



Czech Republic
Supreme Audit Office

Audit of access to online public administration services and their maturity in terms of digitized administrative procedures

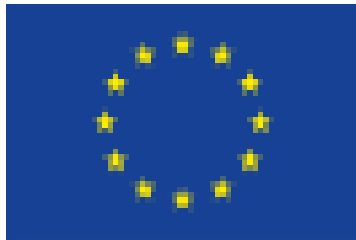
2024/03/26

Virtual coffee break with a colleague

Štefan Kabátek & Julia Petrášová

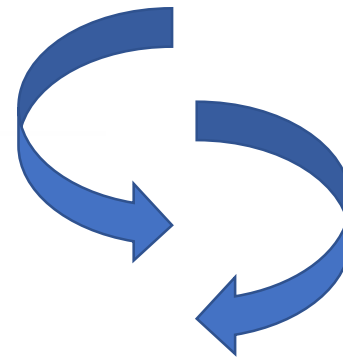
'DIGITAL BRIDGES' (SINGLE DIGITAL GATEWAY) FOR THE BENEFIT OF CITIZENS

https://europa.eu/youreurope/index_en.htm



Your
Europe

<https://portal.gov.cz/en>



**Once Only Principle (OOP) reduces administrative burden
for individuals and businesses**

INPUTS FOR 'DIGITAL BRIDGES' (SINGLE DIGITAL GATEWAY)

EU LEVEL

REGULATION (EU) 2018/1724 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 2 October 2018

establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012

REGULATION (EU) No 910/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

NATIONAL LEVEL (Czechia)

Government Resolution No 629 of 3 October 2018,
the Czech Government approved the cross-sectional strategic document Digital Czech Republic

Government Resolution No 525 of 11 May 2020
on the implementation of the SDG Regulation

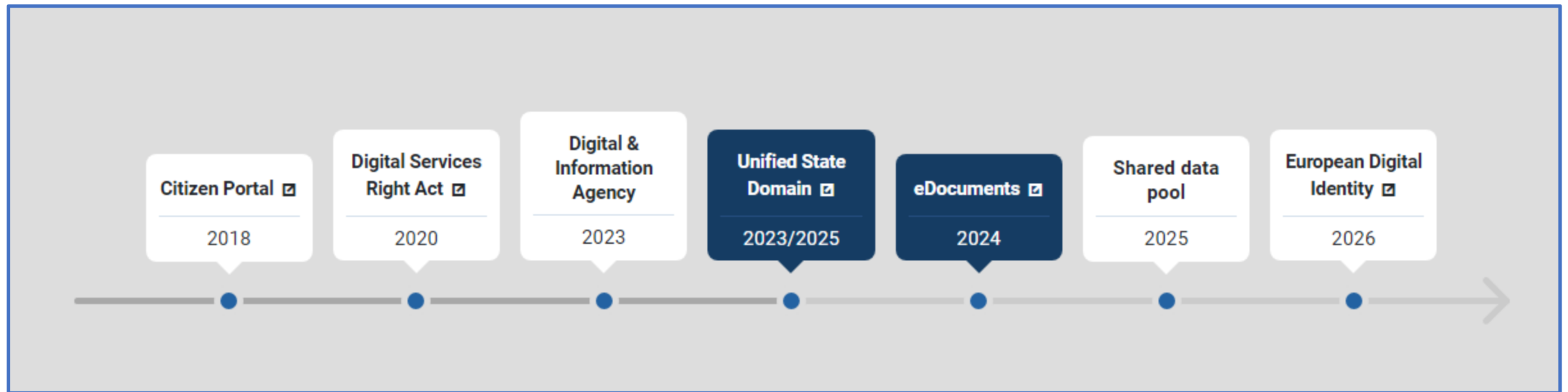
Digital Services Right Act No 12/2020 of February 2020

Government Resolution No 84 of 1 February 2021
on the timetable and technical methods for the implementation of the digitalization of public administration services for the period 2021 - 2025

