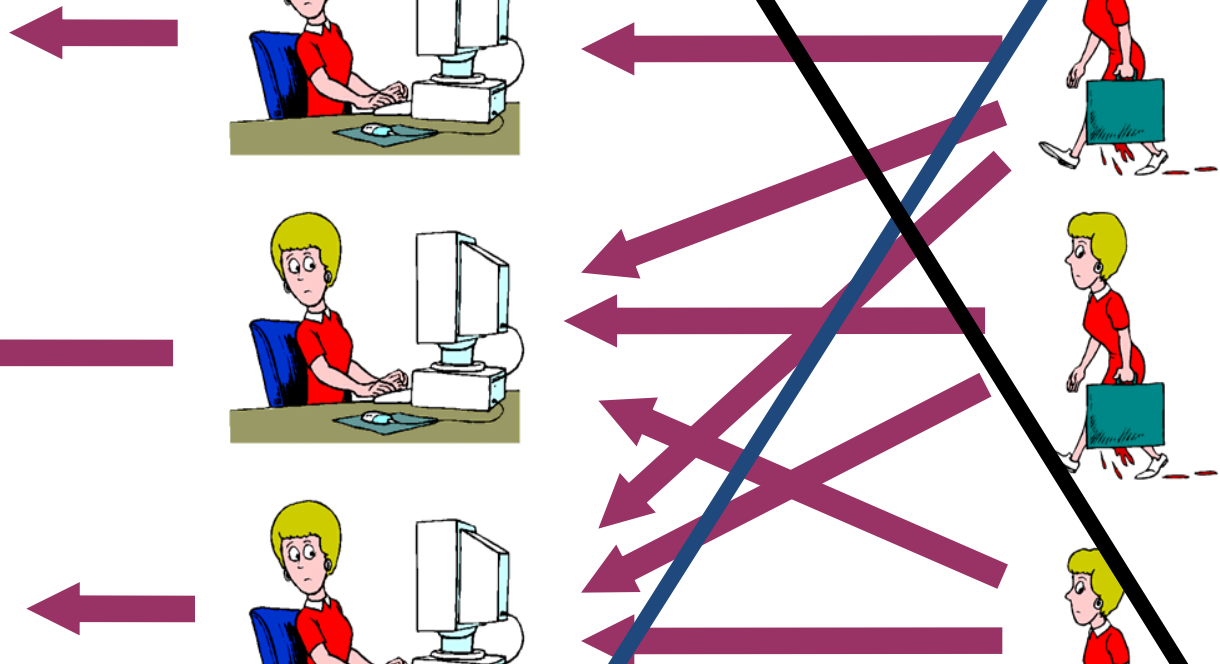
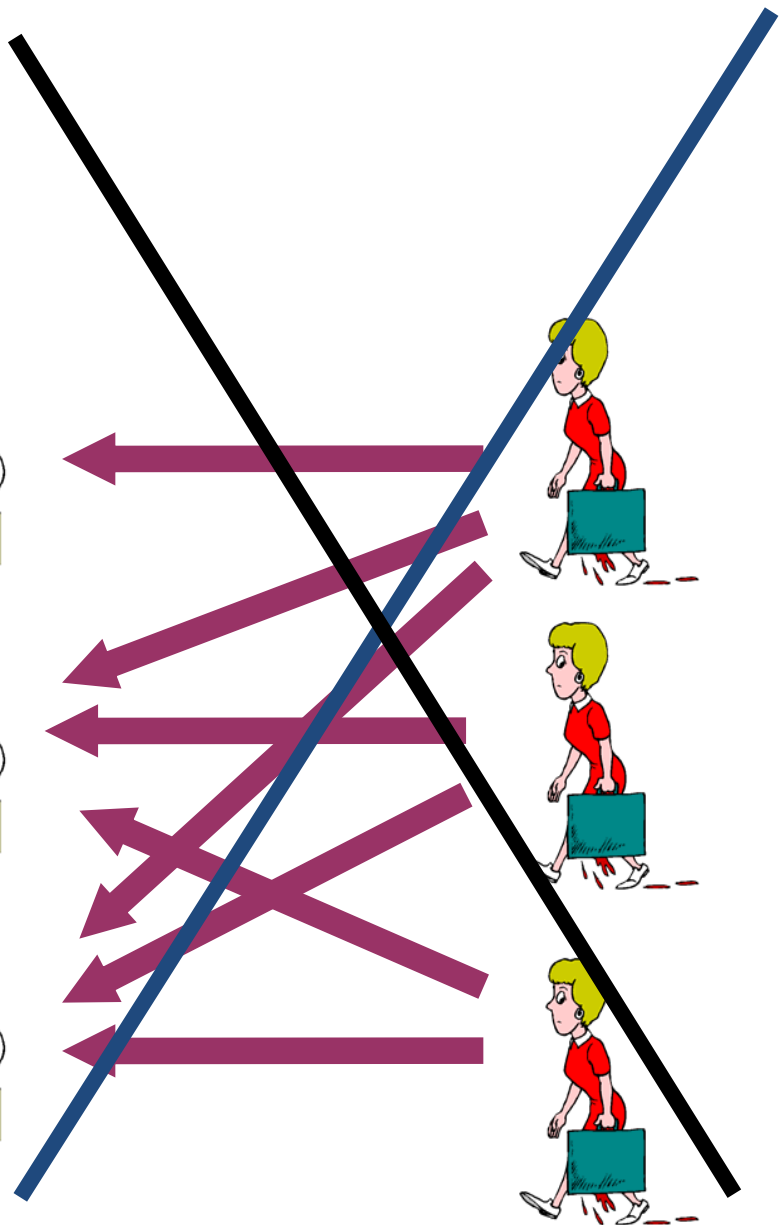
