

E Government and digital technologies

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 newly established Data Boxes, and on the number of performed transactions by means of the Data Boxes from open data of the **Digital and Information Agency**.

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**.

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. For the purposes of this publication, the highest educational attainment is divided into **low** which includes lower secondary education and upper secondary education without A-level exam, **medium** which includes upper secondary education with A-level exam and higher vocational education, and **high** which includes tertiary (i.e. university) education.

The **reference period** for data on individuals is **the last 12 months** prior the survey interview.

Definitions (sorted alphabetically)

- **Bank identity** is an electronic identity mediated by banks. It serves as an identifier for logging into internet banking. It can also be used for logging into public administration services.
- **Citizen Portal** is the gateway to electronic services of the state. Citizens can submit applications to the authorities here or manage their documents and other data from state registers and databases. The data for number of registered users and number of authentications refer to 31st December of the given year.
- **Czech POINT** is a system of an assisted platform of public administration where citizens can deal with, dispose of, or settle as many as possible matters related to public administration at a single point.
- **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 physical visit to a contact point of the Czech POINT system.
- **CzechPOINT@office** is a non-public interface of the Czech POINT system. It contains agendas performed by offices, authorities and bodies of public power to carry out their scope of authority.
- A **Data Box** serves as a secure electronic delivery system of documents in between public administration bodies and a legal or natural person.
- **An electronic submission** is a form of a submission 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.
- **Other public institutions** mean public educational institutions (schools, universities), public health services, health insurance companies or public libraries.
- **Downloadable documents** on the authority's website, usually in DOC or PDF format. Citizens/companies download them, fill them in manually or on a computer, sign by hand, and submit them to the authority.

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://csu.gov.cz/ict-in-the-public-sector>

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Table E1 Czech POINT - number of public contact points

| | Number | | |
|------------------------------------|--------------|--------------|--------------|
| | 2015 | 2020 | 2025 |
| Total | 7 942 | 7 893 | 7 211 |
| at the municipal authority offices | 6 398 | 6 398 | 5 903 |
| at post offices | 981 | 949 | 763 |
| at notary offices | 399 | 435 | 435 |
| at other places | 164 | 111 | 110 |

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

| | Thousand | | |
|--|----------------|----------------|----------------|
| | 2015 | 2020 | 2025 |
| Verified copies (extracts), total | 1 580,9 | 1 041,3 | 657,7 |
| from the Criminal Register | 828,8 | 679,0 | 455,1 |
| from the Land Register | 349,2 | 171,1 | 88,0 |
| from the Commercial Register | 241,3 | 95,5 | 46,9 |
| from the Driver Register | 90,7 | 57,2 | 48,5 |
| from the Trade Register | 62,3 | 34,2 | 17,6 |
| other verified extracts | 8,6 | 4,4 | 1,5 |
| Authorized conversion of documents, total | 441,3 | 627,7 | 1 550,9 |
| from paper to electronic form | 139,4 | 402,0 | 1 309,5 |
| from electronic to paper form | 301,9 | 225,8 | 241,4 |
| Other outputs, total | 116,8 | 291,4 | 478,1 |
| from Data Box Information System | 71,9 | 80,3 | 223,5 |
| from basic registers | 4,8 | 69,5 | 163,0 |
| Other outputs | 40,1 | 141,6 | 91,6 |

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

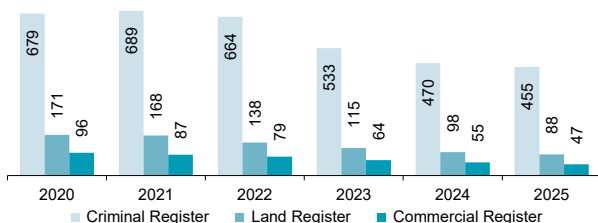
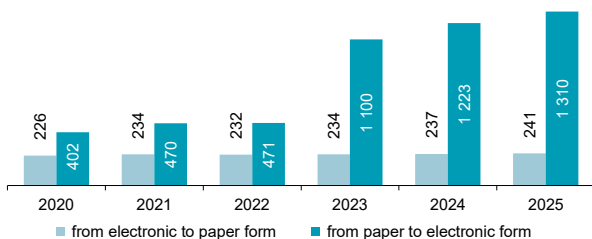