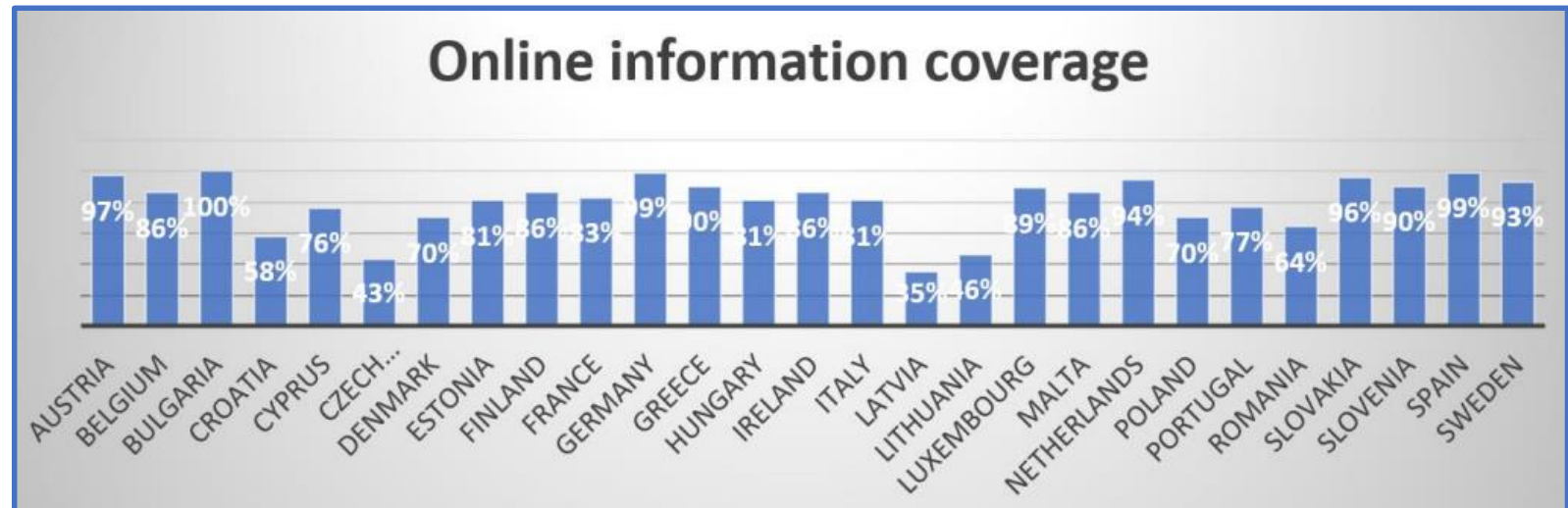
THE SDG IN STAGES AS A JOINT EFFORT FROM BOTH THE MEMBER STATES AND THE COMMISSION



THE MILESTONES OF THE PROGRAMME CZECH DIGITAL



ACCESSING INFORMATION ONLINE ON YOUR EUROPE AND NATIONAL PAGES UNDER THE SDG



Your Europe > Search results

Results (1)

Filters

Country / EU

- Czechia
- EU

Language

- čeština
- English

Location

- National Coverage

Type

- General rules
- Procedure

Request for data output from the road vehicle register - gov.cz

portal.gov.cz/en/sluzby-vs/data-output-from-the-road-vehicle-register-S7198

Procedure



Details

Information type

- Procedure

Location

- National coverage

Category

- Taking a motor vehicle to another EU country (temporarily or permanently)



https://portal.gov.cz/en/sluzby-vs/data-output-from-the-road-vehicle-register-S7198#_service-description

gov.cz Search ABOUT THE CITIZEN PORTAL LOG IN TO THE CITIZEN PORTAL EN

HOME PUBLIC ADMINISTRATION SERVICES ABOUT LIFE IN THE CZECH REPUBLIC

HOME > PUBLIC ADMINISTRATION SERVICES > REQUEST FOR DATA OUTPUT FROM THE ROAD VEHICLE REGISTER

Request for data output from the road vehicle register

Service description

If you are the owner of a vehicle and want to verify the details of the vehicle and the owner or operator of the vehicle as recorded in the Road Vehicle Register, you can request a data extract from this register.

