users (followers) about the news in the field of eliminating administrative burdens and invites them to give proposals and suggestions for the simplification of legislation. The FB account also strongly promotes Stop the bureaucracy website, publishes actual suggestions from the followers and organizes simple competitions for small practical prizes.

Stop the bureaucracy has also developed an app for smart phones and tablets which enables:

▶ making suggestions and proposals for eliminating administrative burdens,

▶ an overview of the received suggestions and proposals

▶ access to the news from the website www.stopbirokraciji.si

▸ access to more information about the project

October 2013

Single Document to Ensure Better Regulatory and Business Environment and Increase Competitiveness

In October 2013, the Government of the Republic of Slovenia adopted the Single document to ensure better regulatory and business environment and increase competitiveness. The document is a fundamental strategy for putting into practice regulatory impact assessment, eliminating administrative barriers and reducing the burdens on citizens and the economy with concrete measures, commitments, proposals for solutions, providers and deadlines for realisation and has also extensive IT support.

June 2013

e-Social Security Wins the UNPSA 2013 Award

On 27 June 2013, the Ministry of the Interior and Public Administration of the Republic of Slovenia received the UNPSA 2013 Award as the winner in the category "Promoting Whole-of-the-Government Approaches in the Information Age" in the region of Europe and North America, for the project "Reusable IT building blocks for electronic data exchange - implementation for e-Social Security".

The project has enabled efficient interoperable electronic data collecting from 50+ data sources within public sector and wider (from the banks also) - for the specific purposes of the e-Social Security. The decisions on social support and other social benefits are performed based on the income and property of the applicants and their family members. These data on the income and property are being collected electronically, with a great respect to the personal data protection. The costs for such an extensive data gathering would be enormous if that process would be carried out in the classical way (paper questions, paper answers, scanning, postal costs...) but the operating costs for the new IT-supported and automated data gathering were now lowered to the marginal minimum. The reusable components that support these data gathering processes (Tray, IO-module, Asynchronous module and Security platform) and were primarily developed for e-Social Security will also be used in other similar projects where data is requested from numerous diverse and scattered data sources.

NIO Portal as a Single Point of Access to Public Sector Data

On 20 June 2013, the NIO portal (http://nio.gov.si/) was renewed as a single point of access to a wide range of data held by public administration. Data published on NIO can be freely used, reused and redistributed by anyone. In Slovenia, public sector transparency and openness of public administration has been promoted through various synchronised actions on a national level.

New e-Procurement portal

Set up in June 2007 and managed by the Ministry of of Public Administration, Slovenia's eProcurement portal enables contracting authorities to publish public procurement notices online. A module allowing suppliers to submit tenders electronically (eTendering) has been operational on the platform since the end of January 2009.

In June 2013, the new e-Procurement portal (http://ejn.sigov.si/) was set up. It is intended to contain national e-procurement applications that support procedures like e-Noticing, e-Accession, e-Tendering, e-Attestation and e-Catalogue. In addition, three new applications were launched. E-Purchasing is a central application covering complete purchasing procedure of the contracting authorities, while e-Auctions supports electronic submission of tenders and online bidding. Also, e-Catalogue was introduced in the end of 2015, enabling contracting authorities buying more efficient and economaly.

e-Social Security

In December 2012, as a first step towards simplifying the exercise of the entitlement to child benefit and kindergarten fee subsidy, the Ministry, responsible for public administration, in collaboration with the Ministry of Labour, Family and Social Affairs introduces a new system of exercising entitlements.

This initiative aims towards a more friendly system for the exercise of entitlements, especially for those citizens who exercise and renew an entitlement every year. As a second step, the planned amendments to the law on the exercising of public funding and other acts on business-related issues will facilitate the implementation of a simple system like the current one for income tax.

Vehicle Register

Vehicle register is a system that provides high-quality and efficient IT support for the procedures relating to the registration of vehicles and is directly applicable by organizations that are authorized to perform technical inspections, Administrative Units, Ministry of the Interior, Ministry of Infrastructure, Directorate for Roads and Agency for Traffic Safety. There is a number of indirect users that exploit these data as the basis for their business processes. Quality and timeliness of the data are crucial for good work of these institutions.

June 2012

EUGO Slovenia

In June 2012, the [Eugo Slovenia](#) was launched (http://www.eugo.gov.si/). The portal is a state business point that helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation who want to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In this way, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations in its market. Various testing projects and user experience surveys has shown, that users find it difficult to break through the extensive content published on the e-VEM and EUGO portals.

To this end, in 2015 the search engine was upgraded along with the websites optimization. It should be noted that the search engine is also available to external systems and services.

May 2012

IT-Supported Procedure for Drafting Legislation Wins UNPSA Award

In May 2012 the Ministry of Justice and Public Administration wins second place in the United Nations Public service Awards 2012 competition. The Ministry entered the contest with a project called 'IT-supported procedure for drafting legislation'

The 'United Nations Public Service Award' is the most prestigious international recognition of excellence in public service. It rewards the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration in countries worldwide. Through an annual competition, the UN Public Service Awards promote the role, professionalism and visibility of public service.