Chart E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)



Source: Digital and Information Agency

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Table E3 Documents issued via CzechPOINT@office interface

| | Thousand | | |
|---|----------------|----------------|----------------|
| | 2015 | 2020 | 2025 |
| Verified copies (extracts) ex officio, total | 951,6 | 1 100,6 | 1 138,9 |
| from the Register of Vital Records (e.g. certificates of birth or death) | 420,5 | 428,7 | 341,4 |
| from the Register of Residents/Citizens (e.g. certificates of permanent residence) | 423,5 | 383,3 | 333,0 |
| from the Criminal Register | 48,4 | 71,8 | 209,9 |
| others | 59,1 | 216,8 | 254,6 |
| Authorized conversion of documents, total | 6 554,3 | 3 807,1 | 857,0 |
| from paper to electronic form | 5 662,4 | 3 239,8 | 463,4 |
| from electronic to paper form | 891,9 | 567,3 | 393,6 |
| Verified extracts from basic registries | 289,3 | 147,6 | 136,8 |

Chart E3 Verified copies issued from selected registers via the CzechPOINT@home interface (thousand)

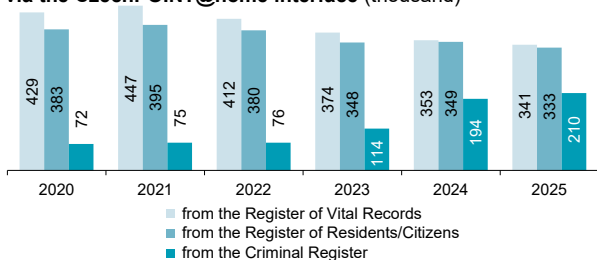


Table E4 Verified copies (extracts) issued from registries via the CzechPOINT@home interface

| | Thousand | | |
|------------------------------------|--------------|--------------|--------------|
| | 2023 | 2024 | 2025 |
| Total | 103,2 | 105,8 | 106,2 |
| Driver Register | 31,3 | 40,1 | 37,8 |
| Trade Register | 13,4 | 26,0 | 28,8 |
| Criminal Register - individuals | 39,6 | 17,9 | 15,4 |
| Criminal Register - legal entities | 10,4 | 12,0 | 14,1 |
| Commercial Register | 5,5 | 6,5 | 6,6 |
| Insolvency Register | 2,3 | 2,8 | 2,8 |
| List of Qualified Suppliers | 0,5 | 0,5 | 0,5 |

Chart E4 Verified copies issued from selected registers via the CzechPOINT@home interface (thousand)



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Table E5 Newly established Data Boxes in Czechia

Thousand

| | 2015 | 2020 | 2025 |
|---------------------------------------|-------------|--------------|--------------|
| Total | 65,4 | 148,6 | 376,5 |
| Established / activated upon request | 28,5 | 28,0 | 139,2 |
| Established / activated by law | 36,8 | 120,6 | 237,3 |
| by Data Box owner | | | |
| Citizens (non-entrepreneurs) | 17,2 | 67,6 | 237,1 |
| Self-employed persons (entrepreneurs) | 17,7 | 48,3 | 98,4 |
| Legal persons (enterprises) | 30,4 | 32,7 | 40,9 |
| Public authority bodies | 0,1 | 0,1 | 0,1 |

Chart E5 Method of newly established Data Boxes (thousand)

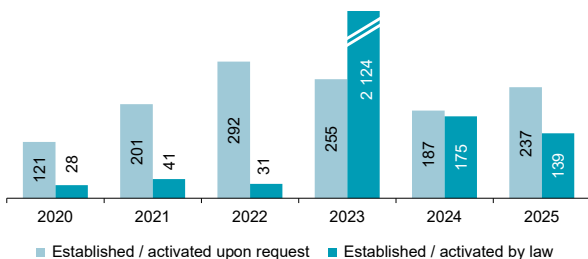


Chart E6 Selected owners of newly established Data Boxes (thousand)