This applies to you if:
You are the owner of the vehicle and you want to verify the information in the road vehicle register.

What is the benefit of the service?
You can check the details of the vehicle, its owner or operator in the Vehicle Register.

When to address the service
You can address the service at any time.

CONTENT

[Service description](#)

[Service settlement](#)

EFFECTIVE

from 7. 5. 2021 to indefinitely

RESPONSIBLE FOR ACCURACY

[Ministry of Transport](#)

CONTACT E-MAIL

posta@mdcr.cz

LINKS

[Assistance services](#)

[Market obstacles](#)

What do you need to do?



Driver



Obtain an application for a driver's license or an extract from the score.



Vehicles



Get current and historical information about the vehicles you own or operate.



Cruise



Arrange applications for vessels or licences to guide them.



Aviation



Handle requests that relate to air traffic.

Useful links

Taxi



Verify your vehicle or taxi driver's license.

OneTicket



1 ticket, any carrier and connection.

Electronic Toll Portal



Portal of the electronic toll system in the Czech Republic.

Citizen Portal



Take advantage of other public administration services on the Citizen Portal.

Registration of a road vehicle in the register of road vehicles

According to Annex No. 2 to Decree No. 343/2014 Coll.

This application is used to register a new vehicle or a vehicle that has not yet been registered in the Czech Republic in the Register of Road Vehicles (RSV) and to register the owner and operator of this vehicle.

How does it work?

- The application is submitted by the vehicle owner from the Transport Portal in the Vehicles section.
- After completing and submitting the application, the procedure will be initiated at the selected office.
- The Office will invite the applicant to visit the selected office using the contact details provided by the applicant.
- The applicant shall come to the selected office, submit the documents required by law and pay the administrative fee according to [the fee schedule](#).

What do I need to bring to the office?

- Documents required by law for the registration of a vehicle in the register of road vehicles.
- A green card issued under the Motor Third Party Liability Insurance Act (so-called third-party insurance), unless it is attached to the application electronically.

What can you expect?

1. Completing and submitting the application.
2. A visit to the office.

ABACK

FILL OUT THE APPLICATION FORM

Agenda_code: Vše
Agenda notifier (respo...): Vše
Activity_code: Vše

Catalogue of public administration services

2024-01-08



Agenda	Public service	Procedure
1	1	1



Source: NKOD (2024-01-08)

