

E Government and ICT

The Czech Statistical Office gathers and processes data on contact points of the **Czech POINT** and their use as the number of the system outputs, on new established data boxes, and on the number of performed transactions by means of the data boxes from open data of the **Ministry of the Interior**. The CZSO takes data on the number of **tax forms submitted electronically** to the Financial Administration of the Czech Republic by means of the **web application EPO** (electronic tax forms, e-Tax) or through data boxes from open data of the **Financial Administration of the Czech Republic**.

Data on the number of electronically submitted documents of selected services (e-Submission) to the **Czech Social Security Administration (CSSA)** are taken from open data of the CSSA.

A valuable source of information on the internet use for communication with public administration is also a separate annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals** carried out by the CZSO.

The **reference period** for data on individuals is **the last 12 months** prior to the survey interview. The interviews took place in **Q2 2021**.

Definitions (sorted alphabetically)

- **Citizen Portal** is an access point of the Public administration portal. The portal makes it possible for citizens to manage their registry information or personal documents.
- **Czech POINT** is a system of an assisted platform of public administration where citizens can deal with, dispose off, or settle as many as possible matters related to public administration at a single point.
- **CzechPOINT@office** is a non-public interface of the Czech POINT system. It contains agendas performed by offices, authorities and bodies of public power in order to carry out their scope of authority.
- **CzechPOINT@home** is an interface of the Czech POINT system dedicated to citizens and enabling the data box holders a remote access (from a computer or mobile phone) to selected copies of documents without the need to pay a visit to a contact point of the Czech POINT system.
- A **data box** shall serve for secure electronic delivery of documents in between public administration bodies and a legal or natural person.
- A **downloadable form** shall mean a downloadable form, or a form to be downloaded, on a website, most often in doc and/or pdf formats, which citizens or businesses can download from an authority website, can fill in by hand or in computer, put their handwritten signature on, and deliver to the authority and/or office.
- An **electronic submission** (e-Submission) is a form of a submission delivered in the classic way, yet performed over the internet. Therefore, legal and/or natural persons are not obliged to pay visits to public administration authorities or offices in person anymore.
- **NIA** (National Identity Authority) is a system of electronic identification to government portals and services.
- **On-line filling and submitting forms** shall mean citizens fill in a form right on the web page while if the citizen has filled in the form in a correct way is computer checked. Subsequently, the forms filled this way are electronically submitted right from the webpage.
- **Public institutions** shall mean public educational institutions (schools, universities), public health services or public libraries.

Data for **international comparison** on individuals using the internet for interaction with public administration originate from the **Eurostat** database.

More information on this theme can be found at:

https://www.czso.cz/csu/czso/verejna_sprava

(in the Czech language only).

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Table E1 Czech POINT - number of public contact points

	Number		
	2010	2015	2021
Total	7 747	7 942	7 880
at the municipal authority offices	6 393	6 398	6 398
at post offices	945	981	943
at notary offices	320	399	427
at other places	89	91	112

Table E2 Outputs issued 'at the desk' of the Czech POINT

	Thousand		
	2010	2015	2021
Total	1 880	2 139	2 082
Verified copies (extracts), total	1 708	1 584	1 041
from the Criminal Register	790	829	689
from the Land Register	442	352	168
from the Commercial Register	327	241	87
from the Driver Register	85	91	55
from the Trade Register	55	62	32
other verified extracts	8	9	10
Authorized conversion of documents, total	91	441	704
from paper to electronic form	8	139	470
from electronic to paper form	83	302	234
Requests for a Data box registration	12	35	117
Other outputs	68	79	219

Figure E1 Verified copies issued 'at the desk' of the Czech POINT from selected registers (thousand)

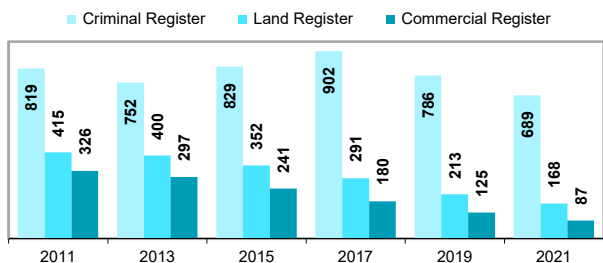
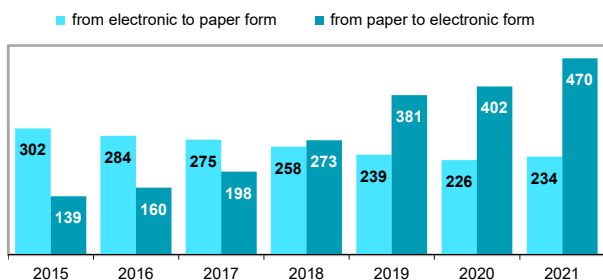


