eGovernment in Portugal

August 2007
Version 8.0

What's Inside

Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

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European Commission

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Country Profile

Basic Data and Indicators

Basic Data

Population (1 000): 10 569.6 inhabitants (2006)

GDP at market prices: 155 215.8 million Euros (2006)

GDP per inhabitant in PPS (purchasing Power Standards (EU-25=100): 72.5 (2005)

GDP growth rate: 1.3 % (2006)

Inflation rate: 3.0 % (2006)

Unemployment rate: 7.7 % (2006)

Government debt/GDP: 64.7 % (2006)

Public balance (government deficit or surplus/GDP): -3.9 % (2006)

Source: Eurostat

Area: 92 072 km^2

Capital city: Lisbon

Official EU Language: Portuguese

Currency: Euro

Source: Europa website

Political Structure

Portugal is a **Parliamentary Republic**. The legislative power is held by a unicameral Parliament made up of 230 members elected for a four-year term of office (universal suffrage). Portugal is divided into eight regions that include 308 municipalities.

Executive power is held by the National Government, led by the Prime Minister. The Head of State is the President of the Republic, who is elected by popular vote for a maximum of two consecutive five-year terms. The President has mainly a ceremonial role, but can dissolve Parliament. The President appoints the Prime Minister (the head of the leading party) as well as the other members of Government (Ministers and State Secretaries) presented by the Prime Minister.

The Constitution of the Portuguese Republic was adopted on 2 April 1976 and amended for the sixth time in 2004.

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

Head of State: President Aníbal Cavaco Silva (since 22 January 2006)

Head of Government: Prime Minister José Socrates (since February 2005)

Information Society Indicators

Percentage of households with Internet access: 35 % (2006)

Percentage of enterprises with Internet access: 83 % (2006)

Percentage of individuals using the Internet at least once a week: 31 % (2006)

Percentage of households with a broadband connection: 24 % (2006)

Percentage of enterprises with a broadband connection: 66 % (2006)

Percentage of individuals having purchased/ordered online in the last three months: 5 % (2006)

Percentage of enterprises having received orders online within the previous year: 7 % (2006)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 14.0 %, downloading forms 10.7 %, returning filled forms 11.5 % (2006)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 53 %, downloading forms 53 %, returning filled forms 54 % (2006)

Source: Eurostat

Editorial notice:

Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: ePractice news for eGovernment

Recent News

July 2007

- On the 1st July 2007 Portugal takes over the **EU Council Presidency** from Germany, for the third time after the Presidencies of 1992 and 2000. In the field of European policy for the Information Society, the Portuguese Presidency will highlight the priority given to digital inclusion, namely ICT usage by the social groups who are info excluded. Within this framework, the Presidency will place special emphasis to the following themes: accessibility, ageing, and illiteracy. In addition, the Portuguese Presidency will continue the effort carried out by the European Union in the field of electronic government, and will stimulate the visibility of national policies and the sharing of best practices at a European level.
- In Spain, the Orange Foundation has just published its annual report on the information society. It singles Portugal out for special mention: "Among the European countries, the **major development experienced by Portugal** over the past year should be emphasised". In just one year, Portuguese internet access grew by "over 200 %, enabling it to reach a penetration rate of 73.8 % – a figure that puts it into fourth place worldwide".

June 2007

- Under a new scheme, the Portuguese government will guarantee **access to computers and broadband** for more than half a million people. "Significantly reduced prices" will apply under the scheme, Prime Minister José Sócrates told the Portuguese parliament on 31 May. The programme will target three main social groups – students, teachers and workers in training - who are "absolutely fundamental to the development of the information and knowledge-based society"
- Portuguese consumers can now use the Internet to **report poor food hygiene** and other violations of trading standards. The complaints will go to the appropriate inspectorates, triggering on-the-spot visits to check the facts. Where necessary, the appropriate steps will be taken and the complainant will be informed of the results.

May 2007

Portugal's government has presented a new system that will enable companies to complete a number of formalities entirely on-line. **Simplified Business Information (IES)**, jointly presented by several ministers on 30 April, will make it possible for businesses to send in a number of obligatory declarations (accounts, tax returns, statistics) entirely in electronic format. The process has also been streamlined so that the same details will no longer need to be sent several times over to various administrations. Other services to be offered by IES

include the provision of certificates from the register of commerce and a database of companies' annual accounts, which can be consulted on-line. The new system is expected to reduce business costs and increase Portuguese economy's competitiveness and transparency.

April 2007

Over the past four years, the number of **electronic tax declarations** in Portugal has risen from 306 000 to 1.57 million. The 1.57 million figure represents an increase of 38.63 % in comparison with the previous year. The range of services available has also expanded rapidly. Operations that can now be performed on-line include changes of address, consultation of current tax status, applications for various tax certificates, validation of documents, certain changes in VAT status, responses to notices of distraint or seizure, downloading and printing out a range of forms, checking the legislation, demystifying tax jargon and even bidding for a second-hand car being sold off by a tax office.

March 2007

Portugal is to issue Europe's first **national eID card** based on Identification Authentication Signature (IAS) criteria. Digital security multinational Gemalto has just been awarded the contract and a pilot project has been launched in the Azores.

The card was officially unveiled on 14 February and the authorities plan to make it available throughout Portugal by 2008. The new '**Citizen Card**' will include several numbers enabling it to be used for civil identification, tax matters, social security and health access. In the future, it will also replace electors' cards and will permit access to a range of eGovernment services. It includes a secret PIN code and will generate a legally binding digital signature. Another application, accessible only to forensic and police authorities, will permit identity verification through fingerprint checks. The project is now in its fourth phase (development and implementation of solutions) . The card was officially unveiled on 14 February and the authorities plan to make it available throughout Portugal by 2008.

February 2007

For this year's income tax exercise, **tax declarations by internet** have, for the first time, become compulsory for those whose annual business or professional income exceeded €10 000 in 2006. Others can also enter their declarations electronically if they prefer. In the meantime Portugal's fiscal authorities have expanded the range of tax-related operations that can be carried out on-line.

For the tax inspectorate itself, one advantage of the new system is that receipt of the declaration can also be confirmed electronically, which means savings on administrative labour, stationery and postage. The same goes for the notification of the final tax calculation. In both cases, electronic communication will speed up the process. Correcting errors and updating address details will also become easier.

