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June 2005

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This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Slovenia. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 20,273 km²
Capital: Ljubljana
Language: Slovene; Italian and Hungarian in some areas
Currency: Slovenian tolar (SIT)
Unemployment: 10.6% (2004)
GDP: 25,919m euro
Per Capita GDP: 12,977 euro
Growth Rate: 4.6%
Inflation: 3.6% (2004)
Debt/GDP: 29.5% (2004)
Deficit/GDP: -1.9% (2004)

Source: Statistical Office of Slovenia (SURS)

Political Structure

Slovenia is a parliamentary republic.

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

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

The Constitution of Slovenia was adopted in December 1991.

Slovenia became a member of the European Union on 1 May 2004.

Current Head of State: President Janez Drnovšek (since December 2002)
Current Head of Government: Prima Minister Janez Janša (since 9 November 2004)

Information Society indicators

Percentage of households with a PC: 58% (2004, first quarter)
Internet usage by individuals: 43.2% (2004, first quarter)
Internet usage by enterprises of 10+ employees: 42% (2004)
Use of broadband connection: households 22%; enterprises 66% (2004)
Usage of Internet by individuals for purchasing / ordering goods or services (excl. shares / financial services): 9.8% (2004, first quarter)
Enterprises having purchased via Internet: 17% (2004)
Enterprises having received orders via Internet: 15% (2004)
Internet usage by individuals for interaction with public authorities: obtaining information 27.2%, obtaining forms 16.2%, returning filled forms 6.8% (2004, first quarter)

Internet usage by enterprises for interaction with public authorities: obtaining information 46%, obtaining forms 43%, returning filled forms 36% (2004)

Source: SURS, Research Internet Slovenia (RIS), Eurostat
eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Slovenia

3 May 2005
The Electronic Central Register starts to operate. The Electronic Central Register is a reference electronic population register enabling authorised administrations to access the population registry electronically.

3 December 2004
As a result of the appointment of a new Government, responsibility for e-government is transferred from the Ministry of Information Society, which ceases to exist, to a new Ministry of Public Administration. The new Ministry also receives responsibility for overseeing the Government Centre for Informatics (GCI), which is in charge of developing the country's e-government infrastructure at an operational level, and to support, control and coordinate departmental ICT projects.

7 June 2004
Citizens can apply for certificates of (no) criminal record and notify crimes to the police electronically via the e-Government - State Portal.

27 May 2004
The Land Register is made accessible online.

6 April 2004
Life events for businesses are made available on the e-Government - State Portal.

17 March 2004
The Register of Companies becomes available to all registered users of the e-Government - State Portal. The Register of Companies provides data on companies and their legal representatives.

December 2003
The Tax Administration of the Republic of Slovenia (DURS) launches the eDavki (eTaxes) portal, enabling all legal and natural persons to conduct business with the Tax Office electronically. As of 1 March 2004, taxpayers can use it to submit their income tax returns online.

19 December 2003
The e-Government - State Portal is re-launched (the first State Portal was launched in 2001). The enhanced portal offers various services to citizens, legal persons and public employees. Among the novelties is the Electronic Administrative Affairs application (EAA or Elektronske upravne zadeve - EUZ), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by residents equipped with a qualified digital certificates valid in Slovenia.

10 November 2003
The Slovenian Time Stamping Authority SI-TSA starts to operate. It is an issuing authority for trusted electronic time stamps, intended mostly for applications used by public administration institutions.

16 October 2003
The Slovenian Government adopts a “Policy for the development, introduction and use of open-source software and solutions”. The document is designed to provide clear strategic...
guidance on the use of Open Source Software (OSS) to government institutions and bodies, but also the wider public sector and beyond.

13 February 2003

4 October 2002

15 June 2001
The eEurope+ Action Plan is published by the European Commission. This plan is designed to foster the development of an Information Society in the Central and East European accession countries, including Slovenia.

9 July 2001
The Slovenian General Certification Authority SIGEN-CA starts to operate. SIGEN-CA is the issuer of qualified digital certificates for legal and natural persons in the Republic of Slovenia.