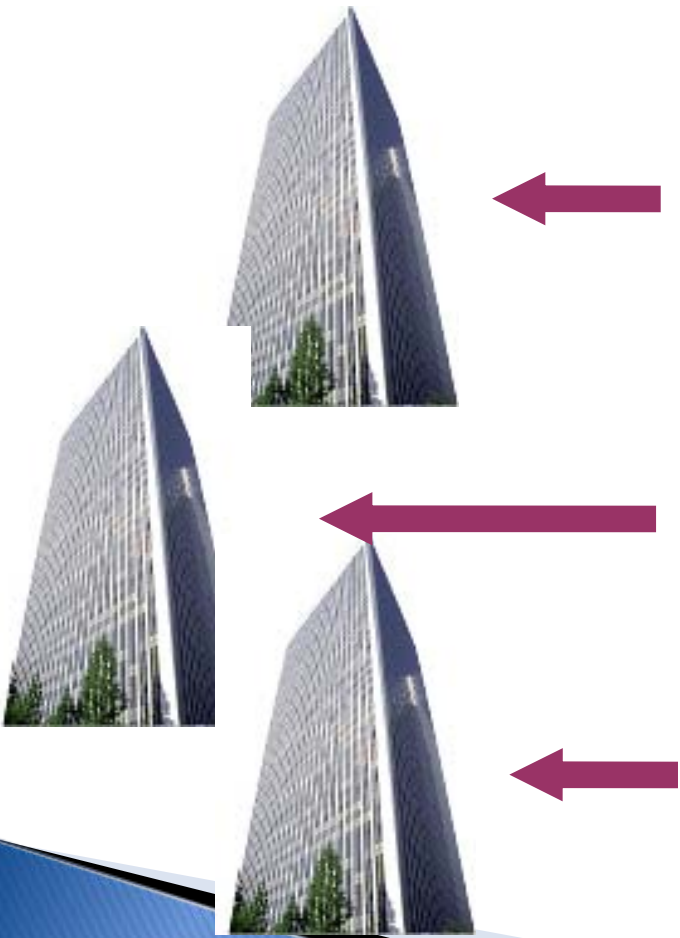