News 2001-2006

2006

- The **West Digital project** (Oeste Digital), financed by the Digital Cities and Regions Network (Cidades e Regiões Digitais) of the Portuguese Operational Programme for the Knowledge Society, is officially launched on *14 July 2006*, in Foz do Arelho. The occasion also provides an opportunity to present the project's centrepiece, the 'Oestedigital' information portal.
- On *27 June 2006*, the Portuguese Prime Minister José Socrates presides over the **launch of ViaCTT**, an electronic post box service for citizens, businesses and institutions. He praises the initiative's ambitious and innovative contribution to the country's modernisation effort. According to the Public Works, Transport and Communications Minister, Mário Lino, the service will permit the creation of up to 10 million e-mail accounts.
- On *30 June 2006*, the Portuguese Prime Minister José Socrates, accompanied by the justice and

science ministers, attends a presentation on the launch of **'Empresa On-line'**, a facility permitting on-line registration of companies through the new Business Portal ('Portal da Empresa'). Empresa On-line' makes it possible to create a business in under an hour at a smaller cost than before. The portal also provides entrepreneurs with help on a range of legal procedures and administrative formalities, as well as advisory services, such as business simulators and comparisons of mobile telephone operators' charges.

- In *April 2006*, the Portuguese Government has brought all the different commitments and goals together in one far-reaching strategic plan known as the Simplex Programme. In practice the **Simplex Programme** incorporates a vast Administrative and Legislative Simplification Programme designed to reduce bureaucracy, increase the State's transparency and the Public Administration's efficiency, and improve people's relationship with public departments. Simplex bets heavily on the use of information and communication technologies (ICTs) and combines concrete measures in areas which are the joint responsibility of various Ministries, such as health, education, justice and public finance, among others.
- On *8 March 2006*, results of the first **tests on the new Portuguese ID card** are presented at an official ceremony, attended by Prime Minister José Sócrates. The new cards will revolutionise the way in which Portuguese citizens interact with government – they will also reduce the number of documents they should need to carry in their wallets. On the same month the Portuguese government adopts a package of measures aiming at facilitating and encouraging the **electronic submission of personal income statements** or IRS ('Imposto sobre o rendimento das pessoas singulares'). New measures include an e-mail alert service for early detection of errors.
- As from the end of *January 2006*, all **public schools in Portugal have a broadband** connection to the internet. On 31 January, PM José Sócrates and three of his ministers celebrated this eCommunication landmark in the tiny school of Oriola (Alentejo), the last of more than 8 300 schools to have been connected to broadband, thus completing the process initiated in 1997. Furthermore, as of 1 January 2006, all companies, and other legal persons in Portugal will have to submit their **annual income tax declaration** and/or yearly 'declaration of accounting and fiscal information' electronically via the government's 'eFinance' website.

2005

- In *August 2005* the Portuguese government announces the creation of an e-mail service for each civil servant in 2006 and, at a later stage, for each citizen. This project, called '**Universal Electronic Mail**', will provide users with official receipt and delivery notifications, making it the ideal application for channelling official mail such as tax-related correspondence.
- On *30 June 2005* the Portuguese Council of Ministers approves a decree enabling the new **Company in One Hour** ('Empresa na Hora') service. By introducing a special regime for immediate company creation in Portuguese company law, the decree will allow any citizen to create a new business 'instantly' with a single visit to a government office. However, the new service will not be available online. Furthermore, the Portuguese Council of Ministers approves a resolution mandating Portuguese public administration to **fully switch to electronic invoicing by 31 December 2006**. On the same month, the new **LigarPortugal** ('Connecting Portugal') action programme for the information and knowledge society is launched. The new programme aims to create a transparent, modern and efficient public administration. LigarPortugal forms part of the Portuguese Government's Technological Plan for promoting the development of the Portuguese information society.
- In *April 2005* the Portuguese government approves the **citizen card** project. The multi-use citizen card combines ID, tax, social security, health insurance and electoral information, thus enabling citizens to carry one single card instead of five different ones.

- In *January 2005* the **National e-Procurement portal** ('Portal de Compras') is launched. Developed in the framework of the National e-Procurement Programme, the portal aims to become the new standard for public procurement in Portugal. On the same month is presented also the **Operational Programme for Public Administration 2004-2006**. The new programme, supported by the EU as part of the third Community Support Framework, is intended to support projects and investments to modernise the Portuguese public administration. The programme has a budget of 139.3 million euro, of which 104.5 million are provided by the EU. In addition, the new **Operational Programme for the Knowledge Society (POS_C)** is introduced. Due to run until the end of 2006, this programme revises and includes the former POSI, the Operational Programme on the Information Society. POS_C aims at improving the effectiveness of the former programme and its articulation with the Action Plan for the Information Society adopted by the government in 2003.

2004

- Presentation of **Information and Knowledge Society 2005-2006** takes place in *November 2004*, the Portuguese government's new strategy for the development of the Information and Knowledge Society. Objective is to advance the Information and Knowledge Society in Portugal in order to contribute to the country's development. Aiming at improving public services, reducing bureaucracy, increasing productivity and fostering innovation, the strategy will have an impact on public administration, government structures, and civil society. In order to reinforce the national commitment towards the development of an Information and Knowledge Society, the Mission Unit for Innovation and Knowledge (UMIC) – a temporary body created in November 2002 – is renamed **Agency for the Knowledge Society** and becomes a permanent Government agency.
- In *March 2004* **Citizen's Portal** ('Portal do Cidadão') is launched. The new portal replaces the previous "Infocid" and is the result of a joint effort by about 120 public and private entities. Despite its name, the new eGovernment portal targets businesses as well as citizens – with a separate section for each category of users – and will, in a second development phase, also feature services for civil servants and a user registration facility.
- The **Future 2010 - Operational Programme for the Knowledge Society**, known as the 'knowledge and innovation' initiative, is presented in *January 2004*. The aim of this strategic initiative is to foster the development of a true knowledge society in Portugal. Among other things, the initiative will promote public sector reform through further use of information and communication technologies and development of eServices.

2003

- In *July 2003* the Council of Ministers approves the strategic lines of a **large-scale Public Administration Reform**, aimed at building a more outcome-oriented and flexible public sector in order to enhance development and improve productivity. The new public administration organisational model is based on: defining roles and objectives; more flexible structures; a slimmed-down decision-making chain and less bureaucracy; encouraging systematic cooperation between government departments; knowledge-sharing; and proper information management.
- In *June 2003* the Portuguese government a **National eProcurement Programme** has been adopted. The programme's aim is to help save between 10 % and 20 % on public procurement costs between 2003 and 2006 thanks to the deployment of eProcurement systems across government. On the same month, two further action plans are officially approved by the Government: the **Action Plan for the Information Society** and the **eGovernment Action Plan**. The eGovernment Action Plan is an integral part to the Action Plan for the Information Society, which becomes the main instrument for the strategic and operational coordination of information society policies in Portugal. The ultimate strategic goal is to transform public sector

bodies into client-focused organisations, thereby placing the public sector among the country's best service providers.