March 2001
The e-Government – State Portal is launched.

7 February 2001

19 January 2001
The Ministry of Information Society is created to provide increased leadership for Information Society policies.

17 January 2001
The Slovenian GOVernmental Certification Authority SIGOV-CA starts to operate. SIGOV-CA certificates are used by public administration employees.

January 1993
Establishment of the Government Centre for Informatics, a body in charge of developing the infrastructure for ICT in public administration and to support government departments’ ICT projects.
eGovernment in Slovenia  June 2005

Main strategic objectives and principles

The strategic framework for the development of e-government in Slovenia is comprised of five key documents:

- The **Strategy of Electronic Commerce in the Local Communities** (SEPLS), adopted in February 2003.
- The **Action Plan of Electronic Commerce of the Local Communities** (draft version), which was presented on 25 November 2004.

The Slovenian Government conceives the development of the information society and of e-government as essential to enhance its position in Europe. Slovenia indeed aims at becoming one of the most competitive and dynamic knowledge-based economies in Europe. Its strategic vision for the Information Society is to use Information and Communication Technologies (ICTs) to continuously improve both quality of life and economic performance and to support democracy. In terms of e-government, this means e-enabling both services for citizens and businesses and internal procedures within administrations.

The overall **objectives** for e-government implementation are as follows:

- To provide citizens with a simple, fast and cheap access to quality public information and services. This should bring the public administration closer to citizens. Information should be accessible online and citizens should not be required to know the internal administrative procedures in order to retrieve specific information.
- To ensure that citizens will not be requested to provide the same information several times to different government agencies (new or amended data shall be collected only once and distributed to relevant organizations instead of being duplicated in various data repositories).
- To enable access to all public data that are not explicitly protected by law and are meant for the public at large.
- To make public administrations more responsive to citizens and to create e-public services that by their performance contribute to improving general standards of quality of life.
- To rationalise the operations of the Slovenian public administration.
- To accelerate the transition of Slovenia to an Information Society.
- To promote e-democracy and civic participation.

To achieve these objectives, the following **priorities** have been identified:

- To accelerate the development and the introduction of e-services for residents or citizens, business subjects, and other associations in key areas of Slovenian public administration.
- To stimulate all public bodies in accelerating the introduction of e-services, particularly those bodies where computerisation activities are unrolling slower and with lower priority.
- To ensure professional bases for decision-making on possible changes, additions, or (other) connections of existing programmes or projects.
• To ensure and consolidate cooperation and coordination between ministries and other responsible administrative bodies and institutions competent for the development of e-government.
• To comply with EU recommendations and orientations with regard to the introduction of e-services in priority areas.
• To comply with EU recommendations and orientations with regard to the European Interoperability Framework (EIF) for e-government services.
• To consolidate and optimise the expenditure of financial and other resources for the computerisation of public administration functions.
• To perform quantitative and qualitative benchmarking of developments achieved with other EU countries and Candidate Countries, based on internationally harmonised indicators (deriving from e-Europe).
• To define control points and indicators to monitor progress and to take corrective or adaptation measures if necessary.
E-government legislation
There is currently no overall e-government legislation in Slovenia. However, an Act on Interconnection of Public Registers is in preparation, which will set a framework for the development and implementation of e-public services.

Freedom of Information legislation
Act on the Access to Information of Public Character (ZDIJZ)
The Act on the Access to Information of Public Character was adopted by the Slovenian Parliament on 25 February 2003 and came into force on 22 March 2003. It provides that “everyone” has a right to information of public character held by state bodies, local government agencies, public agencies, public contractors and other entities of public law. The bodies must respond within 20 days. There are exemptions for classified data, business secrets, personal information that would infringe privacy, confidentiality of statistics information, public archives, tax procedure, criminal prosecutions, administrative or civil procedures, pre-decisional materials that would lead to a misunderstanding, nature conservation, and internal operations. The Act establishes an independent body – the Commissioner for access to public sector information, competent for deciding on an appeal against the decision by which the body dismissed or refused the request for access to public information. Fines can be imposed for destruction of information or failure to disclose without authorisation.