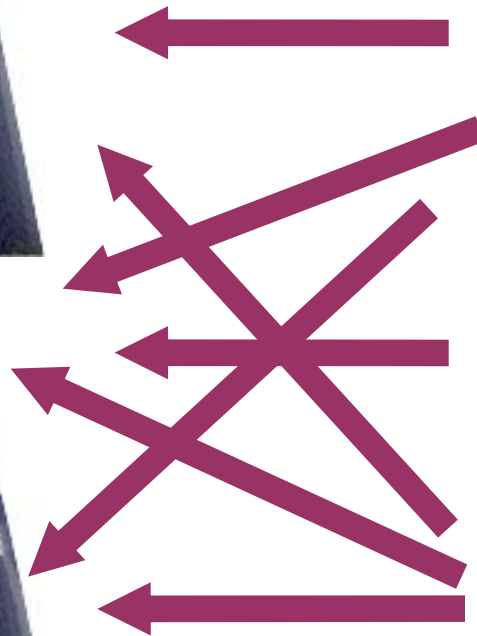
E-governance: the Estonian example

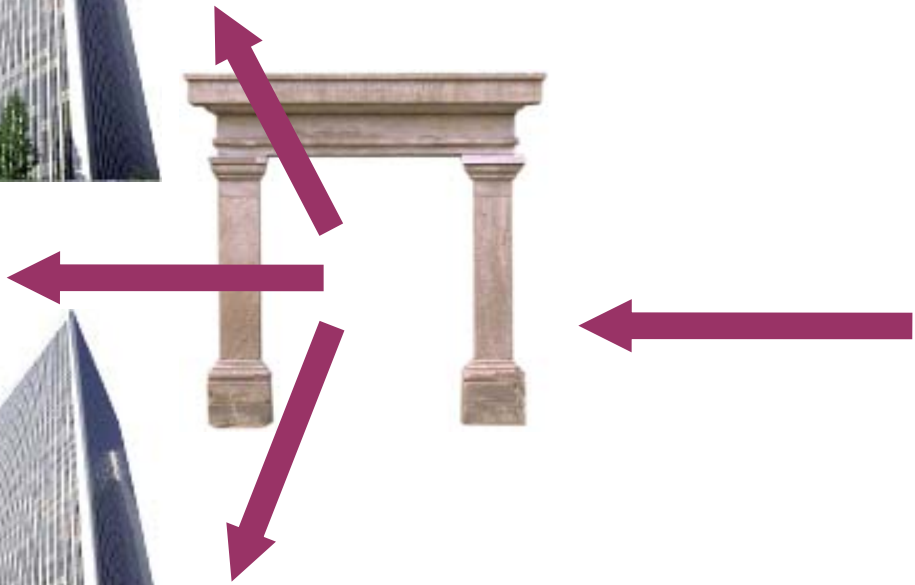
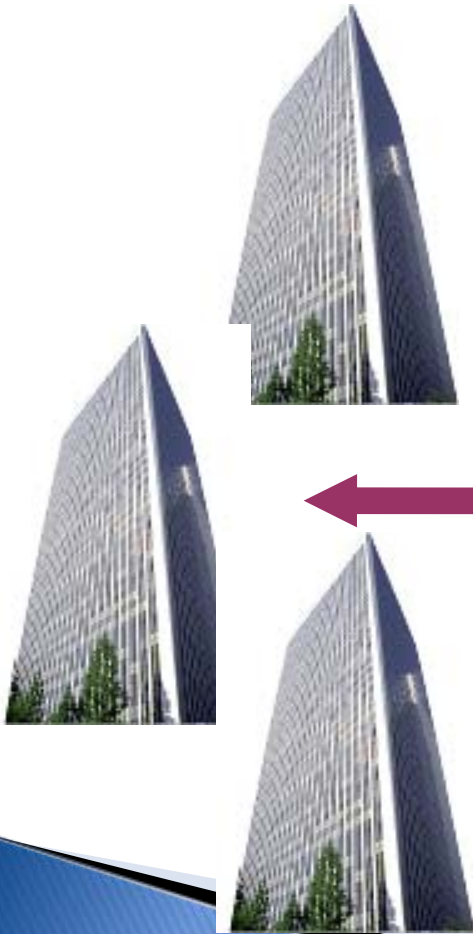
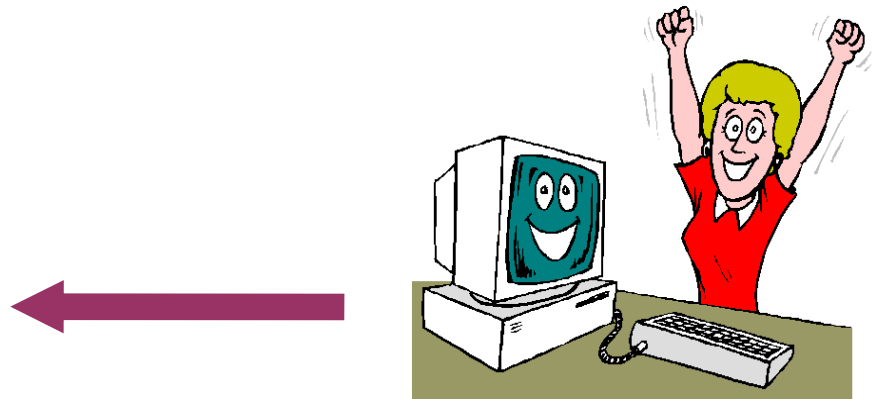
Prof. Katrin Nyman-Metcalf
OSCE, Tbilisi 2012