The ITDL project is a system which allows coverage of all essential steps in the process of adopting a legal act, operating uniformly in all spheres of competence, which are involved in the process of preparing and adopting legislation. Strong emphasis is also placed on the fostering of the involvement of public contribution in the process of regulation drafting. Linking back-end systems of the ITDL with the web sub-portal eDemocracy allows for easy monitoring of existing legislation and preparation of new legislation in one place, which is of paramount importance to users.

October 2011

Stop the Bureaucracy Website (initially Minus 25 Website)

In October 2011 we set up the website www.stopbirokraciji.si (initially under the title Minus 25 Website) for the purpose of informing public about the Action Programme for eliminating administrative burdens and reducing regulatory burdens. The purpose of the portal is to provide current information on the programme implementation, publish best practices (at both national and EU levels) and reports on administrative burdens in an individual regulation (act, rule, etc.) as measured in the programme, and to convey additional proposals from users, in order to achieve reduction of administrative burdens and simpler and more transparent legislation.

August 2011

Transparency of Supervizor

Greater transparency of public spending and activities of the government are promoted by the application Supervizor (http://supervizor.kpk-rs.si/podatki/) set up by the Commission for the Prevention of Corruption in August 2011. The key benefit of the application is that money flows from the public to private sector are accessible to the public quickly, simple and free. This proactive approach towards transparency of public finances leads to the strengthening of public integrity, transparency of public finances, and accountability of public service for effective and efficient use of public finance and decreases risks of systemic corruption. The application won the prestigious 2013 United Nations Public Service Award in competition with North American and European countries in the »Preventing and Combating Corruption in the Public Service« category.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.

eGovernment Strategy

Main strategic objectives and principles

The current strategic framework for the development of eGovernment in Slovenia comprises the following documents:

▸ **Strategy on IT and electronic services development and connection of official records (SREP), last amended and adopted in June 2009.**

▸ **Action Plan on Electronic Commerce in Public Administration (2010)**

The primary policy aim for eServices is user satisfaction. The view is that this can be achieved via friendly, accessible, simple and affordable services based on life events, such as childbirth, marriage, purchase of real estate, company registration and others.

▸ **Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020**

The following two strategies are under preparation:

▸ **Strategy for Digital Slovenia 2020,** covering all the aspects of information society development

▸ **Strategy for e-Government Development 2020.**

They should be adopted in the second half of 2015.

SREP: Strategy on IT and electronic services development and connection of official records (2009-present)

This strategy lays down a framework and steps which will enable the balanced development of public administration and electronic services, and its integration of solutions and best practices with other spheres of civil service work. Four areas are targeted, namely:

▸ Efficient and effective public administration based on eGovernment

▸ Increase in user take-up of online services, with measures such as training, inclusion of those who are socially weaker and marginalised, and development of proactive services and user-friendly solutions

▸ Sharing of infrastructure among public institutions, reuse of different modules and other horizontal measures to aid the development of interoperable solutions to complex problems

▸ Support for cross-border pan-European services.

AN SREP: Action Plan on Electronic Commerce in Public Administration (2010-2015)

The AN SREP action plan defines objectives, eServices and tasks for implementing eCommerce solutions in the public sector. It also provides methods of execution and monitoring of activities and projects. The plan complies with EU guidelines and Directives on eCommerce. A further purpose of the plan is to encourage the development of e-Services based on joint initiatives with the Member States and the European Commission, built on a unified architecture and common standards.

By 2015, AN SREP sets the objective that at least 25 % of the functionality of the necessary central and horizontal services must have been completed. The achievement of this target is foreseen by the plan to be in cooperation with the goals of the SREP strategy regarding effective and efficient operation of the public administration.

Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020

The Strategy's main purpose is to set a platform for a real improvement of operation of Slovenia's public administration which is to undergo modernisation and renewal. The reform will be achieved by introducing a comprehensive management system through centralized strategic planning, introducing quality control systems for the simplification and modernisation of administrative processes, and monitoring and evaluation of the work done and targets to be achieved across all levels. Effective public administration cannot be achieved without efficient government IT. We will take advantage of new opportunities and potentials offered by modern technological and organizational approaches, among which one the priorities of the great potential is cloud computing. Improving the state of ICT in public administration will have significant synergistic effects in achieving other strategic targets of public administration as well as in the development of the information society as a whole. It is complemented by two-year action plan for the implementation of the 2015–2020 public administration development strategy for the period 2015–2016.

Previous eGovernment Strategies

Completed Actions under the eGovernment strategy (2006-2010)

Following the targets of the SEP-2010, the update of the national interoperability framework started at the end of 2007. The first step was the renovation of the catalogue holding metadata of registers kept by public administration institutions. The renovated catalogue now holds up-to-date data and allows institutions in charge of the register to update data online pertaining to their register. The second step, a study on technical, semantic and organisational interoperability, was completed in May 2008. The study brought together the following: all semantic assets in use by public administration institutions; all technical standards and recommendations used by eGovernment services; all legal acts, agreements, actors and processes within the scope of eGovernment services (organisational level).