Data Protection/Privacy legislation
Personal Data Protection Act (ZVOP)
The new Personal Data Protection Act was adopted in July 2004 and came into force on 1 January 2005. It replaces a previous version of the act, adopted in 1999. The main goal of the Act is to prevent any illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and of their use. The Inspectorate for Personal Data Protection is in charge of overseeing the application of the Act.

E-Commerce legislation
Act on Electronic Commerce and Electronic Signature (ZEPEP)
The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using e-signatures and developing e-services in Slovenia. The Act was amended in April 2004 by a new Act amending Act on Electronic Commerce and Electronic Signature, which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.

E-Communications legislation
Electronic Communications Act (ZEKom)
The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. Its aim is to establish effective competition in the electronic communications market, to maintain effective use of the radio frequency spectrum and of the number space, to ensure universal services and to protect user’s rights.

E-signatures legislation
Act on Electronic Commerce and Electronic Signature (ZEPEP)
The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using e-signatures and developing e-services in Slovenia. The Act was amended in April 2004 by a new Act amending Act on Electronic Commerce and Electronic Signature, which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.
E-procurement legislation
Public Procurement Act
The current version of the Public Procurement Act was adopted in January 2004 and replaces an earlier version adopted in 2000. The amended Act aims at removing administrative barriers by streamlining public contracting procedures, introducing e-operations and the option of centralising procurement and public contracting procedures. One of the key amendments is the introduction of an e-procurement system, including the establishment of an information portal. The following aspects of use of electronic means in public procurement are also regulated: rules applicable to communication, storage of data and use of specific procedures, e.g. e-auctions. The new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their provisions related to e-procurement, are expected to be implemented in Slovenia in 2006.

Re-use of public sector information
The Act on the Access to Information of Public Character (ZDIJZ) from 2003 is in the process of being amended to include provisions on re-use of public sector information implementing Directive 2003/98/EC: licensing, transparency on contracts, penal provisions, and consolidation of general and special principles on access. No new legislation is expected to be passed.
eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy
Ministry of Public Administration
The Ministry of Public Administration, established in December 2004, holds responsibility for the development and implementation of e-government in Slovenia. In particular the E-Government Development Section within the Ministry's Directorate for e-Government and Administrative Processes supports the development of the e-government strategy, and prepares and monitors the implementation of the strategy and action plan.

Coordination
Ministry of Public Administration
The Ministry of Public Administration is also in charge of coordinating e-government initiatives and developments across government.

Implementation
1. Government Centre for Informatics
The Government Centre for Informatics (GCI), under the supervision of the Ministry of Public Administration, is in charge of developing the country's e-government infrastructure at an operational level, and to support, control and coordinate departmental ICT projects.

2. Government Ministries and bodies for departmental projects

Support
1. Ministry of Public Administration (E-Government Development Section)
2. Government Centre for Informatics

Audit/Assurance
Court of Audit
The Court of Audit is the body in charge of supervising the state accounts and all public spending in Slovenia. The Court of Audit is independent in the performance of its duties, which are set in the Constitution and law.

Data Protection
Inspectorate for Personal Data Protection
The Inspectorate for Personal Data Protection was founded in July 2001 and is a body of the Ministry of Justice. Its work primarily consists in performing inspections of databases containing personal data, either following individuals' complaints or preventively. In addition to these inspections and ensuring uniform application of data protection legislation, the Inspectorate also works with ministries to prepare regulations on data protection, and with other inspectorates, administrative bodies, organisations, institutes, associations and other organisations on all issues relevant to data protection.