What is it?

- ▶ Interactive uses of internet (More than just a web-site!)
- ▶ Possibilities for two-way communication between citizens and authorities, businesses and authorities, authorities and authorities







E-governance

- ▶ E-services of the government
- ▶ Interoperable databases

Benefits

- Fast
- Secure
- User friendly (non-discriminatory)
- Non-corruptible

Disadvantages

- Security (Data protection)
- Risks if fails
- Access issues

E-Estonia

- ▶ 78 % of population are Internet users
- ▶ Over 700 Public Internet Access Points in Estonia, 51 per 100 000 people.
- ▶ More than 1 100 000 smart-card type ID-cards issued
- ▶ 94% (citizens) of tax declarations were e-declarations (2011), 97% businesses
- ▶ 1st place in Internet Banking



e-Services on portal eesti.ee

For a citizen

For an entrepreneur

For an official

Services A-Z

Role: Jelizaveta Krenjova (48803190312)

Set role

Services

Descriptions of e-services are available in English, all official forms are in Estonian.



For a citizen Help

- ▶ Benefits for incapacity for work
- ▶ Viewing pension, allowance, benefits
- ▶ Prescriptions
- ▶ Health Insurance and family physician

[View all](#)



For an entrepreneur Help

- ▶ Entering the Register of Economic Activities
- ▶ Notarized documents
- ▶ Company search
- ▶ Activity license search

[View all](#)



For an official Help

- ▶ Entering the Register of Economic Activities
- ▶ Notarized documents
- ▶ Company search
- ▶ Activity license search

[View all](#)



Services A-Z Help

[View all](#)

For a citizen

- ▶ Housing
- ▶ Education and Science
- ▶ Environment
- ▶ Culture and Leisure Time
- ▶ Traffic
- ▶ Family
- ▶ Money and Ownership
- ▶ Travelling
- ▶ National Defence
- ▶ The State and the Citizen
- ▶ Consumer Protection
- ▶ Health Care and Protection
- ▶ Benefits and Social Assistance
- ▶ Work and Employment Relations
- ▶ Foreigners in Estonia and Estonians abroad
- ▶ Legal Aid
- ▶ Official forms
- ▶ Elector's e-card
- ▶ Police e-services
- ▶ Population Register

For an entrepreneur

For an official

Services A-Z

Role: Jelizaveta Krenjova (48803190312)

