

Submission

# Application

## Preliminary Question

In which language are you submitting the application (check one)?

Please note that each country has the option of either submitting an application in English, or in their native language if they are unable to pay for translation into English. For applications submitted in the native language, OGP will pay for the translation into English before passing on to the judges.

- English  
 Native language (please mention )

If you are submitting in your native language and it is non-Latin based language, you will have the option of uploading a PDF file at the end of this application. Please follow the questions and word limits mentioned in the application template.

## A. THE TEAM

The following information is required to capture a basic understanding of those responsible for your initiative and any partnerships that have helped you to meet your goals.

### INITIATIVE NAME (required)

Provide the name of the initiative that your team is submitting for consideration of the 2015 Open Government Awards. If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

E-CITIZENS

### THE NOMINATION (required)

Begin by describing how this initiative was selected. For example, mention any nomination or consultation process held with civil society partners or others when selecting the initiative.

[100 words]

On March 17, Croatian Government launched a public call for proposals of initiatives that could best showcase Croatian open government efforts contributing to improved public services. The call was widely publicized through web pages, National OGP Council and Civil Society Development Council mailing lists. Wide spectrum of stakeholders were approached with request to propose initiatives that best suited second OGP awards criteria. The deadline for registering initiatives was 9 April. The decision to select „e-Citizens“ was taken by the National OGP Council, composed of representatives of Civil Society, Media, Business, Academic Community, Government, Parliament, President's Office, Local and Regional Authorities.

Is this initiative included in your country's OGP National Action Plan?

(Applicants can choose initiatives from within OR outside their OGP National Action Plans)

- Yes  No

### GOVERNMENT POINT OF CONTACT (required)

Provide the name, title, phone number(s), email address(es) and mailing address of a single point of contact for the purposes of communicating with your team. The person should be the senior most individual responsible for overseeing the application requirements.

Please also provide the name and professional title of the government official responsible for implementing the initiative, if different from above.

**Point of contact:**  
**Mr Igor Vidačak**  
**Croatian Government**  
**Head of the Office for Cooperation with NGOs**  
**e-mail: igor.vidacak@uzuvrh.hr**  
**phone: +385 1 4599 810**  
**Address: Opatička 4, 10000 Zagreb, Croatia**

### Responsible for implementing the initiative:

**Mr Tomislav Vračić**  
**Ministry of Public Administration**  
**e-Croatia Directorate**  
**Head of the Infrastructure Sector**  
**e-mail: tomislav.vracic@uprava.hr**  
**phone: +385 1 2357 543**

### TYPE OF APPLICATION (required)

We strongly encourage applicants to submit a joint application from a government agency and a civil society organization. Only submit a joint application if a civil society organization was involved in either designing, implementing or monitoring the initiative jointly with the government.

Is this a joint application?

- Yes  No

If yes, please fill out the "civil society point of contact" field below.

### CIVIL SOCIETY POINT OF CONTACT

Please provide the name and title of a single point of contact at the organization. By providing these details you acknowledge that you are jointly applying with a civil society organization for the 2015 Open Government Awards.

### OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media etc., please list each partner. In 250 words or less, provide a brief narrative of the partnership and the role each partner plays in your initiative.

E-Citizens is the main and most important project of the Croatian Government which is focused on reforming public administration so it can become more open and accessible. The e-Citizens project is led by the Ministry of Public Administration and Office of the Prime Minister, in partnership with a number of State bodies, academic institutions and companies. The main partners are Information systems (responsible for developing the National Identification and Authentication System) , APIS IT (the information systems and information technologies support agency) , one of the leading Croatian ICT companies (responsible for developing Personal Mailbox), Croatian Academic and Research Network – CARNet (E-Diary for Teachers, Parents and Children), University of Zagreb Computing Centre , a number of ministries and other State bodies responsible for a variety of e-services (Ministry of Justice, Ministry of Science, Education and Sport, Ministry of Interior, Ministry of Agriculture, Ministry of finance - Tax Administration, Ministry of Entrepreneurship and Crafts, Croatian Employment Service Insurance, Croatian Health Insurance Institute, Croatian Pension Insurance Institute, Central Registry of Affiliates (REGOS), Government Office for Cooperation with NGOs. There is also a variety of ICT companies working as contracting partners of public institutions in developing various e- services.

## B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants for the Open Government Awards. This year's theme is Improving Public Services through Open Government. Please visit here for more clarification on the theme. To qualify for recognition, we need to understand the various elements of success of your initiative and its sustainability over time. Please answer the following questions:

### PROBLEM DEFINITION (required)

In 200 words or less, please identify the specific problem your initiative intended to solve. Why was this problem important to solve at a particular time and what were the challenges posed by your national (or local) economic or political context?

Situation before e-Citizen system has been launched, back in the beginning of the 2013, looked like this:

if a citizen wanted to use any e-government service he or she had to register for every use. As a result every citizen had dozens of logins/passwords, many electronic services asked for authentication mechanism too strong or too weak for the purpose of the service (it varied in dependence of the budget, knowledge etc...), personal data were entered often without quality control, ICT were not used in a best way.