2002

In *November 2002* is created the **UMIC (Innovation and Knowledge Mission Unit)**. Part of the Office of the Prime Minister, UMIC is tasked with coordinating and providing focus for the Government's activities in the field of Information Society, Electronic Government and Innovation. Among other things, UMIC is in charge of preparing, together with the different ministries, the national action plans, initiatives and programmes for the Information Society and eGovernment.

2001

INFOCID is re-launched as the **Portuguese Government's citizen portal** in *February 2001*, providing a single entry point to public information and services for citizens and businesses. The portal provides access to the 'Direct Public Service' application, which enables users to request birth, marriage, death, building and commercial certificates online.

2000 and before

- In *2000*, adoption of the **Operational Programme for the Information Society (POSI)** takes place. Supported by the EU as part of the Community Support Framework, the programme covers the period 2000-2006 and represents an investment of 625 million euro. It has the following strategic goals: develop ICT skills across society, help the transition to a Digital Portugal, and move public services online.
- The Government launches the **'Internet Initiative'**, which establishes as a strategic priority the rapid increase in the use of the Internet by schools, households, enterprises and public administration. An Inter-ministerial Commission for the Information Society is created, comprising delegates from all ministries and tasked with coordinating and monitoring Information Society policies.
- Innovation and the Information Society are key priorities of the **Portuguese Presidency of the EU** (January-June 2000). During this presidency the EU adopts both the **Lisbon Strategy** for economic renewal and competitiveness (at the Lisbon European Council of 23-24 March 2000) and the **eEurope Action Plan** (at the Feira European Council of 19-20 June 2000).
- The Programme **Digital Cities** is extended. It becomes a national five-year programme funded with 300 million euro provided by the Portuguese Government and the European Union Structural Funds. The programme is to be developed trough 20 to 25 large projects, covering all the country and stimulating regional innovation.
- In *1998*, the Programme for **Digital Cities** is launched, designed to foster the development of a digital culture on a local and regional level. The purpose is to get local administration and services closer to people, enhance local and regional competitiveness and improve the quality of life of the populations. The programme initially starts with pilot projects in 5 small and mid-sized cities (Aveiro, Bragança, Guarda, Marinha Grande, Castelo Branco) and 2 rural regions (Trás-os-montes and Alentejo).
- In *1997*, the Council of Ministers approves the **Green Paper on the Information Society in Portugal**. The Green Paper contains a set of recommendations aimed at the development of the Information Society. It outlines 72 measures in 11 priority areas. Following the publication of the Green Paper, several task forces are set up to develop operational implementation plans.
- In *1996*, the Portuguese Government launches a **National Initiative for the Information Society**, structured around four main themes: school (IT in education); enterprise (electronic business); local and regional public administration (open administration); knowledge (libraries, museums, databases, R&D institutions). A **Mission for the Information Society (MSI)** is created under the Ministry of Science and Technology,

which is tasked with advancing cross-government initiatives and preparing a Green Paper on the development of the Information Society in Portugal.

- In *1991*, **INFOCID** was created; the Interdepartmental Information System for the Citizen. INFOCID is a public network of all State organisations dealing with citizens, which aim is to provide Portuguese citizens with an easier way of interacting with public administrations. It is an integrated database sponsored by the Secretary of State for Public Administration under the Prime Minister's Office and coordinated by an inter-departmental Steering Committee.

eGovernment Strategy

Main strategic objectives and principles

Technological Plan

Portugal's eGovernment drive is part of its **Technological Plan**, a wider effort to promote the development of the Portuguese information society and improve the country's competitiveness. The plan, presented publicly in November 2005, is often referred to as the '**Technological Shock**' and constitutes the central piece of the government's economic policy. It consists in a series of articulated transversal measures aimed among other things at stimulating innovation by Portuguese companies, fostering research & development activities, improving education and training, and modernizing the public administration. The plan, which defines Portugal's main information society policy up to 2009 and is comprised of the three main axes:

- **Knowledge** - To qualify the Portuguese for the knowledge society, fostering structural measures which aim at enhancing the average qualification level of the population, implementing a broad and diversified lifelong learning system and mobilizing the Portuguese for the Information Society.
- **Technology** - To overcome the scientific and technological gap, reinforcing public and private scientific and technological competences and recognizing the role played by enterprises in the process of creation of qualified jobs and Research & Development (R&D) related activities.
- **Innovation** - To boost Innovation, helping the productive chain to get adapted to the challenges of Globalisation by means of the diffusion and development of new procedures, organisational systems, services and goods.

Spread over the three main axes, the Technological Plan defines **discrete measures** to be implemented, many of which are directly related to eGovernment. Indicatively are mentioned following measures:

Public administration

- Creation of the Citizen Card, which aggregates in one single document the Identification, the Social Security, the National Health Service, the taxpayer and the voter cards.
- Creation of the Portuguese Electronic Passport
- Common Knowledge Network of the Public Administration
- Creation of the Knowledge Network of the Public Libraries (digital Libraries)
- Application of an electronic invoice control system by the Public Administration
- Developing a computer security policy

Public services online

- Generalisation of the use and offer of Broadband Internet
- Creation of the Universal Electronic Mailbox
- Promotion of the Electronic Democracy
- Digital Libraries
- Creation of the Training and Employment Webportal

Enterprises

- On the spot firm Initiative
- Creation of a national services network operated through technological centres
- Urban Networks for Competitiveness and Innovation
- Intelligent highway infrastructure systems

The full set of measures can be found on the Technological Plan's website.

Connecting Portugal.....

Launched at the end of July 2005, the **Connecting Portugal** ('LigarPortugal') program, is a plan of action for implementing the part of the Technological Plan for the information society. The programme aims to a wide mobilisation of people and organisations for the use of the Information and Communication Technologies and for the development of the Information Society and a knowledge based economy in Portugal. In particular, the programme has the following key objectives:

- **To promote a modern citizenship**, informed, conscious and active, for which the use of Communication and Information Technologies is a natural tool for the access to information, education, cooperative work and public debate.
- **To guarantee a competitive national market of telecommunications**, especially regarding costs of services to both citizens and companies, and the wide availability of high quality advanced services, assuring competitiveness at the level of the best European practices.
- **To assure the transparency of the Public Administration** in all its actions, and the simplicity and efficiency of its relationship with citizens and companies.
- **To promote the increasing use of Information and Communication Technologies** by companies, supporting them in their modernisation, as a key condition for their competitiveness in the international market, and to assure the development of new technology based companies, namely those producing software.
- **To foster technological and scientific development**, launching research and development activities in international cooperation.