Set role

Services and forms for a citizen

All services

Show me services without target group

Search

Cancel



Housing

- ▶ Master plan application
- ▶ Master plan application (Halinga)
- ▶ Master plan application (Otepää)
- ▶ Movable property registered in the Register of Construction Works
- ▶ Valuation of suitability of construction area

[Show all services](#)



Environment

- ▶ Submitting a forest notice electronically
- ▶ Enter the e-Pria portal
- ▶ Earthwork application (various institutions)
- ▶ Earthwork application (Halinga)
- ▶ Cancellation of organized waste collection (Halinga)

[Show all services](#)



Traffic

- ▶ Digital tachograph charts for citizens



Education and Science

- ▶ Archival notice - studying
- ▶ Data from the Estonian Education Information System (EHIS)
- ▶ Entering the Admissions Information System (SAIS)
- ▶ Estonian language proficiency examination e-certificate validity control
- ▶ Registering to the Estonian language proficiency examination

[Show all services](#)



Culture and Leisure Time

- ▶ Public event permit (Tallinn)
- ▶ Archives of the Estonian Public Broadcasting
- ▶ Allowance application for nonprofit organization (Jõgeva)
- ▶ Report of nonprofit organization allowance usage (Jõgeva)
- ▶ Project application form (Kehtna, Rapla, Raikküla, Märjamaa, Kanepi)

[Show all services](#)



Family

▶ **Housing**

- ▶ Education and Science
- ▶ Environment
- ▶ Culture and Leisure Time
- ▶ Traffic
- ▶ Family
- ▶ Money and Ownership
- ▶ Travelling
- ▶ National Defence
- ▶ The State and the Citizen
- ▶ Consumer Protection
- ▶ Health Care and Protection
- ▶ Benefits and Social Assistance
- ▶ Work and Employment Relations
- ▶ Foreigners in Estonia and Estonians abroad
- ▶ Legal Aid
- ▶ Official forms
- ▶ Elector's e-card
- ▶ Police e-services
- ▶ Population Register

For an entrepreneur

For an official

Services A-Z

Housing

All services



Show me services without target group



Search

Cancel

- ▶ Master plan application
- ▶ Master plan application (Hallinga)
- ▶ Master plan application (Otepää)
- ▶ Movable property registered in the Register of Construction Works
- ▶ Valuation of suitability of construction area
- ▶ Facade restoration and colour scheme design (Tallinn)
- ▶ Submitting a notice of residence
- ▶ Address declaration in PDF format
- ▶ Justified request of the owner of the residential space
- ▶ Submitting a forest notice electronically
- ▶ Query for own data (Population Register)
- ▶ Query of own data and underage children
- ▶ Enter the e-Pria portal
- ▶ Person-related documents in the Register of Construction Works
- ▶ Application for cadastral unit division
- ▶ Query of a cadastre unit on the basis of location
- ▶ Query of a cadastre unit on the basis of cadastre code
- ▶ Constructions located on a land property and registered in the Register of Construction Works
- ▶ Reports from the Immovables register
- ▶ Registered Immovables of citizens
- ▶ Cancellation of organized waste collection
- ▶ Cancellation of organized waste collection (Hallinga)
- ▶ Cancellation of organized waste collection (Kose, Kambja)
- ▶ Cancellation of organized waste collection (Pärnu)
- ▶ Exemption from land tax
- ▶ Exemption from land tax for pensioners (Hallinga)
- ▶ Exemption from land tax (Räplina)
- ▶ Tartu city property tax exemption
- ▶ Exemption from land tax for pensioners (Pärnu)
- ▶ Exemption from land tax for the repressed (Pärnu)
- ▶ Exemption from land tax for the repressed (Tallinn)
- ▶ Immovable monument search
- ▶ Ordering an electronic taxable value act
- ▶ Registration applications being processed
- ▶ Application for social housing (Hallinga)
- ▶ Construction project application
- ▶ Construction project application (Hallinga)
- ▶ E-services of the Technical Surveillance Authority
- ▶ Application for data from returned housing register (Tartu)
- ▶ Taxable value acts of land plots in Tallinn
- ▶ Exemption from land tax (Tallinn)
- ▶ Application to take part in colouring campaign (Räplina)

If you wish to send an e-form to any state or local institution, one has to select the “Send e-forms” on the left side of the webpage. The choices of the receiver of one’s request, complaint etc. become visible (mostly local government institutions). Additionally, there is an opportunity to choose from the list of areas one is interested in (e.g. architecture, environment, culture and sport etc.)