REGIONAL & LOCAL E-GOVERNMENT

Strategy
Ministry of Public Administration

Coordination
1. Ministry of Public Administration
The Ministry is responsible for coordinating the work of all stakeholders involved in the implementation of the Strategy of Electronic Commerce in the Local Communities (SEPLS).
2. Government Office for Local Self-Government and Regional Policy
Among other tasks, the Government Office for Local Self-Government and Regional Policy performs the following: preparing system regulations in the field of organisation, functioning and financing of municipalities; coordinating work with the ministries and other bodies in the preparation of system solutions and regulations in the field of organization, functioning and financing of municipalities, preparing system analyses of local self-government.

Implementation
1. Ministry of Public Administration
2. Local authorities

Support
1. Ministry of Public Administration
2. Government Office for Local Self-Government and Regional Policy
3. Association of Municipalities and Towns (SOS)
Comprising 131 municipalities. SOS is the biggest representative association of local communities in Slovenia. The representative status allows it to be an ‘official’ representative of interests of municipalities in relation to state institutions.
4. Association of Municipalities (ZOS)
ZOS comprises 58 municipalities.

Audit/Assurance
Court of Audit
eGovernment Who’s Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Dr Gregor Virant
Job title: Minister of Public Administration
Picture:

Contact details:
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1000 Ljubljana
Slovenia
Tel.: + 386 1 478 8330
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Head of e-government
(i.e. head of e-government agency/directorate)

Name: Franc Tomažič
Job title: Acting General Director, Directorate for e-Government and Administrative Processes, Ministry of Public Administration
Picture:

Contact details:
Ministry of Public Administration
Tržaška cesta 21
1000 Ljubljana
Other key e-government executives

Name: Marin Silič
Job title: Head of Strategy, Analytics and Quality, Ministry of Public Administration
Picture:

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eGovernment Infrastructure

Main eGovernment infrastructure components

**Portal**
**e-Uprava**
The e-Government portal e-Uprava was launched in March 2001 and re-launched in December 2003. The enhanced portal supports G2C, G2B and G2G interactions and offers various services to citizens, legal persons and public employees. The portal provides access to the Electronic Administrative Affairs application (EAA or *Elektronske upravne zadeve* - EUZ), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with a qualified digital certificates valid in Slovenia.

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

**e-Identification infrastructure**
A Public Key Infrastructure (PKI) has been deployed in Slovenia and four certification authorities have been accredited: the Government Centre for Informatics (SIGOV-CA for government communications and SIGEN-CA for the general public), HALCOM-CA, AC NLB, and POŠTA CA. Slovenia has also launched an electronic ID card project.

**e-Procurement infrastructure**
There is currently no central e-procurement infrastructure in Slovenia. However, the new Public Procurement Act adopted in January 2004 provides for the establishment of an e-procurement portal that will enable contracting authorities to publish public procurement notices and suppliers to submit tenders electronically. The portal is due to be launched in 2005.

**Knowledge Management infrastructure**
There is currently no government-wide knowledge management infrastructure in Slovenia.
## 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 Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. 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: full case handling, decision and delivery (payment)

### 1. Income taxes (declaration, notification of assessment)

**Responsibility:** Central Government, Tax Administration  
**Website:** eDavki  
**Sophistication stage:** 4/4  
**Description:** The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, taxpayers can use it to submit their income tax returns online. 23,792 taxpayers submitted their income tax returns online in 2005, 42% more than in 2004.

### 2. Job Search services by labour offices

**Responsibility:** Central Government, Employment Service  
**Website:** Employment Service  
**Sophistication stage:** 3/3  
**Description:** It is possible to consult databases with job offerings and to subscribe to a weekly electronic supply of pre-selected jobs related to the given profile of the job searcher. Persons can register as a job seekers. It is also possible for employers to consult databases of candidates.