Figure E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)



Source: Ministry of the Interior (www.czechpoint.cz)

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Table E3 Documents issued via CzechPOINT@office interface

Thousand

	2010	2015	2021
Total	5 985	7 795	5 142
Verified copies (extracts) ex officio, total	390	952	1 149
from the Register of Vital Records (e.g. certificates of birth or death)	197	420	447
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	135	424	395
from the Criminal Register	45	48	75
others	13	59	231
Authorized conversion of documents, total	5 595	6 554	3 843
from paper to electronic form	4 587	5 662	3 272
from electronic to paper form	1 008	892	571
Verified extracts from Basic registers	.	289	150

Figure E3 Authorized conversions of documents issued via the CzechPOINT@office interface (thousand)

■ from electronic to paper form ■ from paper to electronic form

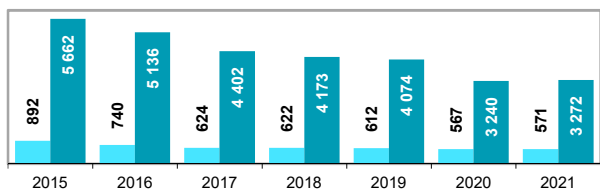


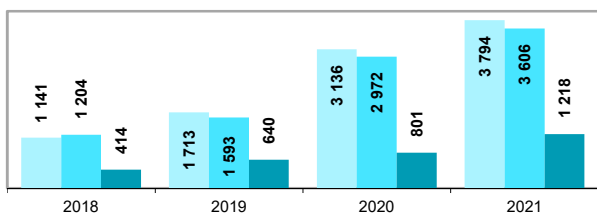
Table E4 Verified copies (extracts) issued from registries via the CzechPOINT@home interface

Number

	2017	2019	2021
Total	14 141	29 156	54 078
Driver Register	5 448	14 027	20 756
Criminal Register - individuals	4 634	8 894	19 783
Criminal Register - legal entities	1 219	2 086	4 630
Trade Register	1 160	1 713	3 794
Commercial Register	1 278	1 593	3 606
Insolvency Register	251	640	1 218
Register of Qualified Contractors	151	203	291

Figure E4 Verified copies issued from selected registries via the CzechPOINT@home interface

■ Trade Register ■ Commercial Register ■ Insolvency Register



Source: Ministry of the Interior (www.czechpoint.cz)

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Table E5 Newly established Data Boxes in Czechia

Thousand

	2019	2020	2021
Total	93,7	148,6	241,8
Established / activated upon request	62,5	120,6	201,0
Established / activated by law	31,2	28,0	40,8
Owner of newly activated Data Boxes			
Citizen (non-entrepreneur)	38,7	67,6	145,4
Self-employed person (entrepreneur)	21,3	48,3	59,0
Legal person (enterprise)	33,7	32,7	37,4
Public authority body	0,1	0,1	0,1

Figure E5 Newly established Data Boxes of citizens (thousand)

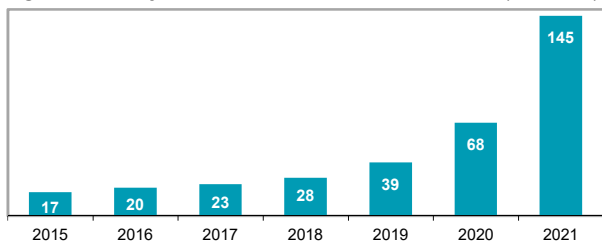


Figure E6 New Data Boxes of self-employed persons (thousand)

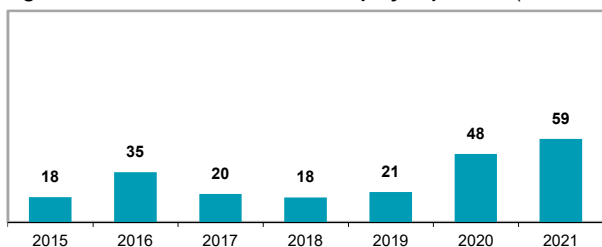
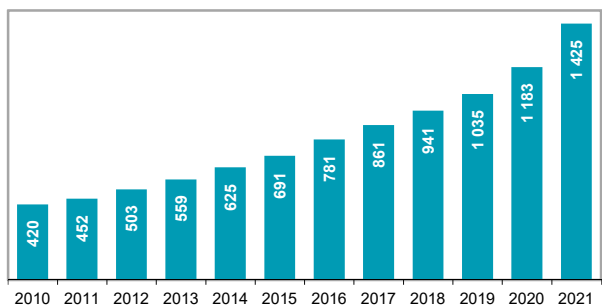