Official forms

- ▶ About the service
- ▶ Sent e-forms
- ▶ Send e-forms
- ▶ Templates

All forms Personal forms Forms of the enterprise Filled forms About the service

Receiver: ----- Choose -----

Category: ----- Choose -----

- Choose -----
- architecture and construction
- Arhiiviteatis
- city management
- culture and sport
- education
- Entrepreneurship
- Environment
- healthcare
- Information queries
- Messages
- Officer forms
- other correspondence
- Social benefits
- Tallinn

Name: All forms

For a citizen

For an entrepreneur

- ▶ Official forms
- ▶ X-road
- ▶ Authorization
- ▶ **Establishing a company**
- ▶ Environment
- ▶ Local authorities
- ▶ Culture and Leisure Time
- ▶ Licences and registrations
- ▶ Taxes and customs
- ▶ M-teenused
- ▶ Police e-services
- ▶ National Defence
- ▶ Structural assistance information system
- ▶ Transport
- ▶ Labour environment
- ▶ Legal Aid
- ▶ x-tee Entrepreneur Portal

Role: Jelizaveta Krenjova (48803190312)

Set role



Establishing a company

All services

Search

Cancel

- ▶ Company search
- ▶ Economic Activities of Estonia (EMTAK)
- ▶ Activity license search

For an entrepreneur

- ▶ Official forms
- ▶ X-road
- ▶ Authorization
- ▶ Establishing a company
- ▶ Environment
- ▶ Local authorities
- ▶ Culture and Leisure Time
- ▶ **Licences and registrations**
- ▶ Taxes and customs
- ▶ M-teenused
- ▶ Police e-services
- ▶ National Defence
- ▶ Structural assistance information system
- ▶ Transport
- ▶ Labour environment
- ▶ Legal Aid
- ▶ x-tee Entrepreneur Portal

For an official

Services A-Z



Licences and registrations

All services



Search

Cancel

- ▶ Public event permit (Tallinn)
- ▶ Public assembly registration
- ▶ Master plan application
- ▶ Master plan application (Otepää)
- ▶ Master plan application (Halinga)
- ▶ Economic Activities of Estonia (EMTAK)
- ▶ Facade restauration and colour scheme design (Tallinn)
- ▶ Entrepreneur search in the Register of Economic Activities
- ▶ Earthwork application (various institutions)
- ▶ Earthwork application (Halinga)
- ▶ Application for cadastral unit division
- ▶ Construction project application
- ▶ Construction project application (Halinga)
- ▶ Tree felling permit application
- ▶ Registration search (Registry of Economic Activities)
- ▶ Travel package sales report
- ▶ Advertisement tax declaration 2011 and earlier (Tallinn)
- ▶ Advertisement tax declaration 2012 (Tallinn)
- ▶ Application for public advertisement
- ▶ Entrance to Environmental Information systems
- ▶ Entering the Register of Economic Activities
- ▶ Sports event permit in Tallinn
- ▶ Activity license search
- ▶ Registering activity licence
- ▶ E-services of the Technical Surveillance Authority

For an entrepreneur

For an official

- ▶ Official forms
- ▶ X-road
- ▶ Authorization
- ▶ Document Exchange Center
- ▶ Housing
- ▶ M-teenused
- ▶ Education and Science
- ▶ Environment
- ▶ Local authorities
- ▶ Culture and Leisure Time
- ▶ Licences and registrations
- ▶ Population Register
- ▶ National Defence
- ▶ The State and the Citizen
- ▶ Structural assistance information system
- ▶ Health Care and Protection
- ▶ Benefits and Social Assistance
- ▶ Transport
- ▶ Work and Employment Relations
- ▶ Work plan service
- ▶ Legal Aid