### 3. Social security benefits
a. Unemployment Benefits

Responsibility: Central Government, Employment Service
Website: [Employment Service](#)
Sophistication stage: 2/4
Description: Information about unemployment benefits (conditions, terms, duration, stagnation, cessation) and form to download.

b. Family allowances

Responsibility: Central Government, Ministry of Labour, Family and Social Affairs, Centres for Social Work
Website: [Ministry of Labour, Family and Social Affairs](#)
Sophistication stage: 2/4
Description: There are 62 Centres for social work operating in Slovenia. It is possible to obtain information and to download forms from the websites of the Ministry’s or of individual Centres for Social Work.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Institute of Health Insurance
Website: [Health Insurance Institute of Slovenia](#)
Sophistication stage: 1/4
Description: Information only.

d. Student grants

Responsibility: Central Government, Ministry of Education, Science and Sport
Website: [Ministry of Education, Science and Sport](#)
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior
Website: [Ministry of the Interior](#)
Sophistication stage: 1/3
Description: Passports are issued by the administrative units (in urgent cases they can also be issued directly by the Ministry of the Interior). Information about the application process is available on the [Administrative Units Portal](#) and on the website of the Ministry of the Interior.

b. Driving License

Responsibility: Central Government, Ministry of the Interior
Website: [Driving License](#)
Sophistication stage: 2/3
Description: Driving licenses are issued by the administrative units. Information about the application process and downloadable forms are available on the [Administrative Units Portal](#) and on the website of the Ministry of the Interior.

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

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: [Car Registration](#)
Sophistication stage: 2/4
Description: Information and forms to download.
6. Application for building/planning permission

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Administrative Units
Website: Planning Permission
Sophistication stage: 2/4
Description: Planning/building permissions are issued by the administrative units. The Administrative Units Portal provides information about the process and forms to download.

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

Responsibility: Central Government, Slovenian Police
Website: e-Government State Portal, Slovenian Police
Sophistication stage: 3/3
Description: Since June 2004 citizens can report crimes to the police electronically via the e-Government - State Portal.

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

Responsibility: Central Government, Institute of Information Science (IZUM)
Website: Co-operative Online Bibliographic System & Services (COBISS)
Sophistication stage: 3/3
Description: Central search and booking system.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: Electronic Administrative Affairs
Sophistication stage: 3/3
Description: Birth or marriage certificates can be requested and obtained online through the Electronic Administrative Affairs application (EAA or Elektronske upravne zadeve - EUZ), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with a qualified digital certificates valid in Slovenia.

10. Enrolment in higher Education/university

Responsibility: Central Government, Central Application Office
Website: Central Application Office
Sophistication stage: 4/4
Description: 

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: Ministry of the Interior
Sophistication stage: 1/3
Description: 

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

Responsibility: Central Government, Ministry of Health
Website: Ministry of Health
Sophistication stage: 1/4
Description: Information only.
**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 contribution 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
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: full case handling, decision and delivery (payment)

1. **Social contribution for employees**
   - **Responsibility:** Central Government, Ministry of Finance, Tax Administration
   - **Website:** [Tax Administration](#)
   - **Sophistication stage:** 0/4
   - **Description:**

2. **Corporation tax: declaration, notification**
   - **Responsibility:** Central Government, Tax Administration
   - **Website:** [eDavki](#)
   - **Sophistication stage:** 4/4
   - **Description:**

3. **VAT: declaration, notification**
   - **Responsibility:** Central Government, Tax Administration
   - **Website:** [eDavki](#)
   - **Sophistication stage:** 4/4
   - **Description:**

4. **Registration of a new company**
   - **Responsibility:** Central Government, Ministry of Finance, Tax Administration
   - **Website:** [Tax Administration](#)
   - **Sophistication stage:** 0/4
   - **Description:**

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Responsibility: Central Government, Ministry of Economy, Chamber of Commerce and Industry of Slovenia
Website: [Chamber of Commerce and Industry of Slovenia](#)
Sophistication stage: 2/4
Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistical Office
Website: [Statistical Office](#)
Sophistication stage: 3/3
Description:

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration
Website: [Customs Administration](#)
Sophistication stage: 2/4
Description: Information and forms to download.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency
Website: [Environmental Agency of the Republic of Slovenia](#)
Sophistication stage: 2/4
Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government, Ministry of Finance, Public Procurement Sector
Website: [Public Procurement](#)
Sophistication stage: 2/4
Description: Information and forms to download.