Furthermore, the government has adopted a „Programme of Measures for the Reduction of Administrative Burdens - RAB" (November 2005) which contains 34 measures aimed at simplifying procedures and raising the quality of public services.

eGovernment Strategy for Local Self-Government (ESLS) (2003)

The strategy is based on the eGovernment Strategy for Local Self-Government (ESLS), prepared in 2003. An additional goal was also to connect central government with local government in the field of eCommerce. Thus ESLS proposes solutions for eCommerce within local government, eCommerce between local and central government, as well as eCommerce between local government and citizens and legal entities.

Due to their complexity, importance and size, the joint or basic projects contained in the ESLS strategy were embedded in projects implementing the national eGovernment strategy (SEP-2010).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Slovenia.

The [General Administrative Procedures Act](#) (Official Gazette of the Republic of Slovenia, no. 24/2006-ZUP-UPB2, 105/06-ZUS-1, 126/07, 65/08, 8/10, 82/13), adopted in 1999 and several times amended,, provides the general legal basis for all administrative proceedings; i.e. all Administration-to-Citizen (A2C) and Administration-to-Business (A2B) together with a major part of Administration-to-Administration (A2A) relations. One of the main provisions of the Act allows for two-way electronic communication between administration and citizens. Prior to the enforcement of this provision, citizens could submit digitally signed eDocuments to the eGovernment state portal, but the administration would only respond in writing via regular mail. Electronic answers, or "eDeliveries", acquired legal status after the 2004 amendment of the Act.

Freedom of Information Legislation

[Access to Public Information Act](#)

The legal basis for proactive publication of information and data on the web by the public sector bodies is provided for by [the Access to Public Information Act](#) (Official Gazette of the Republic of Slovenia No. 51/2006 and 23/14). The Act regulates open and transparent functioning of the public sector and the re-use of public sector information. In principle it provides that all generally accessible public information is re-usable (it already includes the re-use right from the new 2013 PSI Directive). The full implementation of the new EU Open Data rules (the 2013 amendments to the PSI Directive) is planned for 2015. It is a very pro-transparent act and has been rated by the international NGO's (Access Info) the second/third best in the world.

The initial version of the Act was adopted and came into force in 2003. Last amendment was in 2014. The current version provides the right of access to information of public character held by state bodies, local government agencies, public agencies, public contractors, other entities of public law and also state-owned companies. The liable bodies must respond to requests of access within 20 days. Restrictions to access are imposed for classified data, business secrets, personal information violating privacy and others.

The amendment passed in July 2005 introduced the public interest test, which can reveal even the most hidden faults and irregularities taking place in the public sector and thus enhance transparency and trust. The original Act also established an independent body, the Commissioner for access to public sector information, whose role has since January 2006 been taken over by the [Information Commissioner](#). The Act also implemented Directive [2003/4/EC](#) of 28 January 2003 on public access to environmental information.

The 2014 amendments to the Act (ZDIJZ-C) provide the basis for the Public Payments Administration to publish on the web also the financial transactions of the company's wholly owned by the state or municipalities and for their inclusion into the online application "Supervisor".

Data Protection/Privacy Legislation

Personal Data Protection Act

The Personal Data Protection Act (Official Gazette of the Republic of Slovenia No. 94/07), currently applicable, was adopted in July 2004 and came into force on 1 January 2005. It replaced a previous version, adopted in 1999, and transposed the EU Directive 95/46/EC on data protection into Slovenian Law.

The main goal of the Act is to prevent illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and their use. Until 1 January 2006, the Inspectorate for Personal Data Protection was in charge of overseeing the application of the Act. Since then, such responsibility has been transferred to the Information Commissioner (Information Commissioner Act, adopted in December 2005).

The last amendment of the Personal Data Protection Act was performed in 2013.

eCommerce and eSignature Legislation

Act amending the Electronic Commerce and Electronic Signature Act (2004)

The initial version of the Electronic Commerce and Electronic Signature Act (ZEPEP) was adopted on 13 June 2000 and came into force on 22 August 2000. Act no. 215/2002 on eSignature regulated creation, usage, rights and obligations of corporate entities and individuals, as well as trustworthiness and protection of digitally signed eDocuments. The Act transposed the notions of 'advanced' and 'qualified' electronic signature of Directive 1999/93/EC of 13 December 1999. Devices for secure electronic signing should comply with specific conditions regarding security and reliability, specified in a number of decrees collectively referred to as Implementing Regulations to the Act, in force since April 2009. eSignatures for internal government applications must be secured by qualified certificates issued by one of the Certification Authorities at the Ministry of Public Administration, while the National Security Authority (NSA) is the central state body administering electronic signatures.

