Digital Opportunity/ Inclusion Award

Your Nominees:
Ministry of Digital Governance, Hellenic Republic

REASONS FOR NOMINATION:
Chief goal of the Ministry of Digital Governance is to improve and ease the everyday quality of life and productivity of citizens and businesses measurably, through the simplification and digitization of the state and to transform Greece into “digital by default” by 2023.

The ministry’s policy agenda is focused around three strategic pillars:
- to set growth foundations by enhancing digital connectivity,
- modernizing government IT stack,
- deploying mandatory government-wide open data policies, and enhancing cyber security and space policy.

Remaining faithful to its announcements, the Ministry launched gov.gr and until now:

- **123,000,000**
  Visits by citizens to government services that did not occur because of gov.gr
  in 2020 compared to 8,000,000 in 2018

- **1,258**
  End-to-end digital government services in gov.gr
  starting from 501 in March 2020

Most importantly, the global COVID-19 pandemic did not hinder the Ministry’s productivity. In fact, during this period, the Ministry of Digital Governance successfully streamlined and simplified the decision-making process by deploying horizontal and targeted technological solutions.
Specifically, with regards to the pandemic, the Ministry has had three goals: to help the healthcare system save as many lives as possible, to maintain business continuity for the government, and to support and empower citizens by deploying technology solutions.

The Ministry launched gov.gr two months ahead of schedule in March—the first time the Greek government presents a unified, cohesive face to the general public—featuring all the contemporaneous digital services (501) plus two new ones which are the most popular services by citizen demand of the Greek government (“Solemn Declaration” and “Power of Attorney”) in order to help alleviate the citizen’s need to physically travel to a government service center. It is estimated that just one of the new services will quash about 8.5 million visits to government service centers.

Translation: Minister's interview in Kathimerini newspaper - "In the next 12 months we will create more digital services than we had seen cumulatively in previous years".
At the same time, the Ministry deployed teleconference, teleworking, healthcare (drug prescriptions on the cloud,) remote education, arts streaming digital solutions as well as a “Digital Solidarity” platform. Most consequently, the Ministry also deployed a digital service for citizens to request work commute and extraordinary movement permits during the COVID-19 lockdowns via SMS text messages, which was recommended by OECD as a digital best practice in its April letter vis-a-vis government COVID-19 responses.

With the goal to streamline as many processes as possible, the Ministry also deployed a COVID-19 patient registry, paperless prescriptions for all patients in order to simplify drug purchase and delivery and eliminate unnecessary visits to drugstores and physicians. Expanding the paperless prescription on the cloud service, the Ministry extended the same service only a few months after its initial launch with medical examination referrals. As such, patients who are prescribed a certain examination from their physician can simply produce the automatically generated SMS text message on their phone at the lab, hospital or other medical facility. Additionally, in order to curb physical presence at government agencies due to the pandemic, the Ministry launched video call services which enable citizens and businesses to meet, interact with civil service officials such as tax authority and “KEP” (Citizen Service Kiosk) employees via video conference calls. Additionally, this family of services proved to be very popular and has been extended to other agencies such as consular offices around the world and the national unemployment agency.

With Greece having to open for tourists in a controlled and safe manner, the Ministry was tasked to implement a digital Passenger Locator Form (PLF,) which all incoming travelers are obliged to complete in order to be allowed entry. The PLF system produces a QR code for each traveler, which border agents and medical professionals scan in order to determine, via the use of epidemiological models, COVID-19 screening tests at points of entry. Various European governments and businesses in the airline industry expressed strong interest in the PLF system.

At the same time, the Ministry through gov.gr digitized the issuing process of application forms, certificates, and other citizen documents such as death and birth certificates, certificates of family status including dependents, and citizenship and nationality certificates. With regards to educational initiatives, the Ministry has fully digitized the kindergarten enrollment process and has upgraded the K-12 Internet infrastructure nationwide to VDSL connections at no extra cost to the taxpayers. Another important interoperability service that was delivered by the Ministry is the automatic update of citizens’ social security data required by other government organizations in order to issue relevant benefits. Further, a long-standing problem for new drivers has also been solved: as of May, temporary drivers’ licenses are completely digital and can be acquired with a simple login on gov.gr.