Services A-Z

Services and forms for an official

All services



Search

Cancel

Official forms

Authorization



Housing

- ▶ Master plan application
- ▶ Application for cadastral unit division
- ▶ Construction project application
- ▶ Exemption from land tax (Tallinn)



Education and Science

- ▶ Archival notice - studying
- ▶ Estonian language proficiency examination e-certificate validity control
- ▶ Results and e-certificate of Estonian language proficiency examination
- ▶ Validity on completing examination on the Constitution and the Citizenship Act of the Republic of Estonia
- ▶ Application to see third person's examination

[Show all services](#)

X-road

Document Exchange Center

M-teenused



Environment

- ▶ Entrance to Environmental Information systems



Culture and Leisure Time

- ▶ Public event permit (Tallinn)
- ▶ Project application form (Kehtna, Rapla, Raikküla, Märjamaa, Kanepi)
- ▶ Sports event permit in Tallinn

Population Register



The State and the Citizen

Estonian Legislation

- Databases Act (1997/ 2006)
- Public Information Act (2001)
- Digital Signatures Act (2000)
- Act on Intellectual Property (applicable also for state databases)
- Principles of Estonian Information Policy (1998, 2004)
- Action Plan of Estonian Information Policy – (eEstonia) (1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006...)
- Personal Data Protection Act (1996)

Data protection

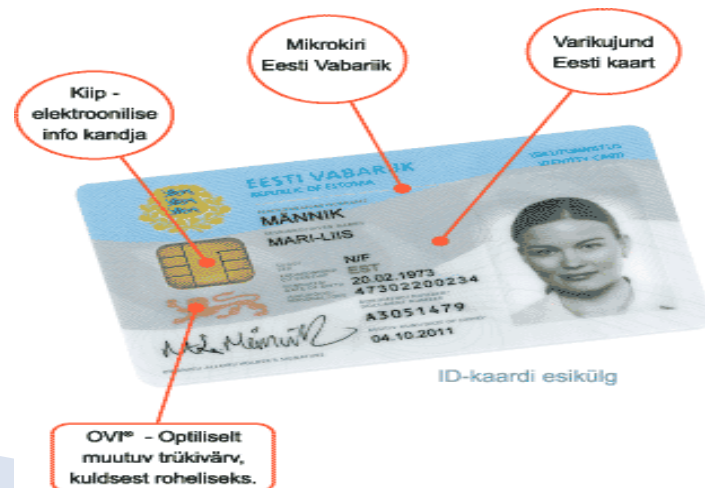
- ▶ Data protection is a key issue in a modern information society
- ▶ Data protection an important consideration for all laws in the ICT area
- ▶ The development of information society must not undermine people's sense of security or the protection of their fundamental rights
 - Importance of implementing structures (data protection commissioner or similar)
 - Inter-institutional cooperation

Data protection and access to information

- ▶ Some data protection issues are the same regardless of whether the data is kept in traditional hard copy form or electronically.
- ▶ Access to information (Public information) legislation should determine the criteria for getting information.
- ▶ Data protection legislation safeguards the information.
- ▶ The laws fulfil different but complimentary tasks and both laws should focus on the ***content*** of information *rather than its form*.