The act amending the Electronic Commerce and Electronic Signature Act was adopted in April 2004, defined the responsibilities of providers of IT services in a more precise way and set the conditions for the realisation of the electronic identity card project. Later Act amending was adopted in April 2014.

eCommunications Legislation

Electronic Communications Act (2013)

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. It was lastly amended in 2007. The Act aims to establish effective competition in the electronic communications market, manage the use of the radio frequency spectrum, ensure universal services and protect users' rights.

This Act encompasses all relevant issues contained in the EU Directives forming the EU Regulatory Framework for Electronic Communications, namely: Directive 2002/21/EC („Framework" Directive); 2002/20/EC („Authorisation" Directive); 2002/19/EC (Access and interconnection Directive); 2002/22/EC („Universal service and user's rights' Directive); and 2002/58/EC („ePrivacy" Directive).

On 15 January 2013 the new Electronic Communications Act (Official Gazette of RS, No. 109/2012) entered into force.

eProcurement Legislation

Public Procurement Act (2010)

The current Public Procurement Act was promulgated in December 2006 and lays down the mandatory actions required of contracting authorities and tenderers in awarding public supply contracts, public service contracts and public works contracts. Among other provisions, the Act sets out the rules for the establishment of a dynamic purchasing system by the contracting authorities. It also regulates the use of electronic auctions and makes the Common Procurement Vocabulary a reference nomenclature that is equivalent to existing nomenclatures applicable to public contracts. Amendment to the Actin 2013 gives contracting authorities the possibility to verify qualification assessment of tenderers in official evidences via the information system eDossier. In mentioned system tenderers can provide various means of proof for their qualification assessment in procurement procedures. The previous version of the Act (2004) introduced eOperations such as eAuctions as well as an eProcurement system supported by the establishment of an information portal.

The Act, which complies with EU Directives 2004/17/EC and 2004/18/EC, was last amended in March 2014.

Re-use of Public Sector Information Legislation (PSI)

Access to Public Information Act (2005)

Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) was implemented into Slovenian law via the amended Act on Access to Public Information, passed in July 2005. The resulting Act contains provisions on PSI licensing, transparency on contracts and penal provisions, and consolidates general and specific principles on access.

Furthermore, a Decree on Communication and Re-use of Information of Public Character passed in August 2005 defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using such information, as well as reporting on the assurance of access to this information. Slovenia has thus fully transposed the PSI Directive.

It has been planned for the new EU Open Data Rules to be implemented in the provisions of the Slovenian Access to Public Information Act in 2015. In relation to the legal aspects of publication of the Public Sector Information, specifically the licensing regime, the Slovenian Government in 2013 set up the Interministerial Working Group, which will prepare the Guidelines for the Copyright Management of the public sector information, including the guidelines on online Open Licences and legal standards for Open Data. When adopted by the Government the Guidelines will become a basis for the uniform practice of the public sector bodies with regard to the mentioned issues. The Government plans to include the field of Open Data also within the scope of the Strategy of the Efficient Government as an important part of a wider theme of Open Government

eArchiving Legislation

Protection of Documents and Archives and Archival Institutions Act

The Act and the accompanying Regulation on Documents and Archives Protection were both passed in 2006 with the aim to regulate the management of electronic content. The Act states that all electronic records, including digitalised documents, have full legal status provided they comply with certain technical conditions. The accompanying regulation governs the activities and internal rules for individuals to keep documents and/or archives, the storage of such materials in physical and digital forms, the general conditions, registration and accreditation of digital storage equipment and services, the selection and

transfer of archives to public archival institutions, the processing and keeping of registers of archives, the protection of film and private archives, the use of archives in archival institutions and the work of the Archives Commission. The law contains also the provisions regarding the long-term validity of the eSignature. Later amendment of the Act took place in 2014. This new law eliminates the obligation certifying internal rules for companies and public authorities at the Archives Commission and simplify the procedures for accreditation. New law leaves companies and other private organizations to autonomously, without state interference, decide on the method of preservation of digital documents to manage, and hence the choice of solutions and technologies.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Public Administration

The ministry deals with policies and strategies on eGovernment and administrative processes. Established in December 2004, the ministry pursues, among others, the objective of orienting public administration towards up-to-date, user-friendly solutions and services. Reform of administrative processes for eGovernment is the responsibility of the ministry's IT Directorate; the Directorate is also involved in the development of strategies for eGovernment, especially via the Sector for Development of Applicative Solutions.

Coordination

IT Directorate
The IT Directorate monitors the implementation of the Strategy on IT and electronic services development and connection of official records (SREP) as well as the eGovernment Action Plan. It also coordinates and promotes eGovernment initiatives and developments across government, for example inter-ministerial projects on eServices and eApplications. Among its other responsibilities, the Directorate offers general support to eServices such as integration of processes with databases and public records (G2G), services towards citizens (G2C) and businesses (G2B), and project management.