Modern and efficient public administration, in particular, will be achieved by defining a number of **policy priorities**, such as increasing the use of open source software by public sector bodies, generalising the use of Voice over Internet Protocol (VoIP) telephony, providing ICT training to every civil servant, and creating a central e-procurement website to advertise all public call for tenders of both central government and local authorities. The programme states also that all 'basic' public services should be available online and free-of-charge by 2009.

Additional focus in eGovernment development in 2007 will be achieved, through the coordinating intervention of the **Agency for the Public Services Reform**, established within the frame of the Restructuring Programme for the State's Central Administration (PRACE). The focus areas will be public investment, the definition of binding transversal policies and mandatory rules in the information technology and communication fields, and the development of current technological infrastructure as well as streamlining communication costs through transversal projects.

SIMPLEX - The simple the better.....

Launched on March 2006, the **Simplex** Programme incorporates a vast Administrative and Legislative Simplification Programme designed to reduce bureaucracy, increase the State's transparency and the Public Administration's efficiency, and improve people's relationship with public departments.

Simplex bets heavily on the use of information and communication technologies (ICTs) and combines concrete measures in areas which are the joint responsibility of various Ministries, such as health, education, justice and public finance, among others.

Simplex always acts in a positive sense. Less is synonymous with *more*. Creating and sharing a new public service culture involves turning obstacles into challenges and problems into advantages.

Simplex - The Great Challenges:

- ***More* trust in public departments and civil servants on the part of the Portuguese people**

  Bring in a new system for providing public services, which is adapted to and in tune with people's needs and the rate at which their lives are constantly changing. A State that is attentive to its people's expectations.

- ***More* competitive businesses**

  Foster transactions, investment, competitivity and wealth creation, by reducing and removing

obstacles to economic development. Make it possible to obtain licences and authorisations faster, and either make it easier to fulfil other necessary formalities, or do away with them when they prove useless.

- ***More*** **rationalisation and efficiency in the Public Administration**

  Make it easier to share information and resources, by promoting networked cooperation between departments with the same mission, while also ensuring that the privacy and security of personal data are fully safeguarded.

  Rationalise means and resources. Simplify and dematerialise procedures within departments by doing away with duplication. Promote an efficient management of human resources, to be based on the motivation and re-adaptation of civil servants to tasks for which they are better qualified and equipped.

- ***More*** **public service culture**

  Build a modern State based on a new public service culture – simplification, more speed and flexibility, lower costs, dematerialisation (eliminate paper), and process innovation.

Action Plan for the Information Society

The Portuguese eGovernment strategy for the period 2003-2006 was exposed in the **e-Government Action Plan** presented in February 2003 and approved by the Government in June 2003. The e-Government Action Plan has been an integral part to the Action Plan for the Information Society, which is the main instrument for the strategic and operational coordination of Information Society policies in Portugal.

The Action Plan for the Information Society comprised **seven pillars:**

1. An information society for all
2. New capabilities
3. Quality and efficiency of public services
4. Better citizenship
5. Health for everyone
6. New ways of creating economic value
7. Attractive content

The e-Government Action plan thus corresponded to the third pillar of the Information society Plan.

The strategic goal of the Portuguese eGovernment plan was **to transform public sector bodies** into client-focused organisations, thereby placing the public sector among the country's best service providers. This strategic vision was to be implemented through the creation of high-quality, efficient public services supported by comprehensive technology solutions.

The **key objectives** of eGovernment in Portugal were to:

- **Increase citizen satisfaction** with public services (24/7 services delivered through several channels).
- **Achieve increased efficiency** while reducing costs for both government and taxpayers. This objective involves process reengineering.
- **Increase the transparency of the bureaucratic structure**, thereby increasing citizen trust in public services.
- **Promote citizen participation in the democratic processes** through better dissemination of information.
- **Promote the development of the information and knowledge society** through an innovative public sector.
- **Achieve international recognition** of the quality of Portuguese eGovernment, thereby making citizens proud of the country's public services.

In order to achieve the core objectives, the Portuguese eGovernment strategy was based on **seven priority principles**:

1. Citizen-focused public services
2. A public administration that is modern and efficient
3. New technological capabilities
4. Rationalisation of communication costs
5. Efficient management of public procurement

6. Public services that are closer to citizens
7. Interactive public services

The e-Government Action Plan pointed out that, in order to reach the strategic objectives of eGovernment in Portugal, all stakeholders had to fulfil their missions:

- **The Government** should promote the delivery of interactive eGovernment services and the participation of citizens in the democratic processes. Part of its mission was to define strategies and policies and to provide public entities with the necessary resources.
- **Public organisations** should deliver integrated, customer-focused services, with more quality and efficiency.
- **Citizens and businesses** should adopt the new eGovernment services and proactively take advantage of the new possibilities in order to increase their quality of life.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation.....

There is currently no overall eGovernment legislation in Portugal. However the **Resolution of Cabinet no. 137/2005**, of 17 August, provides for the adoption of the electronic billing system for the services and organisms of the public Administration.

Freedom of Information Legislation.....

Law of Access to Administrative Documents

The Law of Access to Administrative Documents no. 65/93 was adopted in August 1993 and amended by law no. 8/95, of 29 March, by law no. 94/99, of 16 July, and by law no. 19/2006, of 12 June. It allows any person to demand access to administrative documents held by state authorities, public institutions, and local authorities in any form. Requests must be in writing. Government agencies must respond no later than 10 days after receiving a request. The Act also provides greater access for parties with an interest in a proceeding. Limitations exist for documents not drawn up for an administrative activity (e.g. minutes of meetings of the Council of Ministers or personal notes and sketches), documents relating to internal or external security and secrecy of justice, documents containing personal information, or documents containing commercial, industrial or company secrets in danger or which disclosure would violate copyrights or patents. Those denied access to documents can appeal to the Commission for Access to Administrative Documents (CADA), an independent Parliamentary agency. The Commission can examine complaints, provide opinions on access, review practices and decide on classification of systems. CADA's decisions are not binding so if an agency continues to deny access, further appeal can be made to an administrative court.

Data Protection/Privacy Legislation.....

