



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Greece

05/06/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

www.ermis.gov.gr - Central Portal of the public administration, providing citizens and businesses information and digital public services - Ministry of Administrative Reconstruction,

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

Ministry of Administrative Reconstruction, <http://www.kep.gov.gr>

- b. **E-participation⁴**:

Ministry of Administrative Reconstruction, www.opengov.gr
Ministry of Administrative Reconstruction, www.diavgeia.gov.gr

- c. **Open government data**:

Ministry of Administrative Reconstruction, <http://data.gov.gr>

- d. **Public procurement**:

Ministry of Economy & Development, - General Secretariat of Trade and Consumer Protection,
<http://www.eprocurement.gov.gr>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

e. Other major portals at the national level:

Ministry of Economy & Development , <http://www.mindev.gov.gr/>
 Ministry of Finance - e-Services, <https://www.minfin.gr/web/guest/yperesies>
 E-Government of Social Security (HDIKA SA) - e-Prescription, <https://www.e-prescription.gr/>
 General Secretariat for Industry, <http://www.ggb.gr/>
 Ministry of Foreign Affairs – e-Services (provision of services to citizens abroad),
<https://www.mfa.gr/en/services/>
 National Manpower Employment Organization (OAED) e-services - <http://www.oaed.gr/e-yperesies>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Hellenic Ministry of Administrative Reconstruction (<http://minadmin.gov.gr>)
 Hellenic Ministry of Digital Policy, Telecommunications and Media (www.mindigital.gr)

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies? - **NO**

Name:	
Title:	
Organization:	
E-mail:	
Phone:	

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

Ministry of Economy & Development, www.mindev.gov.gr
 General Secretariat for Investments and Development <http://www.ggea.gr>
 General Secretariat for Strategic and Private Investments <https://www.ependyseis.gr/ggsie/>
 General Secretariat for Public Private Partnerships <http://www.sdit.mnec.gr/>
 Special Secretariat for Private Debt Management <http://www.keyd.gov.gr/>
 Managing Authority of Operational Programme Competitiveness, Entrepreneurship and Innovation 2014-2020 (EPAnEK) <http://www.antonistikotita.gr/epanek/>
 European Social Fund Coordination and Monitoring Authority (EYSEKT)
<http://www.esfhellas.gr/el/Pages/GG.aspx>
 General Secretariat for Investments and Development - NSRF 2014-2020
<https://www.espa.gr/el/Pages/Default.aspx>
 New Enterprises Development Fund <http://www.taneo.gr/Home.aspx?C=2>
 General Secretariat of Infrastructure <https://www.ggde.gr/>
 Greek Cadastre <http://www.ktimatologio.gr/Pages/Default.aspx>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

b. Education

Ministry of Education, Research and Religious Affairs, www.minedu.gov.gr
Institute for Educational Policy (IEP), <http://iep.edu.gr>
National Organisation for the Certification of Qualifications & Vocational Guidance (EOPPEP),
<https://eoppep.gr/>
Study in Greece, <https://www.studygreece.edu.gr/> (under the auspices of the Ministries of Foreign Affairs
(<http://www.mfa.gr>), of Tourism (<http://www.mintour.gov.gr/en/>) and Education, Research and Religious
Affairs (<http://www.minedu.gov.gr>)
General Secretariat for Lifelong Learning <http://www.gsae.edu.gr>
General Secretariat for Research and Technology <http://www.gsrt.gr/>
State Scholarships Foundation (I.K.Y.) <https://www.iky.gr/el/>
Hellenic National Academic Recognition Information Center (DOATAP) <http://www.doatap.gr/gr/>
Youth and Lifelong Learning Foundation <https://www.inedivim.gr/>
Computer Technology Institute and Press "Diophantus" <http://www.cti.gr/el/>
National Centre for Scientific Research "Demokritos" <http://www.demokritos.gr/el/>
National Hellenic Research Foundation <http://www.eie.gr/>
Foundation for Research and Technology – Hellas <https://www.forth.gr/>
Hellenic Foundation for Research and Innovation <http://www.elidek.gr/>
National School for Public Health <http://www.esdy.edu.gr/>