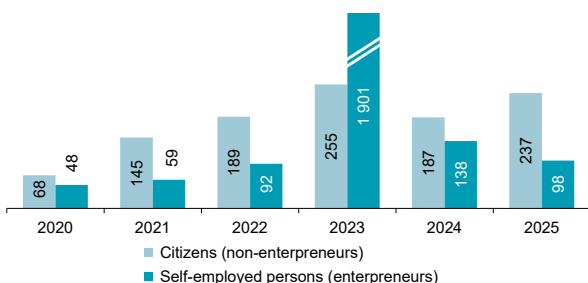
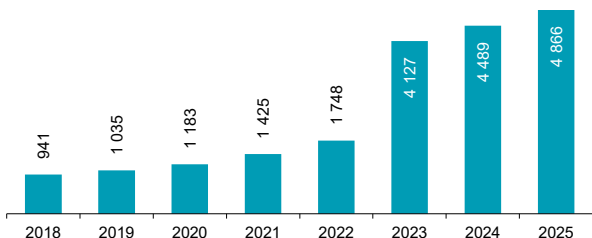


Chart E7 The total cumulative number of activated Data Boxes as of 31st December (thousand)



Source: Digital and Information Agency

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Table E6 Electronic transactions made via Data Boxes in Czechia

| | Thousand | | |
|---------------------------------------|----------------|----------------|----------------|
| | 2023 | 2024 | 2025 |
| Total | 143 260 | 151 526 | 159 454 |
| by Data Box owner | | | |
| Public authority bodies | 101 291 | 106 303 | 110 491 |
| Legal persons (enterprises) | 31 606 | 33 789 | 36 397 |
| Self-employed persons (entrepreneurs) | 8 524 | 9 540 | 10 432 |
| Citizens (non-enterpreneurs) | 1 839 | 1 894 | 2 133 |

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

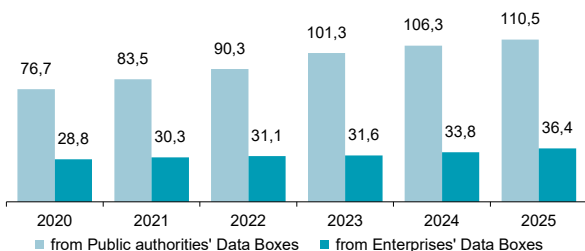


Chart E9 E-transactions made via Data Boxes by type of their owners (million; %)

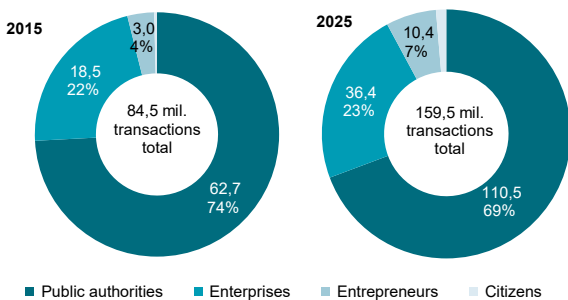
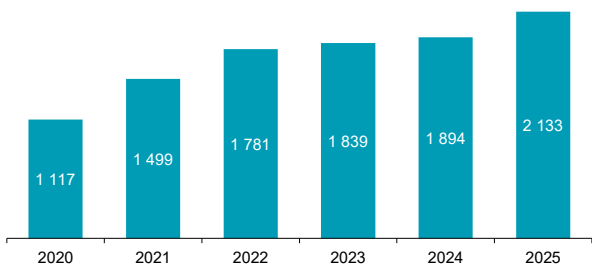


Chart E10 E-transactions made from Citizens' Data Boxes (thousand)



Source: Digital and Information Agency

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

| | Thousand | | |
|----------------------------------|----------|---------|---------|
| | 2015 | 2020 | 2025 |
| Value Added Tax declaration | 1 644,6 | 2 479,4 | 2 467,7 |
| Personal Income Tax declaration | 146,8 | 357,7 | 1 104,0 |
| Corporate Income Tax declaration | 154,7 | 223,3 | 274,5 |
| Road Tax declaration | 147,4 | 226,7 | 13,9 |
| Real Estate Tax declaration | 24,8 | 40,3 | 154,1 |

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).