The Government Single Contact Centre was set up in the framework of the IT Directorate in order to provide a full range of information on government policy and administrative issues, and to offer a one-stop-shop for government application technical assistance. The users of these services are mainly citizens, but civil servants using internal IT systems also benefit. Communication with users is carried out via email (ekc@gov.si).

Better Regulation, Administrative Processes and Quality Service

Better Regulation, Administrative Processes and Quality Service is the main administrator of STOP the bureaucracy web portal that represents a single point of entry for the submission of suggestions and proposals to improve the regulatory and business environment and e-VEM portal intended for companies and entrepreneurs.

Implementation

Government Ministries and bodies
Government Ministries and bodies are responsible for the implementation of departmental eGovernment projects falling within their respective areas of competence.

Council for Informatics in Public Administration

The highest decision-making authority to monitor and direct the implementation of the action plan is the dedicated Council for Informatics in Public Administration, composed of state secretaries of the most relevant ministries and other public institutions.

Project Coordination

The supporting body called "project coordination" is composed of representatives from all public institutions. The Project Coordination is responsible for IT in different sectors, digital strategies, strategic decisions on government IT, fostering synergies between different government sectors and levels, for prioritization, monitoring and coordinating IT investments.

Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry

The IT Directorate at the Ministry of Public Administration works closely with the Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry. The association strives to connect public administration and ICT companies as well as to cooperate in marketing and implementing ICT solutions abroad.

Competence Centres

In the framework of Export breakthrough section (ZITex), the ICT companies have set up 4 competence centres so far which help establish best business opportunities for the export of IT solutions and services through joint activities and efforts and contribute to competitiveness and internationalization of Slovenian ICT sector:

▶ Competence Centre for eGovernment solutions

▶ Competence centre for solutions in the field of information security-KC eSecurity

▶ Competence centre for cloud solution-Euro Cloud Slovenia

▶ Competence centre for solutions in the field of telematics

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

Data Protection

Information Commissioner

The Information Commissioner was from the result of the merge of two bodies, namely the Commissioner for Access to Public Information and the Inspectorate for Personal Data Protection. The legal basis for the merger was established in the Information Commissioner Act passed in November 2005. Operation of the new body started on 1 January 2006.

The Information Commissioner performs the duties of both its parent bodies, namely supervision of access to public information, supervision of the legality of personal data processing, measures to ensure data security and protection (such as in video, surveillance and biometry) and others.

Regional & Local eGovernment

Coordination

Ministry of Public Administration

The Local Self-Government Service within the Ministry of Public Administration is responsible for the preparation of regulations regarding the organisation, functioning and financing of municipalities, as well as the coordination with ministries and other public bodies regarding eGovernment solutions for local communities.

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

eGovernment Who's who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Boris Koprivnikar
Deputy Prime Minister and Minister of Public Administration

Contact details:
Ministry of Public Administration
Trzaška cesta 21, 1000 Ljubljana
Tel.: + 386 1 478 8330
Fax: + 386 1 478 8649
E-mail: gp.mju@gov.si
Source: http://www.vlada.si/

Head of eGovernment

Jurij Bertok M.Sc.
Director-General of the IT Directorate, Ministry of Public Administration

Contact details:
Ministry of Public Administration
Tržaška cesta 21, 1000 Ljubljana,
Tel.: + 386 1 478 8651
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E-mail: jurij.bertok@gov.si
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

E-Uprava

The eGovernment portal e-Uprava (e-uprava.gov.si) was launched in March 2001, re-launched in December 2003 and modernised in May 2006. There are sub-portals available for the Italian and the Hungarian national minorities and information is classified according to life events. Each insight into specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content.

The portal provides access to the e-SJU system (Electronic Services of Public Administration), which supports all procedures in need of electronic forms. These are automatically generated, authenticated via qualified digital certificates, partially prefilled from the Central Population Register, and accept attachments, ePayments, etc. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

e-Uprava caters for users with special needs and also offers personalisation facilities.

A number of noteworthy services supplied via e-Uprava are:

▸ eDemocracy, which allows citizens to submit changes to existing legislation and suggestions on how to help eliminate administrative barriers

▸ Inspectorates and supervisory services

▸ Anonymous online complaints service

▸ Portal of the Surveying and Mapping Authority (Cadastre)

▸ e-VEM portal for businesses

▸ dLib.si library portal

E-VEM Portal for Domestic Business Entities

The One Stop Shop Business portal or the e-VEM portal is the government portal for companies and sole traders whose main purpose is to enable users to carry out public administration business easily, simply, quickly and free of charge. Through the e-VEM portal, businesses can use electronic services to establish a company and some other obligatory or frequent procedures, either when starting up or later (the submission of forms for social insurance registration, declaration of modifications to information on family members, notification of needs for workers, declaration of tax information, etc.). Users can carry out certain procedures by themselves online, using a valid digital certificate, while for some other more complicated procedures they would need to visit one of the 139 One Stop Shop contact points, the VEM point or a public notary. The registration procedure in Slovenia takes three days for companies and one day for sole traders. All services carried out via the e-VEM portal or VEM points are free of charge.