Law on the Protection of Personal Data

Law on the Protection of Personal Data was adopted on 26 October 1998. It governs the collection and processing of personal data and allows any person to access and correct their personal information held by a public or private body. The law transposes the Directive 95/46/EC of the European Parliament and the Council, of 24th October 1995, dealing with the treatment and circulation of personal data and is enforced by the National Data Protection Commission.

eCommerce Legislation.....

Decree-Law on Electronic Commerce

The Decree-Law on Electronic Commerce no. 7/2004, of 7 January and the **Joint Order no. 357/2006** of 28 April transposed into national law the EU Directive on electronic commerce (Directive 2000/31/EC).

eCommunications Legislation.....

Law on Electronic Communications

Published on 10 February 2004, Portugal's Law on Electronic Communications no. 5/2004 transposes most of the EU new regulatory package on electronic communications. In particular, the law transposes directives 2002/19/EC, 2002/20/EC, 2002/21/EC and 2002/22/EC, all of the European Parliament and of the Council of 7 March 2002, and in addition the directive 2002/77/EC of the Council of 16 September. The European Directive 2002/58/EC on privacy and electronic communications is transposed by **Law no. 41/2004**, of 18 of August.

eSignatures Legislation

Decree-Law on Electronic Signatures

The Decree-Law on Electronic Signatures no. 62, of 3 April 2003, aims to align the legal regime for digital signatures established in a previous Decree-Law (**Decree-Law no. 290-D/99**, of 2 August 1999) to **Directive 1999/93/EC** of the European Parliament and the Council of 13 December 1999, in a Community framework for electronic signatures. The **Decree-Law no. 165/2004**, of 6 July and the **Regulatory Decree no. 25/2004**, of 15 July constitute further legislation in this area.

eProcurement Legislation

Decree-Law on eProcurement

The Decree-Law on eProcurement no. 197/99, of April 2002 complements the **Decree-Law on Public Procurement no. 197/99**, of June 1999. It provides for the use of electronic means in public procurement by some public bodies and encompasses rules applicable to communication and the storage of data. The Portuguese Government is currently preparing the transposition of the new EU public procurement directives (2004/17/EC and 2004/18/EC), including their eProcurement provisions.

Re-use of Public Sector Information (PSI)

Bill No 49/X

Article 268.º n.º 2 of the Portuguese Constitution establishes the fundamental right of access to administrative archives and registries, except for information related to state security, criminal investigation and personal privacy. A further law regulates the right of access to public documents (**Law no. 65/93**, of 26 August, republished by **Law no. 94/99**, of 16 July). The transposition of the European Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information is currently under preparation in Portugal. It is expected that implementation will take the form of altering already existing access legislation. The first work of evaluating the directive was made by the Department of Justice (Ministério da Justiça), resulting in a **draft law, the Bill No 49/X**. The bill has been approved by the Council of Ministers and is currently being debated in the Parliament. Approval is expected in 2007.

eGovernment Actors

Main roles and responsibilities

National eGovernment.....

Policy/Strategy

Minister for the Presidency

The Secretary of State for Administrative Modernisation and the AMA – Agency for the Public Services Reform are placed under the authority of the Minister for the Presidency.

Secretary of State for Administrative Modernisation

Associated to the Minister for the Presidency, the Secretary of State for Administrative Modernisation took over the responsibilities of the former Office of Public Services Reform (UCMA) in May 2007. The task is to identify, select and promote cross-cutting ways of modernising the Public Administration, to monitor and to disseminate the results as widely as possible.

Coordination

Agency for the Public Services Reform

The Agency for the Public Services Reform (AMA) is a public institute that took over the attributions of the Presidency of the Council of the Ministers in the areas of modernisation and administrative simplification as well as eGovernment. The Agency is supervised and placed under the authority of the Minister for the Presidency. Its main mission is to develop, coordinate and evaluate measures, programs and projects aiming to modernise and simplify the public administration, the electronic administration and the distribution of public services. Focus areas are public investment, the definition of binding transversal policies and mandatory rules in the information technology and communication fields, and the development of current technological infrastructure as well as streamlining communication costs through transversal projects. Among other tasks, the agency took over the responsibilities with regard to electronic administration matters, formerly under the Agency for the Knowledge Society (UMIC).

National Coordinator for the Lisbon Strategy and the Technological Plan

With the re-launching of the Lisbon Strategy at the Spring European Council in 2005, the Portuguese Government appointed a National Coordinator to carry out the respective national plan of reforms supported by a flexible structure. In December 2005, the execution coordination of the Technological Plan was also transferred to the coordination structure of the Lisbon Strategy, with the main mission to follow up and monitor implementation of the initiatives foreseen.

Implementation

Agency for the Public Services Reform

Among other responsibilities, the Agency is in charge of developing programs and projects aiming to modernise and simplify public and electronic administration.

Individual Government Ministries and Agencies

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

Government Network Management Centre (CEGER)

The Government Network Management Centre (CEGER) is a service of the Prime Minister's Office providing support to government bodies in the field of information technology.

Audit/Assurance

Court of Auditors

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

Data Protection

National Commission for Data Protection

The National Commission for Data Protection is an independent body, with powers of authority throughout national territory. It is endowed with the power to supervise and monitor compliance with the laws and regulations in the area of personal data protection, with strict respect for human rights and the fundamental freedoms and guarantees enshrined in the Constitution and the law.

Regional & Local eGovernment

Policy/Strategy

Regions and Municipalities

Regions and Municipalities are in charge of Policy/Strategy within the framework of their competences.

Coordination

Ministry for Internal Administration

The Ministry for Internal Administration Services is in charge of coordinating central government policies with local authorities.

Implementation

Regions and Municipalities

Regions and Municipalities carry out projects within their competences.

Support

National Association of Portuguese Municipalities (ANMP)

The National Association of Portuguese Municipalities (ANMP) is the representative body of Portuguese municipalities. It promotes their interests and provides support services in different areas, including ICT and public management.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Pedro Silva Pereira
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Source: http://www.portugal.gov.pt/Portal/PT/Governos/Governos_Constitucionais/GC17/Composicao/Perfil/MariaManuelLeitaoMarques.htm

Head of eGovernment

Anabela Pedroso
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Other eGovernment Executives

NO PICTURE AVAILABLE

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NO PICTURE AVAILABLE

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Citizen's Portal

The Citizen's Portal is the **central digital channel for public services**, complementing with total convenience and availability the physical Citizen's Shops. Launched in the first quarter of 2004, the Citizen's Portal now offers more than 800 citizen-oriented 24/7 services (about 1/2 informational, 1/4 interactive, 1/6 transactional), provided by 125 public administration bodies. It is already a well known brand, recognised by more than 30 % of the Portuguese population. More than half a million users access it on a regular basis, with 3 million page views per month originated from more than 33 countries of all world continents. Within this portal, users have the possibility to consult two different kinds of information; firstly, information concerning daily life situations such as birth death and employment, and secondly, information on specific areas of interest, such as justice, health, taxes systems and education.