**Services and digital reskilling**

- Gov.gr

  The Ministry launched in March 2020 gov.gr, a “digital one-stop-shop” (Law 4727/2020) for all government services taxonomized based on life events. Built in under seven months and launched two months ahead of schedule in order to alleviate citizens during the first COVID-19 lockdown, gov.gr featured on launch day 503 completely end-to-end digital government services. Two were digitized for the first time; namely, the Solemn Declaration and Power of Attorney services. These services, two of the most popular by citizen use and demand, together account for about 8 million visits to Citizen Service Centers (“KEP”) each year. Gov.gr is the primary digital transformation vehicle and infrastructure layer of the Ministry of Digital Governance.
The number of digital services quickly grew, only to reach 1,258 in exactly 10 months from 19 Ministries, 67 agencies and organizations, and 7 independent authorities. Gov.gr is the digital hub of the government of citizens, featuring services like the Citizen Inbox, where all digitally issued documents, certificates, etc. are stored and can be natively shared with other citizens.

- [https://www.gov.gr/](https://www.gov.gr/)
Translation: tweet in Ministry’s social media - "All the documents issued by the citizen through the gov.gr, are collected in a digital box."

Gov.gr mobile app

Launched in December 2020, the gov.gr mobile app for iOS and Android smartphones brings gov.gr natively to the mobile phones of citizens with a unique product and service offering. Through the mobile app, Greece extended the concept of the digital portal and built a wholly new mobile experience with native services such as the Citizen Inbox, certificate sharing, document verification and more, on top of bringing the entire service catalogue.


Translation: tweet in Ministry’s social media - "The service of the citizen by the state passes to our mobile phones. We are reforming the state. We strengthen the Citizen."
### Digital Transformation Bible

The Digital Transformation Bible, which is also included in the digital pillar of Greece 2.0 project, delineates and elaborates upon the entire digital strategy of the Greek government for the next years, touching every vertical from digital upskilling to Artificial Intelligence and from large government projects such as a government ERP to technology in healthcare. Additionally, the Digital Transformation Bible features the execution plans for each of the projects listed, rendering it a “2-in-1” type of document at the same time.

- [https://digitalstrategy.gov.gr/](https://digitalstrategy.gov.gr/)

Translation: tweet in Ministry’s social media - "Digital Transformation Bible - 450 projects, more than 20% of the Recovery and Resilience Fund invested to digital projects."

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<thead>
<tr>
<th>Ελλάδα 2.0</th>
<th>Ταμείο Ανάκαμψης</th>
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<tbody>
<tr>
<td>450 έργα</td>
<td>&gt;20% για ψηφιακές δράσεις</td>
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**Χρηματοδοτούμε το σύνολο της ψηφιακής μας στρατηγικής, υλοποιούμε τον σχεδιασμό μας για την Ψηφιακή Ελλάδα**

### Multi-channel first digital vaccination platform

The Ministry launched a digital platform in which all the citizens can book their Covid-19 vaccination appointment with their social security number.


### 13033 text service

With the 13033 service Greece demonstrated that not only accelerated its digital transformation plan, empowered citizens during a global pandemic with easy to use and privacy-friendly services, but also from a digital laggard became a digital frontrunner. Reviewed by the OECD as a global best practice when it comes to digital COVID-19 responses, the 13033 text service allows citizens to declare an “extraordinary movement permit” during the lockdown. Citizens can text the number of the predefined eligible reasons for movement during the lockdown, their name and address and they will instantly receive a response from the system which they can produce in case of a check. When it comes to data protection and privacy, the Ministry made clear time and again that no data is kept and stored, and that everything is discarded.
● Reformation of e-efka

The information system of e-EFKA for granting Insurance Awareness is reformed and enriched with new functions, for certified bodies, services and persons, which are necessary in construction projects and a number of transactions and transactions.