c. Health

Ministry of Health, www.moh.gov.gr
National Health Service Organization (EOPPY), <https://www.eopyy.gov.gr>
National Organization for Medicines <https://www.eof.gr/>
Organisation Against Drugs (OKANA) <https://www.okana.gr/>
Therapy Center for Dependent Individuals <https://www.kethea.gr/>
National Transplantation Organization <https://www.eom.gr/>
National Public Health Organization <https://keelpno.gr/>
Institute Hellenic Pasteur <https://www.pasteur.gr/>

d. Social Protection and Welfare

Ministry of Labour, Social Security and Social Solidarity <https://www.ypakp.gr/>
Single Social Security Entity <https://www.efka.gov.gr/el>
Labour Inspection Body <https://www.sepenet.gr/>
Special Account for Sailors' Family Allowances <http://www.elen.gr/>
Organisation for Welfare Benefits and Social Solidarity <https://opeka.gr/>
Single Supplementary Security and Lump-sum <http://www.eteaep.gov.gr/web/>
Mariner's Retirement Fund <http://www.nat.gr/site/index.csp>
National Institute of Labour and Human Resources <http://www.eiead.gr/>
Engineers and Public Works Contractors Fund (EPWCF) <http://www.tmede.gr/>
E-Government of Social Security (IDIKA SA) <http://www.idika.gr/>
National Institution of Deaf People <https://www.idrimakofon.gr/>
Center for Education and Rehabilitation for the Blind (CERB) <http://www.keat.gr/>
National Center for Social Solidarity <http://www.ekka.org.gr/>

e. Employment and Decent Work

Ministry of Labour, Social Security & Social Solidarity, www.ypakp.gr
Greek Manpower Employment Organization (OAED), www.oaed.gr
Organization of Welfare Benefits and Social Solidarity, <https://opeka.gr>
Hellenic Institute for Occupational Health and Safety (ELINYAE) <http://www.elinyae.gr/>

f. Environment

Ministry of Environment, Energy and Climate Change- General Secretariat for Environment, www.ypeka.gr
National Center for the Environment and Sustainable Development, <http://ekpaa.ypeka.gr>
National Environmental Information Network or e-Environment (e-PE), <http://www.e-per.gr>
Hellenic Recycling Agency (HRA) <https://www.eoan.gr/el/>

g. Energy/Water

Ministry of Environment, Energy and Climate Change- General Secretariat for Energy and Climate Change, www.ypeka.gr
Special Secretariat for Water, <http://www.ypeka.gr/Default.aspx?tabid=246&locale=en-US&language=el-GR>
Center for Renewable Energy Sources and Training <http://www.cres.gr/cres/index.html>
Institute of Geology and Mineral Exploration <http://www.igme.gr/index.php>

h. Finance/Taxation

Ministry of Finance, <https://www.minfin.gr/>
General Secretariat of Information System of Ministry of Finance, www.gsis.gr
Independent Authority for Public Revenue (AADE), www.aade.gr
General Secretariat of Fiscal Policy <https://www.minfin.gr/web/g.g.-demosionomikes-politikes>
General Secretariat of Public Property [https://www.minfin.gr/web/guest/portal-g.g./](https://www.minfin.gr/web/guest/portal-g.g/)
Special Secretariat for Financial and Economic Crime Unit (SDOE) <https://www.minfin.gr/web/eidike-grammateia-sdoe>
Deposit and Loans Fund <https://www.tpd.gr/>
Bank of Greece <https://www.bankofgreece.gr/Pages/default.aspx>
Public Debt Management Agency <http://www.pdma.gr/el/>
Hellenic Capital Market Commission <http://www.hcmc.gr/>
Hellenic Deposit and Investment Guarantee Fund (TEKE) <https://www.teke.gr/index.html>