The Citizen's Portal is regularly classified among the ten best Portuguese sites (KPBI30, Internet performance Portuguese index, January 2005). The development of the Citizen's Portal has been continuous. Besides improvements on the user interface, since February 2005 it offers services supported by sms, and access through wap protocol by mobile phones and PDAs. An **electronic payments platform** was introduced at the end of 2005 allowing for different forms of payments. The platform enables the issuing of payment orders which can be completed through the unified ATM network widely available in Portugal or even without leaving home or office for people who have home banking.

The services provided to citizens will be further enhanced **by the adoption of identification /authentication services** based on the Citizen Card - the Portuguese electronic identity card - as soon as it will be available.

Enterprise's Portal

The Enterprise's Portal is an **integrated access point to public services** provided to enterprises. It was launched at the end of June 2006, facilitating the access to public services provided to enterprises through the Internet and substantially extending to more than 400 services for enterprises that were being provided through the Citizen's Portal.

Among others, the additional services now provided include the **complete creation of an enterprise through the Internet**, a consultation electronic desk for matters related to enterprise activities assured by the Institute of Support to Small and Medium Enterprises and Investment (IAPMEI), and the Enterprise Electronic Dossier where the different processes of each enterprise with the public administration are assembled and made easily and securely available to the enterprise associates or their representatives through identity authentication by advanced electronic signature certificates, assuring full transparency on the status of the respective processes. The services provided will be extended up to the end of 2006.

The **electronic payments platform** developed for the Citizen's Portal allows the full dematerialisation of

payments to the state, including those necessary for the creation of an enterprise. Now, for the creation of an enterprise the associates do not have to be together and nobody needs to go to a public office, further extending the business facilitation initiated with the 'On the Spot Firm' initiative of July 2005 which already allowed for the creation of more than 8 000 enterprises with an average creation time of only 58 minutes. The Enterprise's Portal also makes available services for the third sector: non-profit associations, cooperatives and nongovernmental organisations.

Network.....

Electronic Government Network

The **Management Centre for the Electronic Government Network (CEGER)** is in charge of Portugal's Electronic Government Network as well as of various ongoing projects regarding Intranet, Internet and the Base Networking Infrastructure.

e-U: Electronic University/Virtual Campus - Education

The e-U initiative is targeted at students and professors of higher education institutions and includes the **extensive wireless networking of campuses** with more than 5 000 access points, as well as higher education electronic services, contents and applications. It is the world's largest academic wireless network presently in operation. The e-U access will be available in every higher education institution across the country and will allow complete national mobility (roaming) among institutions. The initiative also accounts for content and service sharing between universities. Presently, about 60 e-U projects were implemented, within a total of 76 projects, covering the campuses of more than 82 % of the entire Portuguese academic population (approx. 340 000 students and 40 000 professors and researchers).

Solidarity Network

In 2001, a Solidarity Network connected NGOs concerned with people with special needs (elderly and impaired) to the Internet. Presently, this network involves **240 broadband access points**, maintains 650 email boxes for use of the target groups, as well as specific contents of interest, and includes 13 videoconference connections between schools and hospitals allowing bed-ridden students remotely attend classes, keeping them in touch with family and friends.

eIdentification/eAuthentication.....

Electronic Identity Card (eID)

The Citizen's Card, is the Portuguese electronic identity card (eID). The card was officially unveiled on February 2007 and the authorities plan to make it available throughout Portugal by 2008. The Citizen's Card is a smart card that provides visual identity authentication with increased security and electronic identity authentication with biometrics (photo and finger print) and electronic signatures. The development of the **Citizen's Card** is part of the Government's plan to simplify the administration and modernise the public services. It will replace five presently existing cards - Identification Document, Tax Payer's Card, Social Security Card, Voter's Card, Health System Card - and will allow for multi-channel identity authentication, namely in presence, through the Internet, or by telephone (with one-time passwords generated with the card), thus allowing the citizen to identify himself electronically and dispose of a legally valid electronic signature from a distance contributing to the deployment of customer-oriented advanced public services. The project is now in its fourth phase (development and implementation of solutions) and the authorities plan to make it available throughout Portugal by 2008.

eProcurement

National e-Procurement Portal

Launched in January 2005, the portal aims to become the new standard for procurement across government. Developed in the framework of the Portuguese **National e-Procurement Programme**, the portal is at this stage mainly an information tool, but will offer transactional services such as eAuctions in the future. Call for tenders are published in the Electronic Official Journal (DRE).

Approved in the Council of Ministers on 26 June, 2003, the National Program eProcurement (PNCE) is the strategic and operational instrument for the coordination of Public Administration policies regarding the development of electronic purchases in Portugal. Its main objectives are:

- increase efficiency and transparency,
- generate savings, and
- promote the adoption of eCommerce.

During the first two years of program (2003-04), the focus was on the characterisation of the expense and the reformulation of procedures, whereby new processes were adopted, such as sourcing, aggregation and negotiation. In the pilot phase the project involved eight ministries and a few public bodies and product categories.

Presently, the process is at a **generalisation and enlargement phase** to all public bodies/ministries, and other product categories. The program already involved directly all the 16 ministries of the Portuguese Government (including the Presidency of the Ministers Council), 794 public bodies, 1 374 users, 94 aggregation/negotiation processes, with 40 million euros negotiated (26 million euros in the first semester of 2006) and 20 % estimated savings. Total savings expected from the ongoing expansion of this initiative amount to 250 million euros/year.

Knowledge Management

Networks of Competence

The Networks of Competence initiative promotes the creation of innovation and knowledge networks of enterprises, research centers, technological centers, universities, polytechnics and other higher education institutions, public bodies and enterprise associations, with a scope strongly involving information and communication technologies. They aim at creating **partnerships for innovation** and knowledge that can contribute to the social and economic development of a region or economic sector by promoting the development of a more competitive economy based on new or better products and services, enhancing the partnerships for collaborative applied research projects and influencing the training of human resources in areas of regional or sectoral excellence. Similarly to Neotec and OTIC, the Networks of Competence initiative is implemented through the Innovation Agency. So far, the initiative supports the creation and initial development of 16 Networks of Competence.

b-on: Online Knowledge Library

Through b-on, full texts of the main academic and scientific journals published internationally are accessible online to individuals in all research and higher education institutions in Portugal, through nationwide subscriptions signed with the top international scientific journal publishers.