The portal won the prestigious 2009 United Nations Public Service Award in competition with North American and European countries in the 'improving the delivery of services' category.

EUGO Slovenia

The [Eugo Slovenia](#) is a state business point that helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation who want to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In this way, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations in the market of the Republic of Slovenia.

The main contents of the website relate to the conditions and procedures for the implementation of activities. There are almost one thousand regulated activities in Slovenia, and we plan to publish the conditions and procedures for all of them; however, due to the complexity of contents, publication will be implemented in stages.

Stop the Bureaucracy Website

In 2011 we set up the website [Stopbirokraciji.si](#) for the purpose of informing public about the Action Programme for eliminating administrative burdens and reducing regulatory burdens. The purpose of the portal is to provide current information on the programme implementation, publish best practices (at both national and EU levels) and reports on administrative burdens in an individual regulation (act, rule, etc.) as measured in the programme, and to convey additional proposals from users, in order to achieve reduction of administrative burdens and simpler and more transparent legislation.

NIO Portal

The [NIO portal](#) is dedicated to publish public data of authorities in one place and is the national interoperability portal and the central point for publishing of public sector open data which encourages their reuse. The mission of the NIO portal is the promotion and rising of awareness of the importance of paradigm which appears from the concept of interoperability, and it is also an entirely practical cooperation and linking with other national, European and global portals.

eTaxes portal 'eDavki'

The [Slovenian eTax system](#) is a complete business solution combining a web portal with back office integration. Since 2004, the system allows individuals and companies to file taxes online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling-out a form, validating data, digitally signing and time-stamping the form. A mandating system integrated with the application allows tax payers to mandate a user for filing tax forms.

Public Payments Administration Portal

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services.

The [Slovenian Payment system](#) is a complete business solution combining a web portal with back office integration. The system has been developed from 2002 and allows government institutions to pay their payments obligations to individuals and companies as well as taxes payments online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of possibility to use all SEPA compliant payment instruments (UJPnet), exchanging e-invoices (eRačun) and validating data, sending all related responses and feedback (corresponding status), digitally signing and time-stamping of the exchanged data.

Networks

HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to the Government-wide network HKOM (Fast Communications Network), connecting more than 1 600 local networks.

eIdentification/eAuthentication

Slovenian Central Register of Population (CRP)

Every Slovenian citizen becomes registered with the Slovenian Central Register of Population (CRP) and receives a unique **Personal Registration Number** (PRN–Slovenian abbreviation: EMŠO). Other individuals, who have no PRN but have to exercise rights or duties in Slovenia, may also register with the CRP.

Authentication in eGovernment Services

Authentication in eGovernment applications is mainly based on qualified certificates from registered Certificate Service Providers (CSPs) comprising two governmental CSPs and three private sector CSPs issuing either software certificates or smart card based certificates. Besides e-government applications also lots of private sector applications can be accessed by qualified certificates issued by any registered CSP. Therefore qualified digital certificates represent the dominant type of authentication used in Slovenia.

Biometric passports

Slovenia has started introducing biometric passports since the end of August 2006. Slovenian biometric passports are manufactured in accordance with the Regulation of the EU Council of Ministers on security features and biometrics in passports, as well as travel documents. All new passports issued as of 1 September 2006 conform to the new regulations. As of 2009 Slovenia has been issuing second generation passports.

eProcurement

E-Procurement Portal

Set up in June 2007 and managed by the Ministry of Finance, Slovenia's eProcurement portal enables contracting authorities to publish public procurement notices online. A module allowing suppliers to submit tenders electronically (eTendering) has been operational on the platform since the end of January 2009.

In June 2013, the new e-Procurement portal was set up. It is intended to contain national e-procurement applications that support procedures like e-Noticing, e-Accession, e-Tendering, e-Attestation and e-Catalogue. In addition, two new applications were launched. E-Purchasing is a central application covering complete purchasing procedure of the contracting authorities, while e-Auctions supports electronic submission of tenders and online bidding.

ePayment infrastructure

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services. The payments are performed via online banking, debit or credit cards and mobile payments. The Administration transferred in 2014 the web application e-Payment from the information system of the Ministry of the Interior to its own system and upgraded the application.

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, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/; http://e-uprava.gov.si/e-uprava/opomnik

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior. Since April 2007, an eService launched by the Ministry of Public Administration has sent automatic reminder email messages on the expiration date of personal documents, including passport.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Employment Service and Ministry of Labour, Family, Social Affairs and Equal Opportunities

Website: http://www.ess.gov.si/; http://www.mddsz.gov.si/

Description: Users can consult databases with job offerings and can subscribe to a weekly notification service of pre-selected jobs related to a personalised job-seeker's profile. Employers can also consult databases of candidates.