i. Industry/Trade

Ministry of Economy & Development, www.mindev.gov.gr
Enterprise Greece S.A. (The official Investment and Trade Promotion Agency of Greece) <https://www.enterprisegreece.gov.gr/>
General Secretariat of Trade and Consumer Protection, <http://gge.gov.gr>
General Secretariat for Industry, <http://www.ggb.gr>
Consumer Ombudsman <http://www.synigoroskatanaloti.gr/index.html>
Economic Chamber of Greece www.oe-e.gr
Union Of Hellenic Chambers Of Commerce www.uhc.gr
Foundation for Economic and Industrial Research <http://iobe.gr/>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

(Maximum 250 words)

The National Growth Strategy of Greece adopted in May 2018 (<http://www.mindev.gov.gr/greece-a-growth-strategy-for-the-future/>), is in line with the overall themes and provisions of the SDGs. It adopts a holistic way of planning and embraces the three dimensions (economic, social, and environmental) set out in the 2030 Agenda. The Strategy aims to move towards a new, fair, sustainable and inclusive productive model, fostering social and regional cohesion. In July 2018, Greece presented its first Voluntary National Review (VNR) at the 2018 UN High-Level Political Forum on Sustainable development (HLPF). This VNR report covers all 17 SDGs (https://sustainabledevelopment.un.org/content/documents/19378Greece_VNR_Greece_2018_pdf_FINAL_140618.pdf), through eight National Priorities for adapting the SDGs to national needs and circumstances, also in line with the above mentioned National Growth Strategy. The National Implementation Plan for the SDGs (to be aligned with the provisions of the National Growth Strategy), scheduled for 2019, will foster the adoption of an integrated approach to the planning and implementation of the SDGs at different governance levels and across policy sectors promoting policy coherence for sustainable development

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

Additionally to the above, a number of sectoral national strategies have incorporated the SDGs in their domains as below:

1. Greece, as a member of European Union, participated during the planning and is currently implementing the [European eGovernment Action Plan 2016-2020](#) where the digital transformation of government is a key element to the success of the European Digital Single Market strategy.
2. The Ministry of Administrative Reconstruction is implementing the [National Strategy for Administrative Reconstruction 2017-2019](#) where Axis 7: E-government Strategy includes all policies and separate strategies for the promotion of e-government.
3. The [National Digital Policy](#) (NDS) is the road map and framework for the digital development of the country. It sets the vision and the priorities, and specifies the intervention fields where the effort should continue.
4. The Ministry of Administrative Reconstruction develops and implements the [open government national strategy](#) and the entailed National Action Plans with emphasis on achieving the key priorities of the Sustainable Development Goal Number 16
5. [Strategy for Digital Growth 2014 – 2020](#) - The main areas of Improvement include: Open data; Interoperability; Smart applications and services; Access; Critical mass; Digital skills; IT Governance and change management.
6. [Action plan for eGovernment 2014 - 2020](#) - A 7-year plan including the actions needed for the implementation of the strategy for eGovernment 2014-2020 and administrative reform.

6. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
 - is aligned with the national development strategy
 - is aligned with the Sustainable Development Goals (SDGs).
 - is aligned with sub-national/local digital development strategy.
 - has an emphasis on digital-first principle
 - has an emphasis on digital by default; digital by design; mobile-first principle
 - has an emphasis on once-only (data) principle
 - has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
 - makes specific reference to e-participation, digital inclusion and/or engagement.
 - makes specific reference to the use of social media in the government.
 - makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)*

Qualitative and quantitative targets and performance indicators (KPIs) have been defined by the [National Strategy for Sustainable and Fair Development 2030](#). Among these objectives are operational efficiency and effectiveness, transparency and accountability, improved financial performance and dividends, and a general improvement in competitiveness and growth prospects.