Conceived in 1999, prepared since then up to 2003 and launched in April 2004 with 3 500 titles from six publishers, b-on now allows online access to **more than 16 750 electronic publications** from 16 international publishers in all areas of academic and scientific research. It also provides access to the convenient Web of Knowledge bibliographic reference

and citation tools, which had been provided as a first step in 2001, with records since 1945. More than 40 000 professors and researchers and 340 000 students from 66 research and higher education institutions currently have unlimited access to the b-on contents and search engine.

The Portuguese scientific community started using extensively this service when it was launched. So far, the downloads of full text scientific papers are done through b-on account for more than 5.5 million. The contents will be substantially enlarged as the b-on portal will also provide full text search of Master and PhD theses presented in Portuguese institutions as well as other national academic and scientific content.

Other Infrastructure

PORBASE, the National Bibliographic Database

Created in 1986, PORBASE is coordinated by the National Library of Portugal and has been available to the public since May 1988. Its primary objectives are the permanent update and promotion of The National Library's general catalogue, current national bibliography and the Portuguese library's collective catalogue.

PORBASE contains currently **over 1 300 000 bibliographic records**. The database is updated daily and its annual average growth is estimated at 100 000 bibliographic records. It reflects the collections of the National Library and over 160 Portuguese libraries of different types and dimensions, both private and public. The records refer to diverse bibliographic materials, both Portuguese and foreign, that don't suffer chronological or thematic restrictions.

Information and Knowledge Society Observatory

The Information and Knowledge Society Observatory is the part of UMIC – Knowledge Society Agency in charge of **statistical indicators and studies** on the Information Society and the use of Information and Communication Technologies (ICT) in Portugal. It assures regular surveys and studies on the use of ICT by families, enterprises, hotels, hospitals, schools, public administration, and other sectors, as well as on the employment in the ICT sector, the quality of public administration websites and other matters of interest to monitor the development of the Information Society in Portugal and compare it with the development observed in other countries. This group of UMIC assures the representation of Portugal in international organisations that deal with indicators and statistics of Information Society or TIC, such as EUROSTAT, OECD and the DG Information Society of the European Commission.

Electronic Invoices in the Public Administration

In August 2005, the Government decided that electronic invoices should be fully adopted by the public administration up to the end of 2006, and nominated the Knowledge Society Agency (UMIC) for monitoring and evaluating its implementation. Following this decision, UMIC put together a stakeholder working group, involving people from several public bodies (especially from fiscal authorities), nongovernmental organisations promoting digital economy and electronic commerce, as well as professionals, with the aim of analyzing/proposing legislation and preparing an **Electronic Invoice Guide**. This guide was published in March 2006, opening a period of public consultation for receiving suggestions and contributions of improvements. In the meanwhile, a monitoring process based on electronic enquires was initiated to follow the adoption of electronic invoices by the public bodies.

eAccessibility

A special unit promotes, since 1999, the adoption of **good practices for accessibility** of the public administration websites to citizens with special needs. This unit also promotes the availability of digital libraries and audio books in high schools, the adoption of assistive technologies in hospitals, and the infrastructuring of (re)habilitation centers (53 projects led by consortiums involving NGOs and people with special needs).

eDemocracy – Electronic Voting

The main goal of the Portuguese Electronic Vote Project is to allow, in the future, citizens who are far away from their normal polling stations, to be able to vote from wherever they are in the election day. In this context, a **first pilot project** of Electronic Voting was held in the 2004 European Elections. Three different technologies were tested, with 150 000 voters in 9 municipalities.

The **second pilot project**, in the 2005 Legislative Elections, improved voting platforms with technology for citizens with special needs and paper trail. It also tested internet vote for Portuguese citizens living abroad (with 4 500 participants from 38 countries). Both non biding pilot projects were audited and evaluated by a multidisciplinary task force of university specialists, and the results were very positive.

At the same time, **Electronic Democracy Project** is developing initiatives to enable, in a near future, the participation of citizens in the discussion of public policy issues, in order to contribute to a modern and participative citizenship.

Digital Cities and Digital Regions

More than 25 projects for the development of Digital Cities and Digital Regions are being publicly supported, with a total investment of over 200 million euros. The projects involve **electronic government solutions** for local public administrations, conditions for reinforcing the competitiveness of small and medium enterprises, and a wide variety of citizen centred services (e.g, information, health, education, safety).

Public Internet Spaces

More than 600 Internet Spaces provide **free access to multimedia computers** and the Internet to citizens all over the country. In all the Internet Spaces, trained personnel assure permanent support to users, and assume a very important role of social mediators to computer and Internet technology in local, and frequently remote, communities. Most of them have at least one working station especially equipped for accessibility to the handicapped. The creation of Internet Spaces started with 260 Public Internet Spaces in Municipalities opened in the period 1999-2001. By the end of 2007 there should be close to 1 000 Internet Spaces freely available to citizens.

National GRID Initiative

Launched in April 2006, the Portuguese National GRID Initiative aims at promoting the development of GRID Computing and the sharing of distributed computing resources for the resolution of complex problems that require intensive data processing.

Its main objectives are:

- to strengthen national competencies and capacities in GRID Computing due to its special strategic importance,
- to pursue Portugal integration in the GRID Computing international network,
- to improve the conditions for scientific activities and applications of economic and social interest that involve complex computations or large quantities of data,
- to strengthen the collaboration between researchers and users of high performance computing,
- to strengthen the conditions for businesses to find in Portugal human resources with knowledge and experience in GRID Computing.

The Initiative of the responsibility of the **Portuguese Science and Technology Foundation (FCT)** will be overseen by the Knowledge Society Agency (UMIC) and will involve actions for:

- expanding GRID infrastructure, enlarging connectivity between GRID nodes in Portugal and of them to other international infrastructures,
- promoting R&D projects in GRID Computing,
- supporting demonstration and application projects in areas such as meteorology, oceanography, geophysics and seismology, high energy physics,
- supporting the advanced training of human resources, promoting the international evaluation of actions and projects,

- assuring the observation and monitoring of the initiative and the dissemination of information and knowledge within the GRID Computing community.