Also, going back in the history, several important moments have to be recognized to get an overall picture of the success made with this project:

in the past decade, there has been a several initiatives that had a good start but poor management and maintenance - we have analyzed those initiatives in order to learn from past mistakes, past initiatives had been implemented mostly from the perspective of the public administration, not from the user perspective - lessons have been learned and the major principle in designing e-services now is the user perspective, we have also learned from both the mistakes as well as successes of many other EU member states.

### INITIATIVE DESIGN (required)

In 250 words or less, describe your initiative's goals and objectives. How did it aim to improve public service delivery, who was it intended to benefit (specify the target population), and why was it important to use open government approaches to achieve this goal? If your initiative was designed to improve access or services for disadvantaged or marginalized groups, provide details on this here. Describe any innovations in the design of the initiative.

Goal:

- to develop an internet portal as a one-stop-shop for all e-government services
- set a number of standardized secure connections to enable more customer-oriented communication between public administration and citizens
- to develop unique building blocks:

**Central State Portal** – <https://www.gov.hr> - contains all the information about public services for citizens in one place

**National Identification and Authentication System (NIAS)** - identification and authentication to public electronic services is performed only once

**Personal Mailbox** - <https://pretinac.gov.hr> - citizens receive personal information from public entities in a secure way.

From the launch date 10th June 2014 till 10th June 2015 the Central State Portal was used by more than 50000 users. More than 153000 users accessed around 2.5 millions times public electronic services using NIAS. 90000 of users have activated Personal Mailbox.

Information about public services is available in around 440 articles. Public institutions sent to the Personal Mailbox users in total over 2.2 million messages.

Making total from number of authentications to the public services and number of messages sent to the Personal Mailbox conclusion could be made that in a year the e-Citizens system decreased number of visits to the public institution by 4.7 million.

E-citizens is intended to benefit all the citizens in Croatia with Internet access and was designed as well to improve access or services for people with physical disabilities, older persons and people with low income.

E-Consultations present the project's most innovative part, being the unique solution providing citizens with an opportunity to directly comment on legal and policy documents.

### INITIATIVE OUTCOMES (required)

In 450 words or less, explain how your initiative was able to demonstrate one or more of the following results:

Citizens have better access to information on the public services to which they are entitled, and/or information on the performance of public service providers

Governments are better at asking for and responding to feedback or complaints by citizens on the quality of public services

Citizens have ways to actively participate in the design and delivery of public services

Citizens have mechanisms to monitor and oversee public works and services

Initiatives should also provide evidence if the initiative was able to expand access to public services to a larger population than before or if the quality and efficiency of public services has improved.

If there are any baseline indicators to measure the outcomes of the initiative, please describe them in detail. If the initiative was included in the OGP Action Plan, please describe how this did (or did not) contribute to the initiative's success.

As a multi-service network, e-Citizens brings a variety of benefits to all individuals with Internet access through the customer oriented public services which enables proactive G2C or C2G communication.

E-Prescription makes life easier for both physicians and patients. Thanks to the e-Prescription service, not only is every citizen able to pick up a prescription at any pharmacy in Croatia, but can also access all prescriptions used in past 6 months either via mobile device or PC.

E-School Diary connects teachers, parents and students and focuses on improving the quality of school education. It is through the e-Diary that parents have access to their children's grades, teachers' notes and other important information on children's school activities.

The e-Registry Books service allows citizens to get personal documents via Internet, without waiting in queues. Instead of waiting at the counters, you can now print your personal documents on your own printer at home.

E-Consultations enable citizens to get actively involved in shaping new legal initiatives. It provides them with possibility to access all open consultations in one place and easily provide comments on all parts of proposed legal acts and see comments of others. They can also easily track the quality of response of governmental bodies on all submitted comments and suggestions, since all government bodies publish clear elaboration on reasons for rejecting certain proposals.

Establishing e-Citizens was a boost for developing new electronic services but it also allowed citizens to monitor what information the public sector has collected about them (for instance – data in Personal Identification Number System, data held by the Tax Administration etc.) via a secure way, but also to monitor the performance of public services.

The measures regarding the establishment of Central State Portal (place containing information about public services for citizens) and e-Citizens System (way of secured and advanced communication between citizens and public sector) were part of the Croatian OGP NAP and contributed to increasing transparency and effectiveness of the public administration and proactive publishing of the information.

All together, the e-Citizens initiative is working to improve citizens' access to information on the public services and to information on the performance of public service providers – through different components of Central State Portal: Open Data Portal, My Administration (containing various information on public services) and development of new websites of the Government and state administration bodies. It works on improving the communication between citizens and the state bodies through Personal Mailbox. And it allows citizens to more actively participate in decision making and monitoring of public works and services.

The initiative comprises different measures of Croatian NAP and being successful in implementation it has contributed to the overall performance regarding the implementation of OGP in Croatia.

### INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up or sustaining the initiative. Base your description of the strategy on the information provided in the previous sections, such as how you intend to leverage your current success and increase your reach or capacity. Address any threats or operational challenges to your initiative and describe how you manage those risks on a regular basis.

In order to oblige all public institutions to use e-Citizens System, the Law on the State Information Infrastructure entered into force in July 2014, making it compulsory for all public sector bodies to use e-Citizens System when developing new electronic services.

Big challenge ahead was to launch and develop new advanced and secure electronic services. The prerequisite for it was introduction of new electronic personal ID in June 2015, which contains electronic data carrier with one or two qualified certificates – for electronic confirmation of the identity and for signing with advanced electronic signature which can replace handwritten signature.

In order to increase the number of users of electronic services, work is done on including more types of credentials in NIAS, especially aiming at online banking credentials (online banking accounts almost 1 million users in Croatia so that could rapidly increase number of users of e-Citizens System).

There are plans to enable the System to be used by other EU MS's citizens using their own credentials (STORK Project).

Apart from it being legal obligation of all public institutions, primarily the ever growing interest of citizens (600 new users every day) is what shows the potential for sustainability of the initiative.

### VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes an implementing partner, such as a Civil Society Organization, private sector agency, media entity, etc., it is not a requirement. However, you are required to secure and upload documents from at least two credible nongovernmental actors, who can attest to the veracity of the claims made in your application.

You are only allowed to upload one file. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

croatia-validation of claims-2015.zip

## C. THE PITCH

The following information allows each applicant to make their strongest (and final) case for consideration.

### BEST CASE (required)

In 250 words or less, please present the most compelling facts for why your initiative should be recognized. This is an opportunity to distinguish your initiative, based on any factors that you have not had the opportunity to describe in the previous sections. What is your best argument for why your initiative has achieved a meaningful outcome? What elements of the initiative make it different and better than others that have been tried and tested? Be creative and concise.

What makes e-Citizens different from other similar projects is the following:

- Clear legal obligation for public institutions to use e-Citizens when developing new e-services
- Strong political commitment to develop open and citizen-oriented public service
- Solid policy coordination undertaken jointly by Prime Minister Office and Ministry of Public Administration
- Possibility for citizens to systematically track the performance of State bodies in delivering public services
- Involving citizens in designing, using and assessing e-Citizens services by conducting citizen surveys to understand their most pressing needs.

By opening space for citizens to be designers, users and evaluators of the entire project, this multi-service network contributed to reforming the styles of governance across public administration, but also brought various concrete benefits for citizens, such as:

E-Prescription made life easier for both physicians and patients by enabling citizens to pick up prescriptions at any pharmacy in Croatia and accessing all prescriptions used in past 6 months either via mobile device or PC.

E-School Diary brought new dynamics in relations between teachers, parents and students, by allowing parents to have access to their children's grades, teachers' notes and other important information on children's school activities.

E-Consultations service brought a radical transparency in the policy making by allowing everyone to see all comments of representatives of interested public on draft laws, other regulations and acts, and made it easy to track the quality of compulsory response of governmental bodies on all submitted comments.

In short, e-Citizens is a partnership project for a more open and accessible public service.

### VIDEO SUBMISSION or ADDITIONAL DOCUMENTS (optional\*)

OGP does not offer a venue for applicants to meet our judges during the application process. In order to provide the opportunity for making a personal connection, you are encouraged to upload a short video to complement your application. You may also depict an individual participant in your initiative and describe his or her experience. We do not need to know actual names or personal details. Take this opportunity to tell a story, to connect with our panel of experts, so that they might better understand your attention to specific needs.

Video submissions should follow these guidelines:

Maximum length of 3-4 minutes.

Please focus on personal presentations; it's not necessary to develop a sophisticated or polished video.

Here are some logistical and technical suggestions:

Video cameras, digital cameras, and phones are easy ways to record a video.

Laptop and desktop computers can typically record video through Skype or other software.

If possible, set to a low resolution to reduce file size. This will enable an easier video uploading process.

If you are having difficulty uploading the video file, try logging out of the application and logging back in using another internet browser.

Here are general suggestions for delivering a high-quality video pitch:

Introduce yourself and your initiative. Focus on describing your intended benefits and/or services and how they have been effective. What is unique about your initiative, partners, or technical approach? Keep your description and language simple.

## \* NOTE

If the burden of developing a video presentation is either prohibitive or might not reflect the best characterization of your initiative, then you are not required to submit one, and the judges are instructed not to discount your application because it may not include a video. You may upload additional documents instead, such as proof of implementation and results if you wish. This could take the form of evaluation or audit reports, citizen surveys, media reports etc. that would provide additional validation for judges. We hope that this option offers a new and inventive way in which you can best express the results of your work.

You are only allowed to upload one file with a maximum of 3 pages. This file must be in English or in your native language. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

## Full Submission Of non-Latin Based Native Language

If your language is Latin based, DO NOT use this upload field. Please use the application above.

You are only allowed to upload one file with an extension of .PDF