

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 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**.

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 the survey interview. The interviews took place in **Q2 2022**.

Definitions (sorted alphabetically)

- **Bank identity** is an electronic identity mediated by banks. This is the processing of data for internet banking, which can also be used for logging into public administration services.
- **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 forms** are most often in doc or pdf format on the website. Citizens or businesses can download them 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.
- **Other 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).

E Government and digital technologies

Table E1 Czech POINT - number of public contact points

	Number		
	2015	2020	2022
Total	7 942	7 893	7 885
at the municipal authority offices	6 398	6 398	6 398
at post offices	981	949	941
at notary offices	399	435	435
at other places	91	111	111

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

	Thousand		
	2015	2020	2022
Total	2 139	1 961	2 524
Verified copies (extracts), total	1 584	1 048	967
from the Criminal Register	829	679	664
from the Land Register	352	171	138
from the Commercial Register	241	96	79
from the Driver Register	91	57	50
from the Trade Register	62	34	29
other verified extracts	9	11	7
Authorized conversion of documents, total	441	628	703
from paper to electronic form	139	402	471
from electronic to paper form	302	226	232
Requests for a Data box registration	35	112	149
Other outputs	79	173	450

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

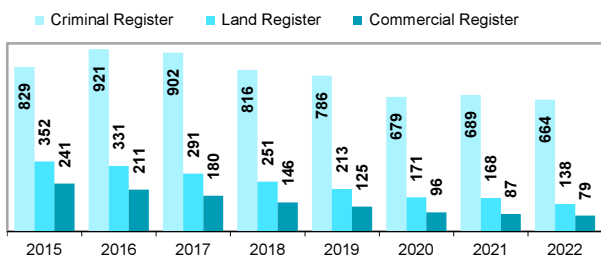
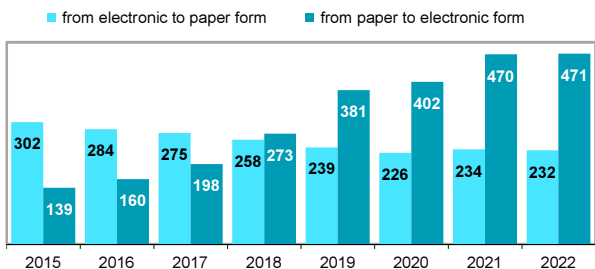


Figure E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)



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

E Government and digital technologies

Table E3 Documents issued via CzechPOINT@office interface

Thousand

	2015	2020	2022
Total	7 795	5 055	3 947
Verified copies (extracts) ex officio, total	952	1 101	1 117
from the Register of Vital Records (e.g. certificates of birth or death)	420	429	412
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	424	383	380
from the Criminal Register	48	72	76
others	59	217	250
Authorized conversion of documents, total	6 554	3 807	2 650
from paper to electronic form	5 662	3 240	2 138
from electronic to paper form	892	567	512
Verified extracts from Basic registers	289	148	180

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

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

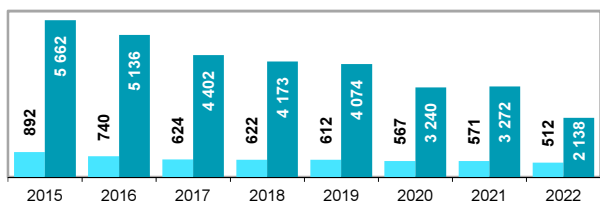


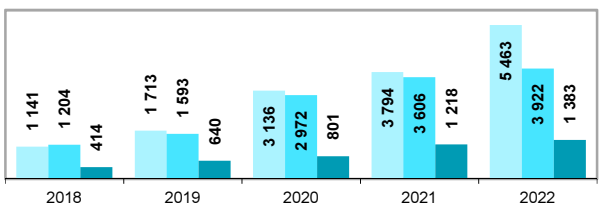
Table E4 Verified copies (extracts) issued from registries via the CzechPOINT@home interface

Number

	2020	2021	2022
Total	38 612	54 078	67 474
Driver Register	15 322	20 756	22 755
Criminal Register - individuals	12 587	19 783	27 436
Criminal Register - legal entities	3 508	4 630	5 780
Trade Register	3 136	3 794	5 463
Commercial Register	2 972	3 606	3 922
Insolvency Register	801	1 218	1 383
Register of Qualified Contractors	286	291	735

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)