Systems for using e-services

- ▶ What you know (pin-code, password) – easy to use, not very secure
- ▶ What you have (ID-card, device) – can be stolen, should be combined with password, pin
- ▶ What/who you are (iris scan, fingerprint) – secure but complicated



E-signatures

- ▶ Mutual recognition of e-signatures and systems for verification
- ▶ International cooperation and harmonised rules
- ▶ Market access
- ▶ Legal effect of e-signatures: they must be incorporated in all relevant laws so they really have the same effect as ordinary ones



E-democracy

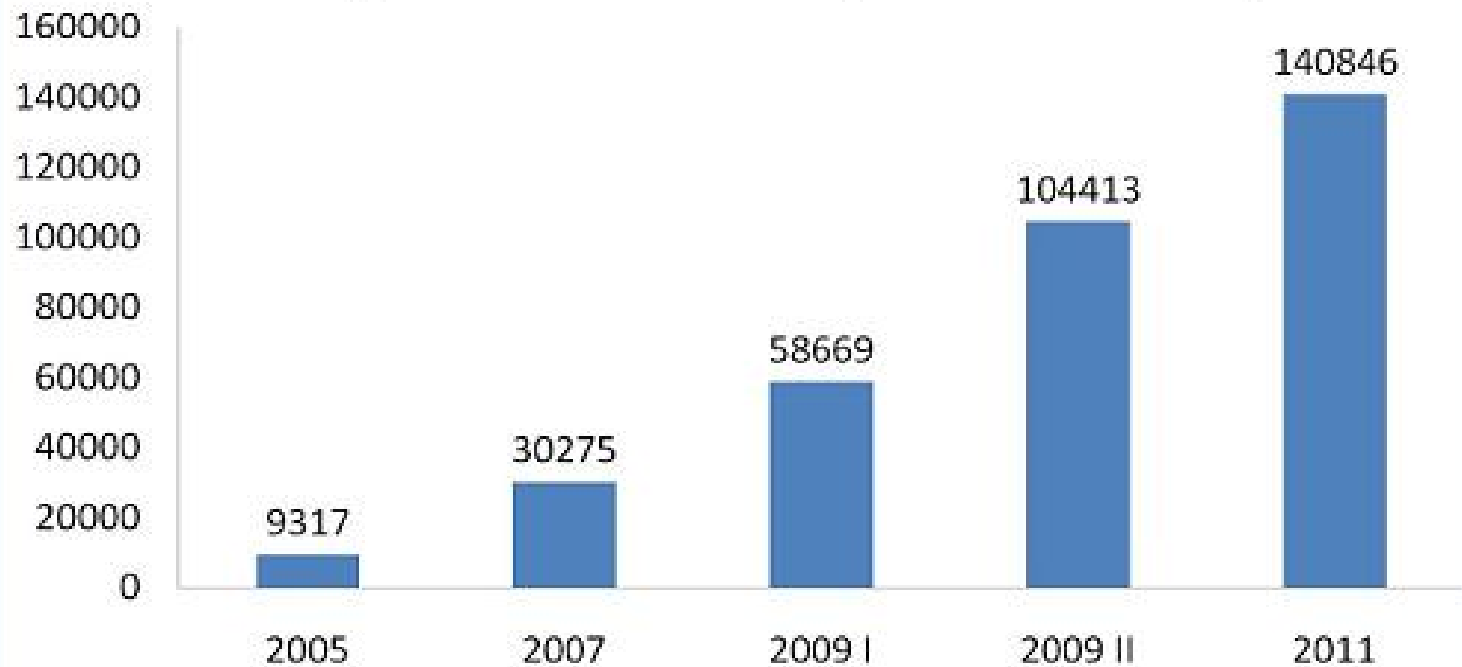
- ▶ Use e-services to enhance democratic participation
- ▶ Bring people closer to the government, enhance public opinion-forming
- ▶ Transparency
- ▶ Access to information

E-Estonia

- ▶ In August 2000, the Government of Estonia changed its Cabinet meetings to paperless sessions using a web-based document system.



E-voting in Estonia 2005-2011 (number of e-voters)



2005 – local elections

2007 – parliamentary elections

2009 I – local elections

2009 II – European Parliament elections

2011 – parliamentary elections

Links

- ▶ <https://www.eesti.ee/est>
- ▶ <http://www.egov-estonia.eu/>
- ▶ <http://www.ega.ee/>
- ▶ <http://www.ttu.ee/faculty-of-social-sciences/law-technology>
- ▶ http://www.ttu.ee/studying/masters/masters_programmes/law-and-technology/