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

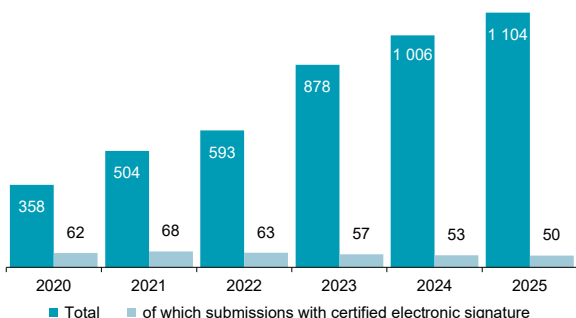
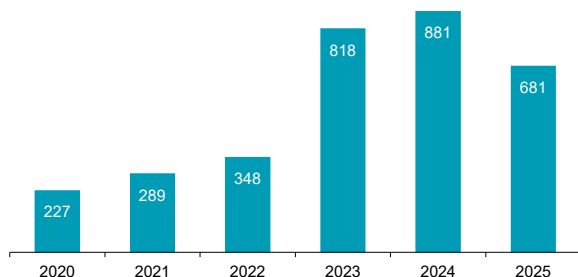


Table E8 Tax forms sent to the Czech Financial Administration electronically via Data Boxes

| | Thousand | | |
|----------------------------------|----------|---------|---------|
| | 2022 | 2023 | 2025 |
| Value Added Tax declaration | 2 808,4 | 3 011,7 | 3 137,7 |
| Personal Income Tax declaration | 347,9 | 817,7 | 680,6 |
| Corporate Income Tax declaration | 317,0 | 354,6 | 374,3 |
| Road Tax declaration | 196,4 | 14,0 | 12,6 |
| Real Estate Tax declaration | 28,1 | 33,1 | 72,9 |

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



Source: Czech Financial Administration

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Table E9 Citizen Portal in Czechia - selected indicators

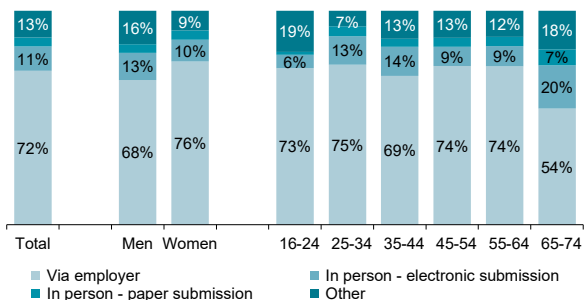
| | Thousand | | |
|---|----------------|----------------|----------------|
| | 2023 | 2024 | 2025 |
| Registered users, total (as of 31st December) | 1 013,4 | 1 560,7 | 2 157,8 |
| Newly registered users | 412,6 | 542,0 | 602,3 |
| Logins to the Citizen Portal | 3 256,5 | 6 375,0 | 8 728,1 |
| Electronic submissions, total | 283,3 | 395,1 | 615,4 |
| Verified copies issued from | | | |
| Criminal Register - Individuals | 142,1 | 268,1 | 303,8 |
| Trade Register | 42,5 | 74,4 | 110,0 |
| Driver Register | 24,0 | 32,7 | 32,9 |
| Application for a Voter Certificate | 41,1 | 25,3 | 75,8 |