Translation: tweet in Ministry’s social media - “We automate 10.000 services performed every year on e-efka”.

● Paperless prescriptions - e Prescriptions

The paperless prescriptions service was launched in March 2020 and quickly became one of the most popular digital government services in Greece. As stated in the name, the service completely digitizes the process of writing and executing prescriptions for physicians, patients, and pharmacists. By subscribing to the service via their email and/or their phone number, citizens can receive their prescriptions via email or text messages and, in order to execute them at a pharmacy, they only have to produce the code in the email or the text message. It is a fairly simple service, yet extremely powerful and also serves as the backbone of the COVID-19 digital-first vaccination roll-out plan. More than 1.1 million citizens have signed up for the paperless prescriptions.

● Medical examinations referrals on the cloud

The paperless prescription service was soon upgraded to also include medical examinations. As such, citizens now can receive their examination referrals from their physicians via email or text messages.
-  https://www.eopyy.gov.gr/

● KYC (Know Your Customer)

Know-Your-Customer service offers a digital alternative to the submission of public documents, for the certification of citizen data to private sector bodies if required by law.
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<tr>
<th>Know your customer</th>
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</thead>
<tbody>
<tr>
<td>Transactions</td>
<td>561,908</td>
<td>+182,399 (July)</td>
<td>+103,600 (August)</td>
</tr>
<tr>
<td>No. of Citizens</td>
<td>292,918</td>
<td>+86,027 (July)</td>
<td>+53,564 (August)</td>
</tr>
<tr>
<td>Citizens’ Registrations in</td>
<td>334,037</td>
<td>+92,563 (July)</td>
<td>+79,450 (August)</td>
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<tr>
<td>the National Communication</td>
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<td></td>
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<tr>
<td>Register (NMS) (in total)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Procedures published in the</td>
<td>889</td>
<td>+240</td>
<td></td>
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<tr>
<td>National Register of</td>
<td></td>
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<tr>
<td>Procedures</td>
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- https://www.kyc.gov.gr

Translation: tweet in Ministry’s social media - “Bank customers can update easily their data through gov.gr, without visiting a store, quickly and safely”.

- MyHealth app

MyHealth is the new application of the Greek Government which offers access to prescribing and referrals for examinations. Via the MyHealth app: You can manage and view aggregated information about your prescriptions and referrals. You have instant and easy access to the history of intangible prescriptions, and you can receive notifications via Push Notifications for new prescriptions and exam referrals.

- https://myhealth.gov.gr/
Translation: tweet in Ministry’s social media - “My Health app: manage prescriptions and referral items immediately and easily. Receive notifications of new prescriptions and exam referrals”.

- **ePresence**
  ePresence is the government’s first video call platform built on top of the Zoom platform. Deployed across all the Ministries, government agencies, organizations, and public bodies, ePresence has allowed the government to perform its duties during COVID-19 mandated lockdowns in a secure and authenticated manner.
  - [https://www.epresence.gov.gr/](https://www.epresence.gov.gr/)

- **National Digital Academy**
  Digital reskilling and upskilling are crucial components of the Ministry’s strategy. The National Digital Academy features 251 free online courses translated into Greek, across 30 categories, from 35 educational institutions such as universities, MOOCs, and more totaling more than 1,800 hours of educational material. Further, the Academy also features a Self-Assessment test which guides through and recommends users relevant material based on their current and target skill level.
  - [https://nationaldigitalacademy.gov.gr/](https://nationaldigitalacademy.gov.gr/)

<table>
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<tr>
<th>gov.gr - Digital Skills (August 2021)</th>
<th>Difference from previous month</th>
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<tbody>
<tr>
<td>Visits in national digital Academy until March 2020</td>
<td>600,538</td>
</tr>
<tr>
<td>Unique visitors</td>
<td>392,735</td>
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European Digital Innovation Hubs

- European Digital Innovation Hubs (EDIHs) will function as one-stop shops that help companies dynamically respond to the digital challenges and become more competitive. As per the case of Greece: It was a joint call with 4 General Secretariats cooperating on this, across 3 ministries, namely the General Secretariat of Digital Governance and Simplification of Procedures (as the leading authority), the General Secretariat for Industry, the General Secretariat for Research and Innovation (former General Secretariat for Research and Technology, Presidential Decree No 3 of 2021, article 3) and the General Secretariat for Labour.