Professional qualifications

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

Responsibility: Government Office for Legislation

Website: http://www.pisrs.si/Pis.web/

Description: The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office electronically. Since 2004, taxpayers can use it to submit their income tax returns online via a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data. Since 2007, taxpayers have received their pre-filled tax declarations with a pre-calculation of the amount of tax owed.

Unemployment benefits

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/;
http://e-uprava.gov.si/

Description: Claims for unemployment benefits can be handled via the website by filling the corresponding online form.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;

http://e-uprava.gov.si/; http://e-uprava.gov.si/e-uprava/opomnik

Description:	Driving licences are issued by the Administrative Units. Information on the application process and downloadable forms are available on the Administrative Units Portal and on the website of the Ministry of the Interior. Citizens can apply online for a driving licence renewal via the eGovernment portal *e-Uprava* by submitting an electronic form and paying online. The requester receives the new driving licence by post. Since April 2007, an eService launched by the Ministry of Public Administration automatically has sent email reminders on the expiration date of personal documents, including driving licences.

Insurance

Motor vehicle liability insurance

Responsibility:	Slovenian Insurance Association
Website:	http://www.zav-zdruzenje.si/
Description:	The website contains comprehensive information on different situations, regarding the motor vehicle liability insurance, as well as for other types of insurances.

Registration

Car registration (new, used, imported cars)

Responsibility:	Central Government, Administrative Units, Ministry of the Interior
Website:	http://e-uprava.gov.si/storitve/epodaljsanje; http://e-uprava.gov.si/e-uprava/emrvl.euprava
Description:	Information and forms to download. All citizens of Slovenia need to renew their vehicle registration every year. An eService launched by the Ministry of Public Administration in May 2006 offers the possibility to extend one's vehicle registration certificate online. The service uses ePayments and eSignatures. The new certificate is either sent to a specified mailing address, or can be collected at an administrative office.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	http://e-uprava.gov.si/e-uprava/; http://e-uprava.gov.si/storitve/ (1); http://e-uprava.gov.si/storitve/ (2)
Description:	This service enables citizens to announce their change of residence electronically. This procedure can be completed only by holders of qualified digital certificates issued in Slovenia. Users need to send the electronically signed application form together with the requested enclosed documents.

Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	http://e-uprava.gov.si/
Description:	Birth or marriage certificates can be requested and obtained online

through the e-SJU system accessible via the e-Uprava portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

Criminal record certificate

Responsibility: Ministry of Justice

Website: http://e-uprava.gov.si/

Description: The website allows for requesting a certificate of good conduct online. In addition, further information on other ways to obtain such certificate could be found on this website.

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

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

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

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

Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/; http://e-uprava.gov.si/e-uprava/opomnik

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior. Since April 2007, an eService launched by the Ministry of Public Administration has sent automatic reminder email messages on the expiration date of personal documents, including passport.

Elections abroad

Participation in Slovenian elections

Responsibility: State Election Commission

Website: http://www.dvk-rs.si/

Description: The website provides detailed information on voting from abroad in Slovenian elections.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Science and Sport, Universities

Website: http://portal.evs.gov.si/prijava
http://www.vpis.uni-lj.si/ (University of Ljubljana);
http://www.um.si/   (University of Maribor);

http://www.ung.si/ (University of Nova Gorica)

Description: Online application for enrolment in higher education.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

Student grants

Responsibility: Central Government, Ministry of Education, Science and Sport

Website: http://www.mizs.gov.si/

Description: The Ministry of Education, Science and Sport offers information and forms to download on educational affairs such as pre-school aged children, basic education, music schools, secondary education, adult education institutions, higher vocational education and sport. The Ministry of Education, Science and Sport awards grants to foreign students, and issues calls for proposals requesting grants for Slovenian citizens.

Traineeship, volunteering

Internships

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

Volunteering

Responsibility: Zavod Voluntariat, Ministry of Education and Sport

Website: http://www.zavod-voluntariat.si/?lang=en

Description: The website offers extensive information on volunteering, including short-term and long-term volunteering, advices and guidelines and links to apply to the different offers.

Researchers

Funding support

Responsibility: Ministry of Economic Development and Technology

Website: http://www.mgrt.gov.si/

Description: The website presents the ways for promoting innovation and technological development and gives information on available funding opportunities.

Information and assistance to researchers

Responsibility: EURAXESS Slovenia

Website: http://www.euraxess.si/en/

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

6. Health

Planned and unplanned healthcare

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

Responsibility: Central Government, Ministry of Health

Website: http://www.ordinacija.net/;http://www.zzzs.si/cakdobe

Description: 'Ordinacija.net' is an eHealth portal supported by the Slovenian Ministry of Health, which offers information in the form of a guide. This includes location of healthcare services across Slovenia. Security and privacy of the user are being protected. The Health insurance institute of Slovenia also publishes information about the waiting times for different health services across the country. One can also schedule an appointment at the hospital using the web.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Institute

Website: http://www.zzzs.si/;
                 http://e-uprava.gov.si/

Description: The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several financial benefits. The institute comprises 10 regional units and 45 branch offices distributed all over Slovenia.