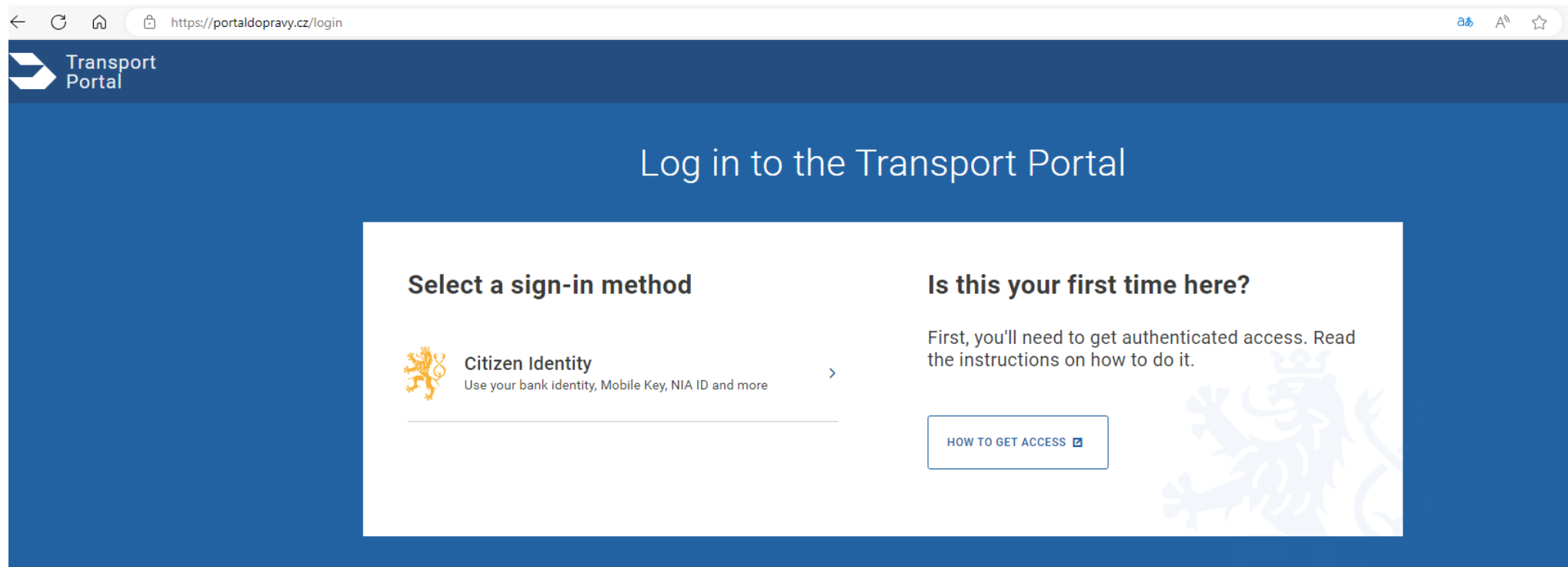


Public service	Agenda_code	Agenda_name	Agenda notifier (responsible entity)	Activity_code	Activity_name	Public service_code	Public service_name
S7198	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
<input type="checkbox"/> klient	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
SDG relevance: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Type of client: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Type of authority: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Procedure: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Suitable for ...: <input type="checkbox"/> ANO	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Digital proce...: <input type="checkbox"/> ANO	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Procedure phase: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
Channel: Vše	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel
	A998	Agenda o podmínkách provozu vozidel na pozemních komunikacích	66003008	CR2297	Výdej dat z registru silničních vozidel	S7198	výdej dat z registru silničních vozidel



WALK-THROUGH TEST ON THE FRONT-END OF 'PUBLIC SERVICE S7198'

<https://portaldopravy.cz/login>



The screenshot shows a web browser window with the URL <https://portaldopravy.cz/login>. The page header features the "Transport Portal" logo. The main heading is "Log in to the Transport Portal". Below this, there are two columns of content. The left column is titled "Select a sign-in method" and contains a "Citizen Identity" option with a lion icon and the text "Use your bank identity, Mobile Key, NIA ID and more". The right column is titled "Is this your first time here?" and contains the text "First, you'll need to get authenticated access. Read the instructions on how to do it." and a button labeled "HOW TO GET ACCESS".

MEASURING THE BACK-END DIGITALIZATION EFFICIENCY

Principals from Czech Republic ICT strategy

„Internally only digitally“



„Interconnection of the public bodies information systems“

LEVEL OF DIGITALIZATION AS A CRITERIA FOR EFFICIENCY

3 LEVELS:



1. Efficient

- ✓ 100% of data are processed digitally
- ✓ 100% the procedures are set to enable electronic processing (without paper documents)
- ✓ the level of digitalization is full and its not changing during the process

2. Lowered efficiency

- ✓ less then 100% of data are processed digitally and at least 50 % of procedures are set to enable electronic processing
- ✓ the level of digitalization is changing from full to partial, from full to none, or from partial to none

3. Non efficient

- ✓ less then 50% of data related to the service and act are processed digitally

EXAMPLE OF LOWERED EFFICIENCY

Service no. S82 – Retirement pension

Name of procedure according to Register of rights and obligations- Pension approval decision issuance

1. Case is being dealt with based on paper file
2. System automatically counts retirement rate
3. Generating pension approval document :
 - Automatic- simple cases
 - Half automatic- special cases (more than 2 legal adjustments of retirement pension, inbox for communication with public administration or retirement of the mineworkers....) → data are manually copied into another application as well as into an approval decision document



Total/partial **sum is filled in the paper file** which will be handed to another department for further processing.