Source: Digital and Information Agency

Table E10 Persons in Czechia using their officially recognized electronic identification; 2025

| | Percentage | |
|-------------------------------|-------------|-------------|
| | Data box | eID |
| Total (aged 16+) | 21,0 | 31,5 |
| Men | 26,9 | 33,8 |
| Women | 15,5 | 29,4 |
| Age group (years) | | |
| 16–24 | 5,1 | 24,9 |
| 25–34 | 29,0 | 46,8 |
| 35–44 | 35,4 | 48,6 |
| 45–54 | 28,6 | 40,7 |
| 55–64 | 23,0 | 29,6 |
| 65–74 | 10,4 | 13,1 |
| 75+ | 3,3 | 4,3 |
| Education (aged 25–64) | | |
| Low | 17,2 | 22,4 |
| Medium | 30,3 | 46,7 |
| High | 45,4 | 62,2 |

Chart E13 Methods of submitting Personal Income Tax declaration by gender and age; 2025



as a percentage of all persons that submitted tax declaration in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

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Table E11 Persons in Czechia searching information on websites of public administration; 2025

| | Total | Websites of government authorities | Percentage Websites of hospitals, schools or libraries |
|-------------------------------|-------------|------------------------------------|--|
| Total (aged 16+) | 61,3 | 51,0 | 49,0 |
| Men | 59,7 | 52,3 | 44,3 |
| Women | 62,7 | 49,7 | 53,3 |
| Age group (years) | | | |
| 16–24 | 67,5 | 42,1 | 60,3 |
| 25–34 | 72,6 | 61,4 | 59,1 |
| 35–44 | 76,5 | 67,8 | 59,7 |
| 45–54 | 73,6 | 63,6 | 57,5 |
| 55–64 | 62,0 | 55,3 | 48,1 |
| 65–74 let | 43,0 | 35,3 | 33,5 |
| 75+ | 19,8 | 14,8 | 15,8 |
| Education (aged 25–64) | | | |
| Low | 56,5 | 47,2 | 42,8 |
| Medium | 79,0 | 69,7 | 61,8 |
| High | 82,5 | 73,7 | 67,9 |

Chart E14 Persons aged 16+ searching selected types of information on websites of government authorities; 2025

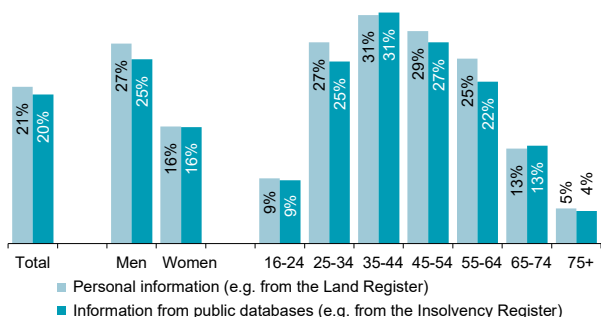
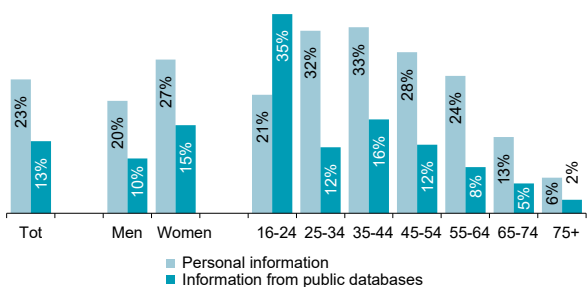


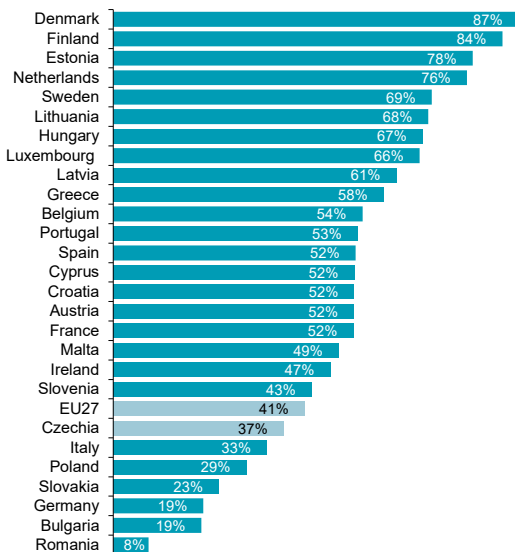
Chart E15 Persons aged 16+ searching selected types of information on websites of hospitals, schools or libraries; 2025