- Greece was one of the few EU countries, if not the only EU country, that released the national open call for expression of interest for the selection of the European Digital Innovation Hubs (EDIHs), in strict and detailed compliance with the guidelines, as they were set out by the Commission’s relevant working documents, applying the same evaluation criteria, so as to imitate the EU processes to the extent that this was possible and draw up a list of candidate EDIHs, that would compete with high potential at the relevant EU restricted call.

- In December 2020, the Ministry of Digital Governance submitted 15 proposals, in order to participate in the EU Call.
**National COVID-19 Patient Registry**

The National COVID-19 Patient Registry was launched to assist in the COVID-19 response. By law, all COVID-19 infections and cases in Greece are mandated to be registered there, thus assisting the Epidemiologist Task Force Committee in their work and having an overview of the COVID-19 status of the country.


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**European COVID Digital Certificate**

The European COVID Digital Certificate will be valid in all EU Member States and in Iceland, Norway and Liechtenstein.
It will help to ensure that the current restrictions are lifted in a coordinated way, as it will allow the authorities of each country to confirm that the traveler has either been vaccinated against coronavirus, has recently been tested negative or has recovered from Covid disease.

Translation: tweet in Ministry’s social media - “European Covid Digital Certificate is a digital choreography between multiple organizations and Member States with the aim of better serving citizens”.

● Digital SMS of results of the National examinations for all candidates from the High schools of the country

Translation: tweet in Ministry's social media - “73,273 candidates in the national exams received the results with a message on their mobile phone”.
Launch of the land registry web service

The transition to a functioning Land Registry web service is accelerated, with the new procedure for examining the objections. It is estimated that the schedule until the completion of the Land Registry is accelerated within the next two years. Important advantages are:

- The security of transactions is enhanced, as all information is gathered in one place, is public and accessible to anyone who has an interest in seeking it.
- Facilitates correction for properties that have been incorrectly identified as "unknown owner".

Freedom Pass

All young people aged 18-25 can issue a Freedom Pass. The only requirement is that you have completed the first dose of their Covid-19 vaccination. The Freedom Pass can be used for purchases within Greece in companies with the MasterCard brand that are active in the sectors of tourism, culture and transport. Its use may relate to one or more payments, for part or all of the amount for the product or service.


Platform for building permits amendments

The Ministry launched a digital platform in which real estate owners and engineers are allowed to declare and apply for amendments in the building permits of their properties, a longstanding issue in the Greek real-estate industry.

● Digital issuance of estate and inheritance certificates

In cooperation with the Ministry of Justice, estate and inheritance certificates issued from Courts are also issued for the first time digitally for citizens and petitioners. This is only the first step toward digitizing the broader judicial ecosystem of services and documents.

● Digital identity loss statement

Citizens are able to submit electronically to the Police Service of his place of residence or to the one that has issued the identity card the relevant statement of loss.

Translation: tweet in Ministry’s social media - “Public sector opens digital boxes in citizens, Digital identity loss statement through gov.gr”.

● My.Gov.gr. - Citizen’s mailbox

The mailbox is citizen’s digital mailbox at the gov.gr portal. Through the portal citizens can find documents that issued in electronic form on the Portal (e.g., General statements, authorizations, municipality certificates, registers, COVID-19 coronavirus vaccination certificate, documents issued after a request by gov.gr to the Citizens’ Service Center (KEP), free parking signal for electric vehicles).
- https://my.gov.gr/
● Temporary digital driving e-licenses via gov.gr

Upon successful completion of a driving license test, applicants in the past had to wait up to three months in order to receive their driving license. Meanwhile, they could request a temporary license, of which, however, the legality was questionable. Thus, the Ministry completely digitized the process of issuing the temporary digital driving license through gov.gr. Successful applicants can issue immediately and store their temporary digital driving license digitally and legally drive.