EXAMPLE OF LOWERED EFFICIENCY

Service no. S82 – Retirement pension

Name of procedure according to Register of rights and obligations- Pension payment

Supplementary payment calculation

- Data (name, address, account number...) are manually rewritten from paper file to another application which counts supplementary payment automatically based on the data provided manually

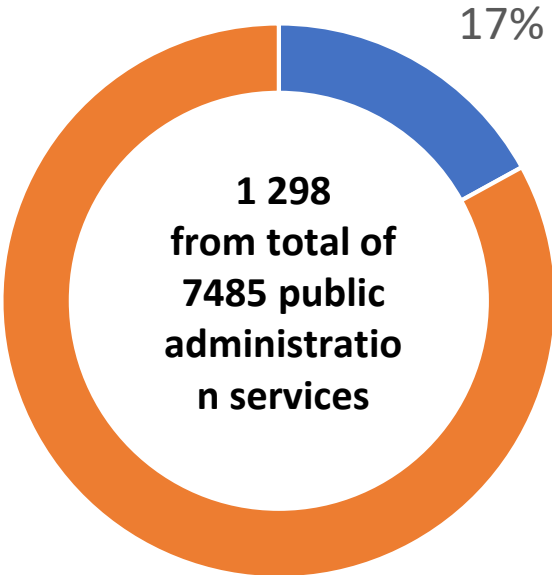
Final payment processing

- All the data from paper file are then copied to another system which enables the actual pension payment