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

eGovernment

Law 4440/2016 (224/A/2-12-2016)

Law 4336/2015 (94/A/14-08-2015)

Law 4325/2015 (47/A/11-05-2015)

Presidential Decree 25/2014 (44/A/25-2-2014)

Ministerial Decision IDA/F.40.4/3/163 (401/B/22-2-2013).

Ministerial Decision IDA/F.40.4/3/1031 (1317/B/23-4-2012).

Law on eGovernment (eGovernment Act) (2011) (138/A/16-6-2011)

Freedom of Information

Greek Constitution provides for a general right of access, Article 5A , Article 9A, Article 10

Law no. 2690/1999

Data Protection/Privacy

Law 2472/1997

Law 2774/1999

Law 3115/2003

Law 3471/2006, amended by Law 3917/2011 and Law 4070/2012.

Law 3674/2008

eSignatures

Presidential Decree 150/2001

eCommerce

Presidential Decree 131/2003

eCommunications

Law on Electronic Communications and other Provisions (2012) Law 4070/2012 (82 A'/10.04.2012).

⁸ Related to SDG Indicator 16.6.1

eProcurement Legislation

Law 4412/2016

Law 4281/2014 (160 A'/08.08.2014)

Presidential Decree 118/2007

Presidential Decree 59/2007

Presidential Decree 60/2007

Re-use of Greek Public Sector Information

- Law 2690/1999 (access to public documents)
- Law 3422/2005 (access and reuse of environmental information) – ratifying the Aarhus Convention
- Law 3448/2006 (reuse of public sector information) – Implementing the Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information
- Law 3861/2010 (transparency law)
- Law 3882/2010 (reuse of geospatial information) – Implementing the Directive 2007/2/EC of the European Parliament and of the Council of 14 March 2007 establishing an Infrastructure for Spatial Information in the European Community (INSPIRE)
- Law 3979/2011 (eGovernment law)
- Law 4305/2014 (reuse of public sector information), amending Law 3448/2006, sets the principle “open by default”.
- Ministerial Decision for the obligation of Non-Government Organisations that get public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015)

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Only usage statistics on e-government services provided through the National Portal ERMIS (www.ermis.gov.gr) and through Citizen Service Centers (KEP in Greek transliteration) are collected systematically and published on a bi-yearly basis at the URL <http://kepstats.yap.gov.gr>

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

The Prime Minister has published a Social Networking Services Use Policy for his social media accounts. The Prime Minister's communication to the Internet and to the Social Media Networks is through the official website "www.primeminister.gr" from his official accounts. The aim is to keep citizens informed about the Prime Minister's work and to communicate with him. The administrator performs the following actions:

1. Recording of citizens' comments in technical ways (wordclouds, statistical analysis)
2. Replies when the Prime Minister's involvement is not required
3. Inform the Press Office and the Prime Minister himself of comments when he deems it necessary
4. Organize interactive activities

Public communication with the Prime Minister is governed by the Code of Conduct described on the above link in order to protect the quality of this communication.

<https://primeminister.gr/social-media-2>

General Staff of National Defense has published a guideline. The Hellenic National Defense General Staff has created this guide to inform its staff on how to safely use the Social Media Networking. This guide emphasizes the benefits of a safe and well-being up-to-date use of "Social Media Networks, provides basic knowledge about Social Media and simple, easy advice that will help ED staff in their proper and safe use.

http://www.hellenicnavy.gr/files/odhgos_social_media.pdf

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

There is no public specific national strategy for these areas but initiatives to shape it.

SMART CITIES

An International Open Tendering has been published, entitled: "Creating a Strategy for Smart Cities and Implementing a National Parking Management System".

The Ministry of Digital Policy, Telecommunications and Information, have recently introduced a project that is part of our strategic planning for the development of "smart" cities.