Source: Czech Statistical Office, ICT use survey in households

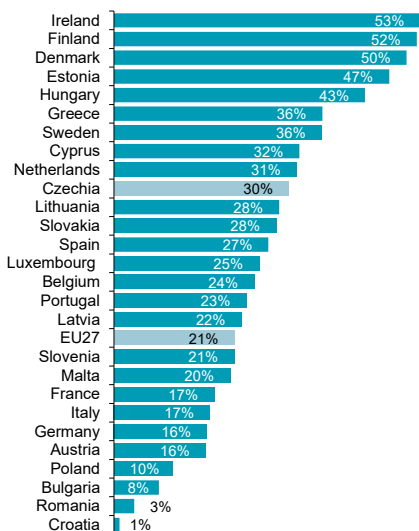
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Chart E16 Persons aged 16–74 in EU countries searching personal information on the website of public administration; 2025



Note: Public administration includes not only government authorities, but also other public institutions such as public educational institutions, health services or insurance companies.

Chart E17 Persons aged 16–74 in EU countries searching information from public databases; 2025



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Table E12 Persons in Czechia who conducted selected activities on websites of public administration; 2025

| | Percentage | | |
|-------------------------------|--------------------------------|-------------------------------|---------------------------------------|
| | Downloading official documents | Submitting requests or claims | Making an appointment with the office |
| Total (aged 16+) | 10,2 | 12,6 | 19,7 |
| Men | 14,3 | 11,7 | 21,0 |
| Women | 6,5 | 13,4 | 18,5 |
| Age group (years) | | | |
| 16–24 | 10,3 | 10,3 | 12,1 |
| 25–34 | 17,3 | 17,7 | 28,7 |
| 35–44 | 16,9 | 24,6 | 32,7 |
| 45–54 | 11,8 | 13,6 | 26,1 |
| 55–64 | 6,6 | 11,2 | 18,2 |
| 65–74 let | 4,6 | 4,5 | 8,7 |
| 75+ | 1,2 | 1,4 | 2,0 |
| Education (aged 25–64) | | | |
| Low | 6,0 | 8,0 | 15,8 |
| Medium | 15,3 | 17,8 | 28,1 |
| High | 20,3 | 28,1 | 40,2 |

Chart E18 Making an appointment with the office by gender and age

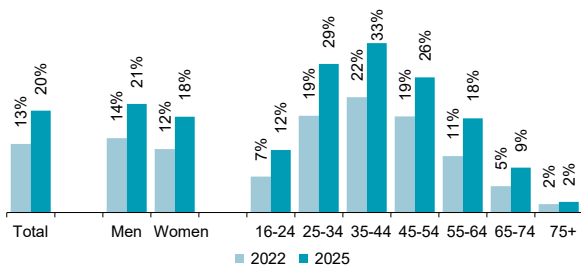
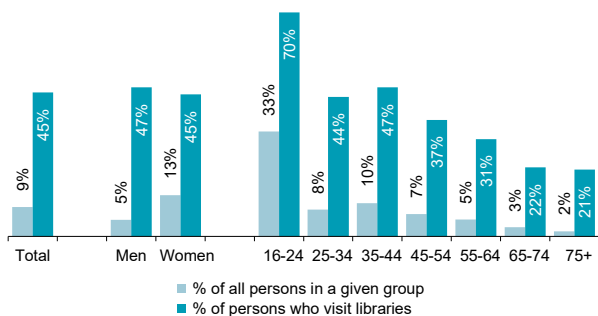


Chart E19 Online reservation of books in libraries by gender and age; 2025



Source: Czech Statistical Office, ICT use survey in households