Figure E7 The total cumulative number of activated Data Boxes as of 31st December (thousand)



Source: Ministry of the Interior

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Tab.E6 Electronic transactions made via Data Boxes in Czechia

	Thousand		
	2019	2020	2021
Total	99 631	112 447	121 541
by Data Box owner			
Public authority body	69 209	76 742	83 466
Legal person (enterprise)	24 959	28 837	30 315
Self-employed person (entrepreneur)	4 739	5 750	6 261
Citizen (non-entrepreneur)	724	1 117	1 499

Figure E8 E-transactions made via Data Boxes (million)

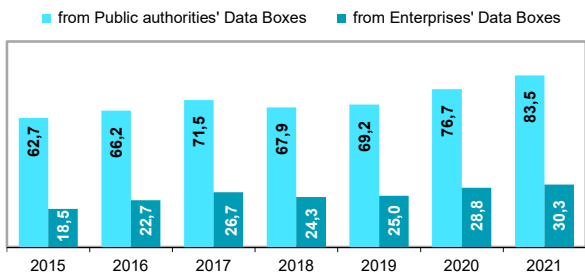


Figure E9 E-transactions made via Data Boxes by type of entities that conducted these transactions (million; %)

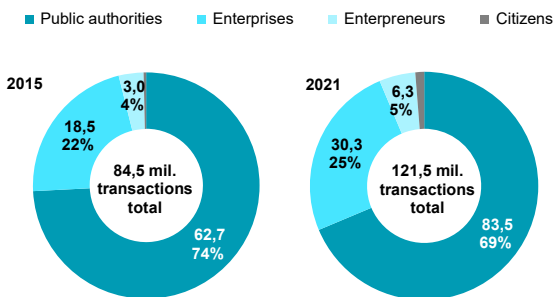
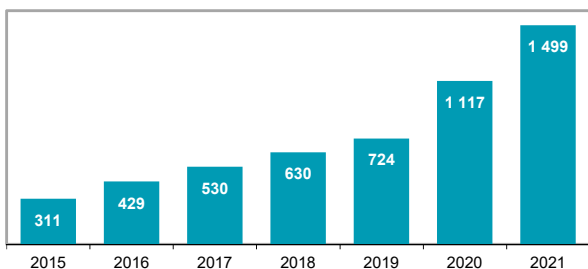


Figure E10 E-transactions made from Citizens' (non-entrepreneur) Data Boxes (thousand)



Source: Ministry of the Interior

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Table E7 Tax forms sent to the Czech Financial Administration electronically via the EPO application

	Thousand		
	2019	2020	2021
Value Added Tax declaration	2 453	2 479	2 539
Personal Income Tax declaration	315	358	504
Corporate Income Tax declaration	225	223	232
Road Tax declaration	225	227	224
Real Estate Tax declaration	37	40	59

EPO is a Czech abbreviation used for an electronic filing room (client-oriented web application) of the Czech Financial Administration (CFA) which allows electronic submissions in tax related matters (e.g. e-filing of tax declarations).

Figure E11 Personal Income Tax forms sent electronically via the EPO application (thousand)

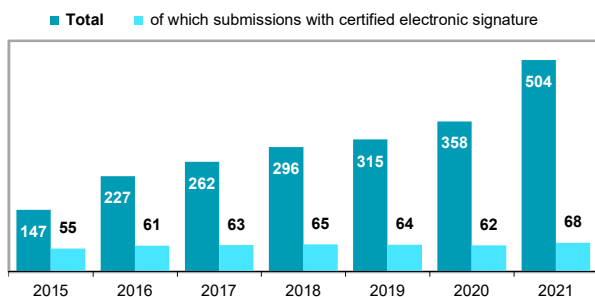
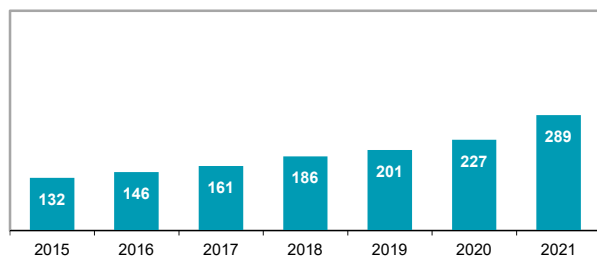


Table E8 Tax forms sent to the Czech Financial Administration electronically via Data Boxes