E Government and digital technologies

Table E5 Newly established Data Boxes in Czechia

Thousand

	2020	2021	2022
Total	148,6	241,8	322,7
Established / activated upon request	120,6	201,0	292,2
Established / activated by law	28,0	40,8	30,5
Owner of newly activated Data Boxes			
Citizen (non-entrepreneur)	67,6	145,4	188,5
Self-employed person (entrepreneur)	48,3	59,0	91,6
Legal person (enterprise)	32,7	37,4	42,5
Public authority body	0,1	0,1	0,2

Figure E5 Method of newly established Data Boxes (thousand)

■ Established / activated upon request ■ Established / activated by law

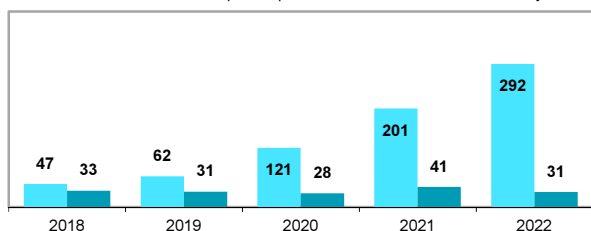


Figure E6 Owners of newly activated Data Boxes - individuals (thousand)

■ Citizen (non-entrepreneur) ■ Self-employed person (entrepreneur)

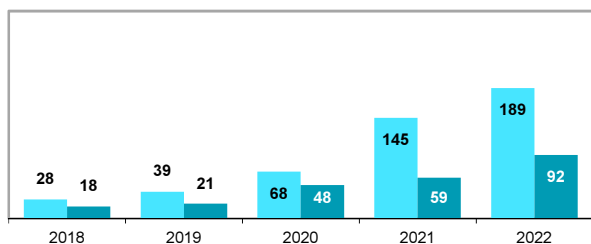
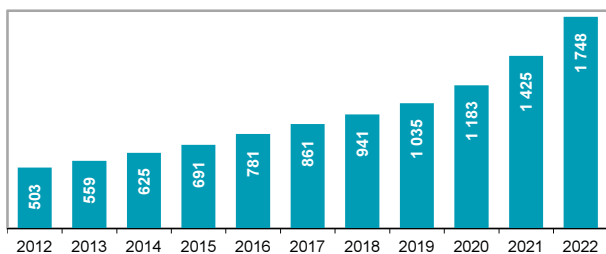


Figure E7 The total cumulative number of activated Data Boxes as of 31st December (thousand)



Source: Ministry of the Interior

E Government and digital technologies

Tab.E6 Electronic transactions made via Data Boxes in Czechia

Thousand

	2020	2021	2022
Total	112 447	121 541	129 640
by Data Box owner			
Public authority body	76 742	83 466	90 325
Legal person (enterprise)	28 837	30 315	31 074
Self-employed person (entrepreneur)	5 750	6 261	6 460
Citizen (non-entrepreneur)	1 117	1 499	1 781

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

■ from Public authorities' Data Boxes ■ from Enterprises' Data Boxes

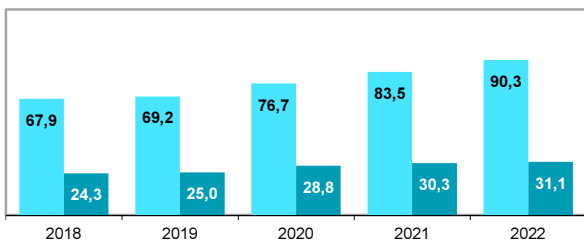


Figure E9 E-transactions made via Data Boxes by type of entities that conducted these transactions (million; %)

■ Public authorities ■ Enterprises ■ Entrepreneurs ■ Citizens

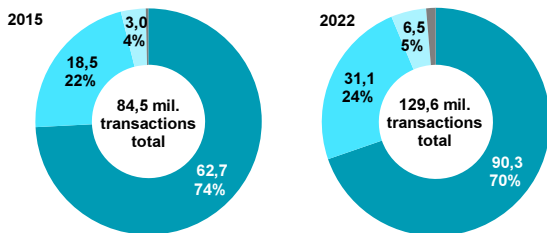
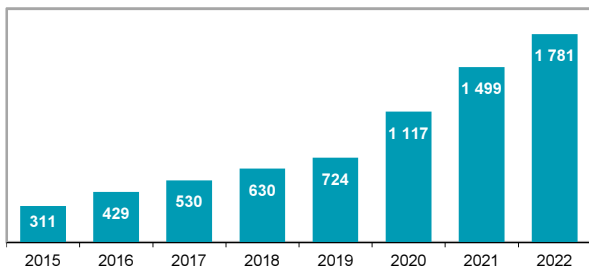