- [https://drivers.services.gov.gr/licence/](https://drivers.services.gov.gr/licence/)

● Video conferences platforms: MyAADELive, MyKEPLive, MyConsulLive, MyOAEDLive

Starting with “MyAADELive” for the IAPR, the Ministry built a host of video conference platforms for citizen to interact and transact with government agencies and organizations. MyAADELive enables citizens to issue credentials for the tax platform of the government, MyKEPLive enables citizens to transact, request certificates and documents and municipal services from Citizen Service Centers across the country, MyConsulLive enables citizens and the diaspora to transact with Consular Offices across the world thus removing barriers like distance, and MyOAEDLive enables citizens who are unemployed to request services and guidance from the Unemployment Office (“OAED”).

- [https://myaadelive.gov.gr/dsae2/govdesk/faces/pages/mainmenu/init.xhtml;jsessionid=SImSjPyfETU6GWEjJt3x7gDjrZNJEBqKoBhpRoyo2HwfsNUp2RX11289355660?faces-redirect=true](https://myaadelive.gov.gr/dsae2/govdesk/faces/pages/mainmenu/init.xhtml;jsessionid=SImSjPyfETU6GWEjJt3x7gDjrZNJEBqKoBhpRoyo2HwfsNUp2RX11289355660?faces-redirect=true)
● Kindergarten matriculation and enrollment
In cooperation with the Ministry of Education, the Ministry created a digital platform via which parents can enroll their children in kindergarten across the country. The process is completely digital, easy, and streamlined. Parents only need a couple of minutes to enroll their children.

● Digital issuance of birth, marriage, nationality, and death certificates from municipal registries
Greece has a decentralized birth, marriage, death etc. registry system at the municipal level. The Ministry created a platform for the issuance of birth, marriage, nationality, and death certificates which are issued from the local municipal authority. The certificates are issued instantly (whereas in the past, the process would last a few days) and are available through gov.gr and the Citizen Inbox both on web and mobile.
- https://reg.services.gov.gr/start/?step=certificates

● Disaster Recovery Platforms for COVID-19 and “Janus” storm
For the first time, the Greek government repaid damages caused by physical disasters such as the “Janus” storm as well as the COVID-19 pandemic via digital platforms. Citizens who were affected could request and apply for the relevant benefits electronically, thus streamlining the process for both citizens and government agencies responsible for dispersing the funds.

Process simplification & interoperability

● One-step childbirth registration
The Ministry revamped and completely digitized the childbirth registration collapsing five different steps to one. Previously, parents had to physically visit various different government agencies in order to register their newborn child(ren) and acquire for them social security numbers, declare names, etc. Now, the process starts and ends at the maternity ward of the hospital. Parents simply register their newborn there and within a few minutes receive a text message with all relevant information such as the child’s Social Security Number, Tax ID number, confirmation of the registration in the local municipal registry as well as sign up to automatically receive the Childbirth Benefit.
- https://www.gov.gr/ipiresies/oikogeneia/gennese
● Unified national e-pass for tolls
In cooperation with the Ministry of Transport and Infrastructure, the Ministry lead the initiative to unify behind a single API and have all toll e-passes in Greece interoperate so that consumers can benefit from using any e-pass service and hardware they want, regardless of location. As such, intra-Greece personal and business travel as well as trade and logistics services are further streamlined.


● Expanded interoperability services between government registries and services
Through the initial set up and later the expansion of the Interoperability Center of the General Secretariat of Information Systems for Public Administration, a Ministry agency, a strategic goal of the Ministry has been met. For the first time, tens of different registries and databases of the Greek government interoperate and are not “independent silos.” This has been of great benefit for citizens by further simplifying their day to day lives as well as for the government when it comes to service design and delivery.