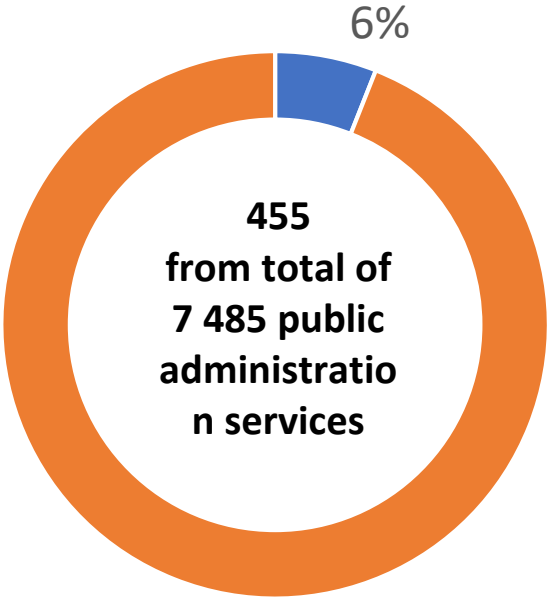


ASSESSMENT OF DIGITIZATION OF PUBLIC ADMINISTRATION SERVICES

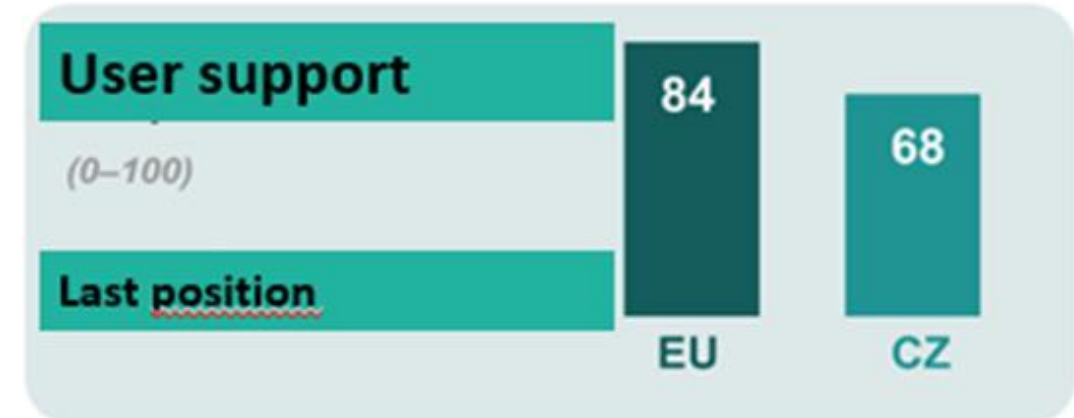
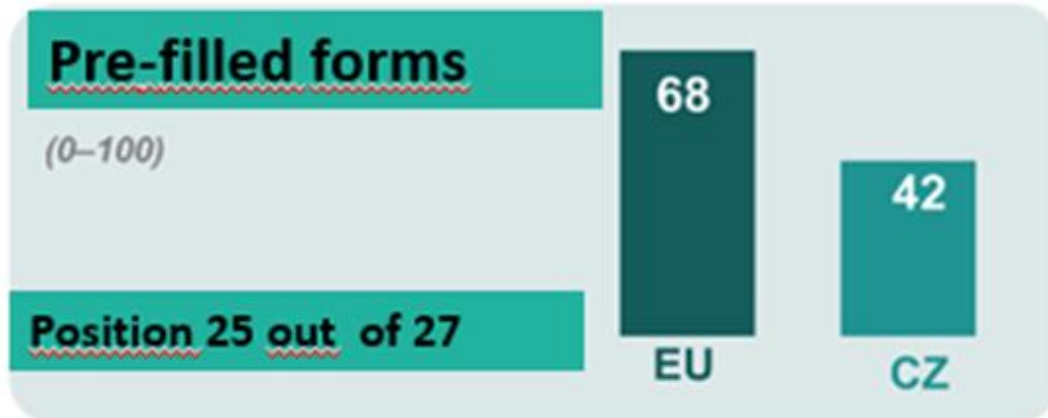
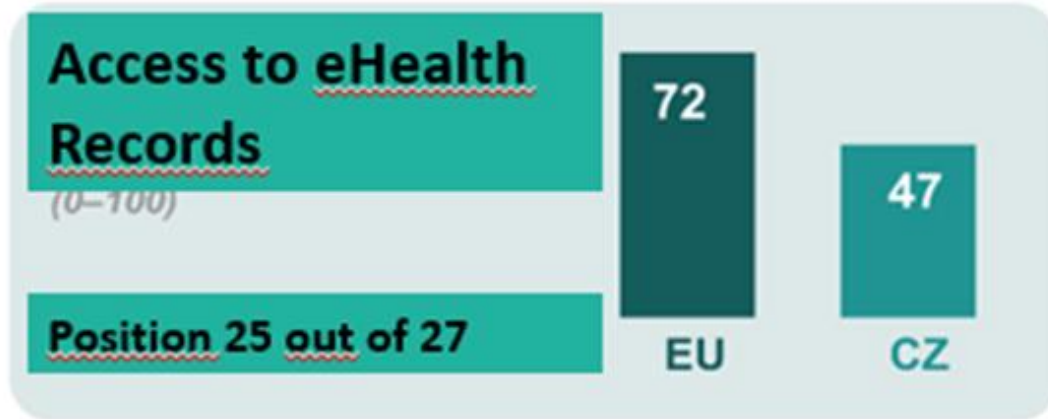
The number of public administration services digitalized through the self-service portal



The number of public administration services that have a link to a specific form



DESI 2023 indicators



THANK YOU! | www.nku.cz



Contact:

stefan.kabatek@nku.cz & julia.petrasova@nku.cz