	Thousand		
	2019	2020	2021
Value Added Tax declaration	2 271	2 411	2 612
Personal Income Tax declaration	201	227	289
Corporate Income Tax declaration	289	295	313
Road Tax declaration	175	181	189
Real Estate Tax declaration	20	20	22

Figure E12 Personal Income Tax forms sent electronically via Data Boxes (thousand)



Source: Czech Financial Administration

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Table E9 Forms sent to the Czech Social Security Administration via the e-Submission application

	Thousand		
	2015	2020	2021
Record for Pension Insurance	5 149	5 780	5 946
Announcement of the commencement of employment	2 560	2 761	2 989
Overview of insurance contribution amount	2 041	3 076	3 314
Survey of income and expenses of the self-employed person	45	182	255

Figure E13 Records for Pension Insurance filled in via the e-Submission application

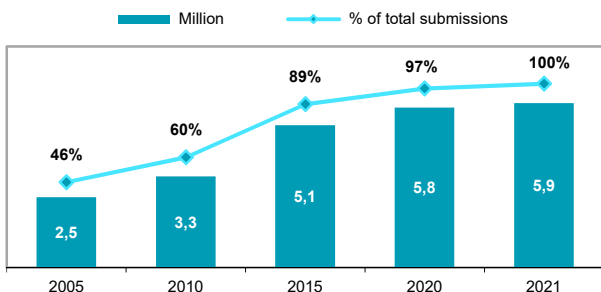
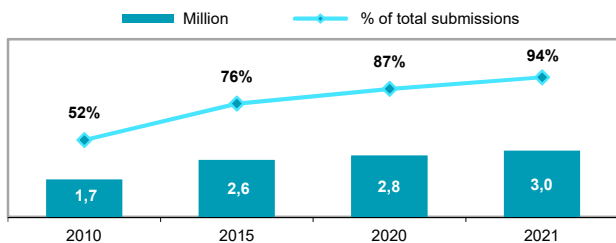


Figure E14 Announcements of the commencement of employment filled in via e-Submission application



Source: Czech Social Security Administration.

Table E10 Citizen Portal in Czechia - selected statistics

	2020	2021
Number of registered users, total	72 200	324 318
of which via National Identity Authority (NIA)	29 789	260 316
Number of authentications, total	385 000	1 583 741
Number of electronic submissions, total	27 690	109 000
of which verified copies issued from selected registers		
Criminal Register - individuals	9 546	48 236
Trade Register	2 291	18 642
Driver Register	8 684	16 000

Source: Ministry of the Interior

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Table E11 Persons in Czechia who in the last 12 months used the internet in relation to the public administration; 2021

Percentage

	Total	of which with	
		government authorities	other public institutions*
Total (aged 16+)	63,2	46,4	51,7
Activities on websites			
Obtaining information	53,5	41,6	38,8
Downloading forms	28,5	21,2	15,5
Filling and submitting forms online **	48,0	23,4	39,0
Gender			
Men	61,3	46,3	47,1
Women	64,9	46,5	56,0
Age group (years)			
16–24	78,1	35,8	72,6
25–34	77,3	63,1	62,4
35–44	78,5	61,9	63,2
45–54	73,0	57,3	56,7
55–64	62,9	47,3	51,9
65+	28,9	19,5	23,3

as a percentage of all persons in a given socio-demographic group

* Includes public educational institutions, health services or libraries.

Figure E15 Using the internet in relation to the public administration by gender and age; 2021

■ % of all persons in a given group ■ % of internet users in a given group

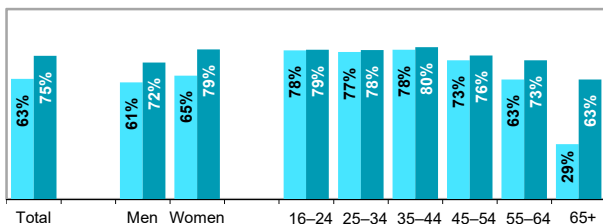
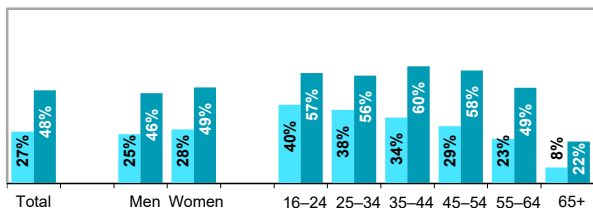


Figure E16 Filling and submitting forms online via public administration websites by gender and age

■ 2020 ■ 2021**



as a percentage of all persons in a given socio-demographic group

** Excludes online filling and submitting of Population Census 2021 forms.

Source: Czech Statistical Office, ICT use survey in households

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Figure E17 Persons aged 16–74 years in EU countries using the internet in relation to the public administration; 2021