Healthcare abroad

Responsibility: Health Insurance Institute

Website: http://e-uprava.gov.si/

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Slovenia (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 (which can be requested via internet).

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Labour, Family, Social Affairs and Equal Opportunities; Centres for Social Work

Website: http://e-uprava.gov.si/ (1); http://www.mddsz.gov.si/; http://e-uprava.gov.si/ (2)

Description: There are 62 Centres for Social Work (CSW) operating in Slovenia, to which fully electronic requests for child allowances can be sent. Forms are available on the eGovernment portal and citizens can use them in combination with their electronic certificates. It is not obligatory to attach supporting data such as proof of financial status; CSW obtain these data through official channels. Child allowance is granted for a renewable period of 1 year.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/;

Description: Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the e-Uprava portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Ministry of economy, Slovenian Consumers' Association

Website: http://www.arhiv.uvp.gov.si/, https://www.zps.si/

Description: The website of the Ministry of Economy gives information on the phone which could be request assistance.
The portal of the Slovenian Consumers' Association gives comprehensive information on consumer protection rules in Slovenia, provides helps and advice for consumers. It also provides them with multiple tests they could perform to test goods which they have purchased.

Consumer protection (cross-border)

Responsibility: ECC - Net Slovenia

Website: http://epc.si/pages/si/aktualno.php

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

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Public Administration

Website: http://evem.gov.si/

Description: The eVEM portal was launched in July 2005 and several time upgraded to provide a one-stop shop for faster and cheaper start-up procedures for enterprises through the provision of efficient information and support services in the life cycle of a company. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in Slovenia. Entrepreneurs applying for registration receive a digitally signed decision as a response.

Slovenia Business point

Responsibility: Ministry of Public Administration

Website: http://eugo.gov.si/

Description: The EUGO portal provides accurate information about the procedures required for performing business activities in the Republic of Slovenia.

Intellectual property rights

Intellectual property

Responsibility: Slovenian Intellectual Property Office (SIPO)

Website: http://www.uil-sipo.si/,   http://www.uil-sipo.si/sipo/activities/databases/, http://www.uil-sipo.si/uil/dejavnosti/e-vloge/

Description: The website provides a range of information services such as standard information about Slovenian and foreign patents, trademarks and industrial designs, searches in SIPO databases, searches for similar or identical

trademarks, and other relevant information. From February 2015 SIPO provides online e-application services for trademarks and industrial designs.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Statistical Office

Website: http://www.stat.si/; http://intrastat-surs.gov.si

Description: Enterprises can submit statistical data online.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import, or export their data.

Customs declarations (e-Customs)

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://carina.gov.si/
Description:	Slovenia offers fully online services for customs declarations, including case handling and decision notification, according to the European New Computerised Transit System (NCTS). The application EPOS is the central module of the system that accepts declarations, verifies digitally signed messages and provides routing according to content to a dedicated application. EPOS also digitally signs replies to received data. EPOS implements PKI authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the country.

3. Selling abroad

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

Legal Information System

Responsibility:	Government Office for Legislation
Website:	http://www.pisrs.si/Pis.web/
Description:	The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal offers the possibility to completely treat the declaration of social contributions for employees online. No other formal or paper-based procedure is needed on behalf of the user.

Posting abroad

Employment opportunities outside the country

Responsibility:	Employment Service of Slovenia
Website:	http://english.ess.gov.si/eures
Description:	The section provides information on working abroad in the European Union countries, part of the EURES network.

Health and safety

Labour Inspectorate portal

Responsibility:	Labour Inspectorate of the Republic of Slovenia
Website:	http://www.id.gov.si/si/storitve/

Description: The website of the Labour Inspectorate provides multiple services regarding maintaining and claiming employment rights, as well as allows for violation reporting online.

5. Product requirements

Chemicals (REACH)

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

Responsibility: Chemical Office of the Republic of Slovenia

Website: http://www.uk.gov.si/

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: Start:up Slovenia, Ministry of Economic Development and Technology

Website: http://www.startup.si/en-us

Description: The websites gives information on various sources for financing Start-ups.

Exchanges for young entrepreneurs

Youth guarantee

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Public Administration

Website: http://ejn.gov.si/

Description: The e-Procurement portal is intended to contain national e-procurement applications that support procedures like e-Noticing, e-Accession, e-Tendering, e-Attestation and e-Catalogue. In addition, two new applications were launched. E-Purchasing is a central application covering complete purchasing procedure of the contracting authorities, while e-Auctions supports electronic submission of tenders and online bidding.

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label [40]

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency

Website: http://www.mop.gov.si/;
https://e-uprava.gov.si/ (1); (registration required);
http://e-uprava.gov.si/ (2);http://e-uprava.gov.si/ (3)

Description: On offer is customised and segmented (by sector and size) relevant information on new environment-related regulations and obligations. Users must first register with the service, which is available via e-Uprava. Other similarly available services allow online handling of environment-related permits.

European Commission

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

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