Neotec: New Technological Enterprises

The Neotec initiative promotes the creation of new technological enterprises based on ICT and with high potential growth, by providing financial support to different phases of the enterprise creation process - from idea development to business plan and the beginning of operations. The initiative is designed for the particular needs of students of higher education institutions and researchers of these or other scientific institutions. Neotec is implemented through the **Innovation Agency**, a company owned by the Portuguese State through FCT – Foundation for Science and Technology, of the Ministry of Science, Technology and Higher Education, IAPMEI – Institute for Small and Medium Enterprises and Investment, and PME Investimentos – Small and Medium Enterprises Investments, both of the Ministry of Economy and Innovation. So far, the initiative supports the creation and initial development of 26 new enterprises.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: eGovernment indicators for benchmarking eEurope).

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's license
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3 - Two-way interaction: processing of forms, including authentication
- Stage 4 -Transaction: case handling; decision and delivery (payment)

1. Income taxes: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation

Website: http://www.e-financas.gov.pt/

Sophistication stage: 4/4

Description: Fully transactional online submission and assessment system. Users can also consult their tax files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for an enhanced usability. Parts of the declaration forms are now pre-filled in and payments already declared can be consulted. Both the declaration receipts and the notification of the final tax calculation can be now confirmed electronically.

2. Job search services by labour offices

Responsibility: Central Government, Institute of Employment and Vocational Training

Website: http://www.iefp.pt/

Sophistication stage: 4/4

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

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Ministry of Social Security and Labour

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

Sophistication stage: 4/4

Description: Information and forms to download.

b. Child allowances

Responsibility: Central Government, Ministry of Social Security and Labour

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

Sophistication stage: 2/4

Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N.A.
Website:	N.A.
Sophistication stage:	N.A.
Description:	This service is not relevant for Portugal. Healthcare services are free at the point of delivery local Health Centres part of the National Health Service. Expenses outside the National Health Service are not refundable.

d. Student grants

Responsibility:	Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education
Website:	http://www.asocialensinosuperior.pt/
Sophistication stage:	2/4
Description:	Information, forms to download and interactive grant simulator.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility:	Central Government
Website:	http://www.portaldocidadao.pt/
Sophistication stage:	2/3
Description:	Passport applications can be submitted online.

b. Driver's license

Responsibility:	Central Government, Ministry of the Interior, Directorate-General for Traffic – DGV
Website:	http://www.dgv.pt/condutores/modelo_b.asp
Sophistication stage:	1-2/3
Description:	The Portuguese Directorate-General for Traffic (DGV), in the scope of the Ministry of the Interior, is responsible for the administration of the traffic system and road safety, as well as for studying and implementing operational measures and regulations for traffic enforcement. Information and forms to download can be found on directorate's website.

5. Car registration (new, used and imported cars)

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

Website: http://www.dgrn.mj.pt/autom/infoauto.asp

Sophistication stage: 2/4

Description: Information and forms to download.

6. Application for building permission

Responsibility: Local Government

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

Sophistication stage: 1/4

Description: Information only.

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

Responsibility: Central Government, Public Security Police

Website: http://www.psp.pt/

Sophistication stage: 1-2/3

Description: Information only.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: http://www.porbase.org/

Sophistication stage: 4/4

Description: PORBASE, the National Bibliographic Database, is the Portuguese libraries´ union catalogue with over 1 300 000 bibliographic records. The database is updated daily and its annual average growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 portuguese libraries of different types and dimensions, both private and public.

9. Certificates (birth, marriage): request and delivery	
Responsibility:	Central Government, Directorate for Registration and Notaries
Website:	http://www.portaldocidadao.pt/PORTAL/pt/certidoes_online/HP.htm
Sophistication stage:	3/3
Description:	Online request of civil certificates.

10. Enrolment in higher education/university	
Responsibility:	Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education
Website:	http://www.acessoensinosuperior.pt/
Sophistication stage:	2/4
Description:	Provides information and a simulator allowing users to find out whether of not they would be accepted for enrolment in a particular university/area.

11. Announcement of moving (change of address)	
Responsibility:	Central Government
Website:	http://www.portaldocidadao.pt/
Sophistication stage:	3/3
Description:	Centralised service that communicates the user's change of address to a number of institutions. Currently, the downloadable form still has to be signed and delivered offline.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	
Responsibility:	Central Government, Ministry of Health
Website:	http://www.portaldasaude.pt/
Sophistication stage:	3/4
Description:	The Citizen's portal provides a wide range of information about pubic healthcare.

Source: Sophistication ratings quoted in "Online Availability of Public Services: How Is Europe Progressing?", Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: eGovernment indicators for benchmarking eEurope).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits (incl. reporting)
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3 - Two-way interaction: processing of forms, including authentication
- Stage 4 - Transaction: case handling; decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Social Security and Labour

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

Sophistication stage: 4/4

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

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation

Website: http://www.e-financas.gov.pt/

Sophistication stage: 4/4

Description: Allows registered businesses to file their taxes online. They can also consult their online files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for an enhanced usability. Parts of the declaration forms are now pre-filled in and payments already declared by employers can be consulted. Both the declaration receipts and the notification of the final tax calculation can be now confirmed electronically.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation

Website: http://www.e-financas.gov.pt/

Sophistication stage: 4/4

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

4. Registration of a new company

Responsibility: Central Government, Centre for Corporate Procedures (CFE)

Website: http://www.portaldaempresa.pt/

Sophistication stage: 4/4

Description: Information and online registration system.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)

Website: http://www.ine.pt/

Sophistication stage: 3/3

Description: Service not available.

6. Customs declarations

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

Website: http://www.e-financas.gov.pt/de/jsp-dgaiec/main.jsp

Sophistication stage: 4/4

Description: Online declaration for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Portuguese Environment Agency

Websites: http://www.iambiente.pt/APA/index.htm

Sophistication stage: 2/4

Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government

Website: http://www.compras.gov.pt/

Sophistication stage: 4/4

Description: Launched in January 2005, the public procurement portal is at this stage mainly an information tool, but will offer transactional services such as e-auctions in the future.

Source: Sophistication ratings quoted in "Online Availability of Public Services: How Is Europe Progressing?", Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment situation and progress in European countries.

The eGovernment factsheets are produced and updated twice a year by the IDABC programme.
IDABC (http://ec.europa.eu/idabc) is the European Commission programme that promotes
the delivery of eGovernment services in the European Union.

eGovernment practice is a joint initiative by the Directorate General Informatics (IDABC programme) and the Directorate General for the Information Society and Media.

http://epractice.eu

European Commission