<http://www.mindigital.gr/index.php/prokirykseis-diagonismoi/3818-diethnis-anoiktos-diagonismos-me-titlo-diamorfosi-stratigikis-gia-tis-eksypnes-poleis-kai-ylopoiisi-ethnikoy-systimatos-diaxeirisis-stathmefsis>

ARTIFICIAL INTELLIGENCE

An initiative exists regarding the "intelligent plantation" in alignment with the national intelligent agriculture infrastructure, giving Greek growers personalized advice on water supply, fertilization and harvesting through

algorithms that process data from 6500 terrestrial telemetry stations to be placed in 15 cm acres of cultivated Greek land.

BLOCKCHAIN

Distributed Ledger Technologies (blockchain) are looked into in order to address issues in the field of education and work, such as the phenomenon of fake University diplomas.

<http://www.mindigital.gr/index.php/41-ggsp/media/2816-blockchain>

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

The Ministry of Telecommunications and Media Policy is responsible for adapting this strategy at a national level. Its mission is to develop and implement national policy and contribute to the development of an appropriate institutional framework at European and international level to develop high-quality communications and digital policies and telecommunications and postal services under conditions of fair competition, coordination of government projects in this field and monitoring the implementation of relevant policies. It is expected to be finalised by the end of 2019. <http://www.mindigital.gr/index.php/homepage-gr/to-ypourgeio>

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

There is no national survey to provide results nor is there a feedback mechanism obligatory from the providers of the services in order to capture population satisfaction. There are several agencies that provide certain statistics, such as <http://icteval.ktpae.gr/stats/delivery2/> and <http://www.statistics.gr/en/infographic-information-technologies-2018?inheritRedirect=true>

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

According to the [EUROSTAT Indicator](#), Greece allocates for the General public services 8.3 % GDP --> R&D General public services (0.3% of GDP)

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

There is no actual number available but the use of ICTs is widely spread in central government organizations since a vast majority of employees is using office based software for its day-to-day business and communication and document exchange through e-mail is commonplace because all employees possess one.

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

There is no actual data on the number of central government employees using the Internet.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Indicators relevant to [DESI Human Capital Dimension](#) calculated as the weighted average of the two sub-dimensions: 2a Basic Skills and Usage (50%), 2b Advanced skills and Development (50%) are used by the Hellenic Statistical Agency to track the relevant information.

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Greece is currently cooperating with other countries through the relevant bodies and initiatives on a European Level (ie. the EU-Eastern Partnership). Greece is also a member of the OECD's E-Leaders group and, since 2011, an active member of the Open Government Partnership OGP.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?
(Max. 250 words)

Not at the moment, even though a Memorandum of Understanding is in effect with the Republic of Georgia for co-operation in the area of e-government. There is also in effect an MoU with the Republic of Cyprus.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

Since 2011, Greece is a member of the [Open Government Partnership \(OGP\)](#). At present, the Greek government has concluded the implementation of the 3rd National Action Plan (NAP) on Open Governance covering the period 2016 (2nd semester) – 2018 (1st semester). The action plan was developed through a structured, cooperative co-creation between involving public administration entities and Civil Society Organizations. The Action Plan includes commitments from the local government and the Hellenic Parliament. The Ministry of Administrative Reconstruction is responsible for the coordination and monitoring of the implementation of the national Action Plan.

X. Contact and Additional Information

Name:	Nikos Michalopoulos
Title:	Head of General Directorate of Public Organizations
Email:	n.michal@ydmed.gov.gr
Organization:	Ministry of Administrative Reconstruction

Name:	Aggeliki Balou
Title:	Head of eGovernance Directorate
Email:	a.balou@ydmed.gov.gr
Organization:	Ministry of Administrative Reconstruction

Name:	Nicholaos Chronopoulos
Title:	Head of the Department of Interoperability, Directorate of eGovernance
Email:	n.xronopoulos@ydmed.gov.gr
Organization:	Ministry of Administrative Reconstruction

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.