● Covid free app
An application in order to validate covid certificates.

Translation: tweet in Ministry’s social media - “Validation of the European and National Covid certificate -quickly, easily with safety”.

● e-EFKA interoperability with Citizen’s Registry
The Ministry enabled the Greek social security and pensions agency (EFKA) to interoperate with the “Citizen’s Registry” of the Minister of the Interior, thus enabling EFKA to automatically receive updates from changes and additions in the registry.
Translation: tweet in Ministry’s social media - “68 procedures from e-EFKA are abolished in the context of National Program of Process Simplifications”.

- **Digitization of tax clearance for public procurement**
  
  Tax clearance status for companies that give or receive services from the government is a crucial requirement and, up until recently, a procedural bottleneck. Thus, the Ministry by letting the relevant registries and government agencies interoperate has further streamlined the procurement process by receiving the relevant tax information automatically.

- **Social Security Number (AMKA) interoperability**
  
  The Ministry delivered significant interoperability when it comes to efficient data sharing with regards to the Social Security Number in government services. Key examples are the automatic refresh and update of the AMKA registry in the municipal registries.

- **112 - Operation of 112 emergency alert services**
  
  The project scope was the development of an integrated environment for the provision of digital services to citizens regarding the operation of the pan-European emergency number “112”. The project was implemented by Information Technology and Services. However, it is worthwhile to mention that the competent body for its operation in Greece is the General Secretariat for Civil Protection of the Ministry of Civil Protection.

  112 is the European emergency number. It is an emergency communications service, which includes incoming and outgoing call/sms. As for the incoming part, the citizens can call 112 free of charge in any case of emergency, anywhere in Greece and in the EU, but also in other countries. As for the outgoing part, they can receive warnings through various technologies and communication channels, for a threatening or ongoing catastrophic event or dangerous situation that poses an immediate threat to your life, health, or safety, in order to receive instructions for action. self-protection.

  - https://mindigital.gr/archives/1014
  - https://www.ktpae.gr/erga/112/
  - https://www.civilprotection.gr/sites/default/gscp/uploads/leaflet_2ptyxo__0.pdf

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1 Information Technology and Services operates under the Ministry of Digital Governance.
National Program of Process Simplifications (EPAD)

The National Program for Process Simplifications (EPAD) has been established by Law 4635/2019 and constitutes the central government framework for interministerial coordination, design and implementation of procedure reengineering and simplification for the public sector, with the aim of reducing administrative burden and bureaucracy.

The program consists of three pillars of simplification, namely:

a) “Qualitative and Friendly Legislation”. This pillar contains actions and policies concerning both a decrease in the volume of legislation, as well as simplification, clarification and improving regulatory text friendliness.

b) “Simple and Comprehensive Procedures”. This pillar contains actions and policies concerning reengineering, simplification and optimization of administrative procedures through digitalization of procedures and system interoperability, elimination of steps, standardization of similar procedures, etc.

c) “Up to date and Precise Information”. This pillar contains actions and policies concerning understanding of the necessity of existing administrative procedures, measurement of citizens’ satisfaction with public services, useful statistics for simplification policy, transparency of information and data, and any interventions regarding better understanding of citizens’ or businesses’ needs, as well as better understanding of public administration.

The mission is to prioritize targets, set technical standards and monitor progress of work, ensure compliance with guidelines, criteria and methodologies described in the Horizontal Guide of Planning and Implementation of Simplification of Procedures and reassure sound promotion of deliverables to the competent authorities for further legal and administrative actions.
Translation: tweet in Ministry’s social media - "Login in digital services with tax code identification - Systems interoperability through services - Public bodies uses interoperability center".

Add on supporting material:
- Interview with David Eaves, https://youtu.be/tyuuueMKDYs
- European Policy Centre, faring well through the pandemic: Greek e-governance and plans for a digital recovery, https://youtu.be/aZcoOlYt7uM

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