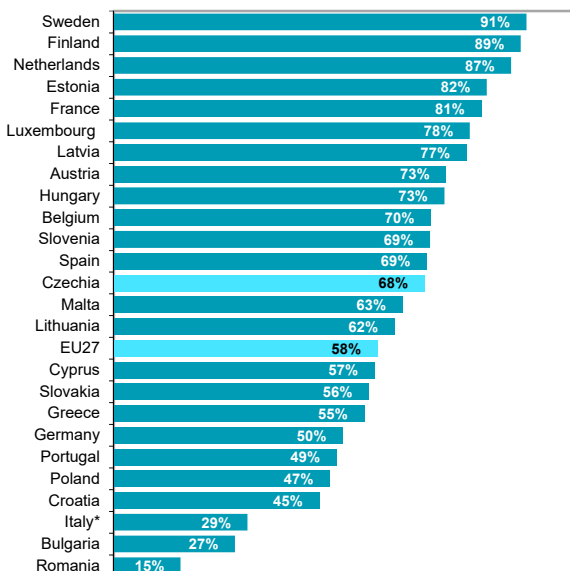
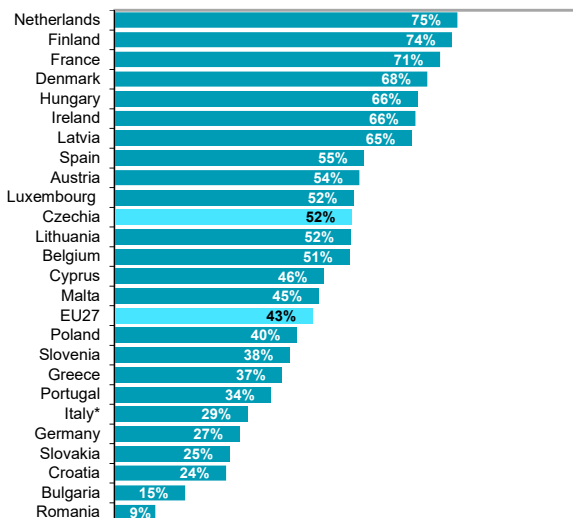


Figure E18 Persons aged 16–74 years in EU countries who filled and submitted forms online via public administration websites; 2021



* data for 2020

Source: Eurostat

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Table E12 Persons in Czechia who conducted selected activities on websites of government authorities; 2021

	Percentage		
	Obtaining information	Download-ing forms	Filling and submitting forms*
Total (aged 16+)	41,6	21,2	23,4
Men	41,4	22,8	24,5
Women	41,7	19,6	22,3
Age group (years)			
16–24	28,0	14,6	17,6
25–34	57,1	32,1	32,6
35–44	56,0	29,6	32,2
45–54	51,0	28,0	31,8
55–64	43,6	19,9	21,7
65+	17,8	6,0	7,8
Education attainment (aged 25–64)			
Primary	24,0	11,9	13,2
Secondary without A-level exam.	35,2	15,3	18,5
Secondary with A-level examin.	59,1	31,5	33,6
Tertiary	72,2	42,8	44,1

as a percentage of all persons in a given socio-demographic group

Figure E19 Activities conducted on websites of government authorities by gender and age; 2021

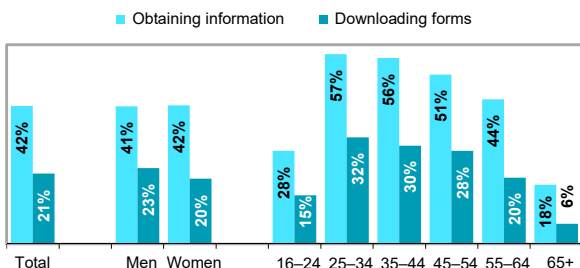
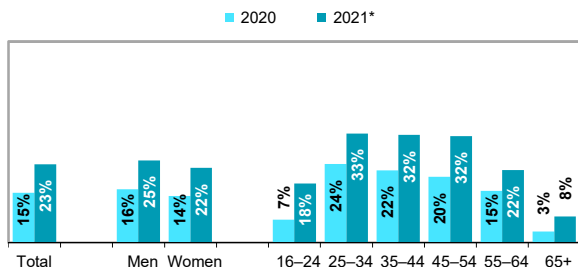


Figure E20 Filling and submitting forms via websites of government authorities by gender and age



as a percentage of all persons in a given socio-demographic group

* Excludes online filling and submitting of Population Census 2021 forms.

Source: Czech Statistical Office, ICT use survey in households