Figure E10 E-transactions made from Citizens' (non-entrepreneur) Data Boxes (thousand)



Source: Ministry of the Interior

E Government and digital technologies

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

	Thousand		
	2020	2021	2022
Value Added Tax declaration	2 479	2 539	2 636
Personal Income Tax declaration	358	504	593
Corporate Income Tax declaration	223	232	243
Road Tax declaration	227	224	230
Real Estate Tax declaration	40	59	83

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)

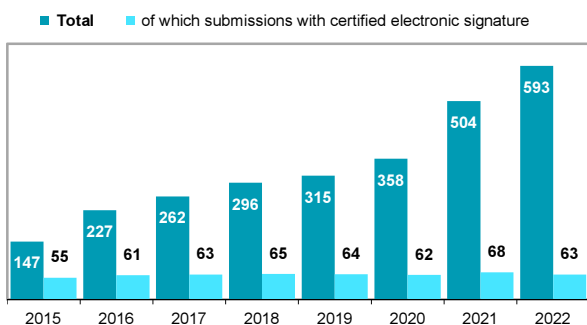
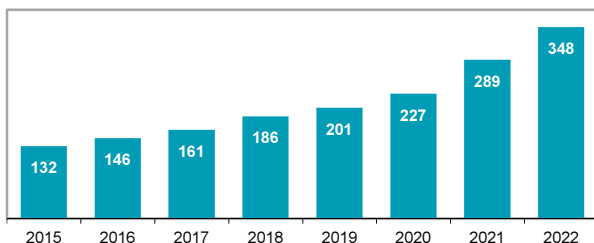


Table E8 Tax forms sent to the Czech Financial Administration electronically via Data Boxes

	Thousand		
	2020	2021	2022
Value Added Tax declaration	2 411	2 612	2 808
Personal Income Tax declaration	227	289	348
Corporate Income Tax declaration	295	313	317
Road Tax declaration	181	189	196
Real Estate Tax declaration	20	22	28

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



Source: Czech Financial Administration

E Government and digital technologies

Table E9 Citizen Portal in Czechia - selected statistics

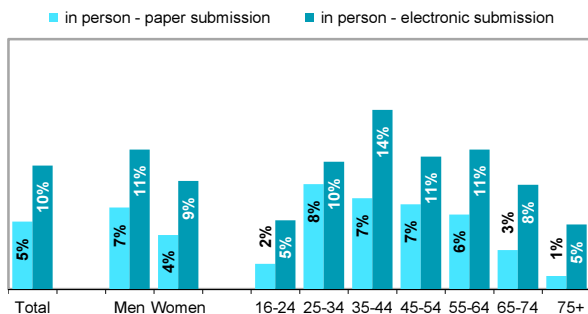
	2021	2022
Number of registered users (as of 31st December)	324 318	600 861
of which via National Identity Authority (NIA)	259 889	524 509
Number of authentications (as of 31st December)	1 583 745	3 533 217
Number of electronic submissions, total	109 000	176 766
of which verified copies issued from selected registers		
Criminal Register - individuals	48 236	85 074
Trade Register	18 642	20 108
Driver Register	16 000	17 480

Source: Ministry of the Interior

Table E10 Persons in Czechia using their officially recognized electronic identification; 2022

	Percentage	
	Bank identity	Data Box
Total (aged 16+)	22,9	9,1
Men	24,7	11,9
Women	21,2	6,5
Age group (years)		
16–24	18,8	1,7
25–34	33,1	11,0
35–44	32,3	15,6
45–54	32,2	15,5
55–64	20,8	8,6
65–74	8,6	3,1
75+	2,9	0,6
Education attainment (aged 25–64)		
Secondary without A-level examination and lower	18,7	4,2
Secondary with A-level examination	32,9	13,2
Tertiary	42,4	26,3

Figure E13 Selected methods of submitting personal income tax declaration by gender and age; 2022



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

Source: Czech Statistical Office, ICT use survey in households

E Government and digital technologies

Table E11 Persons in Czechia searching information on websites of public administration; 2022

	Total	Percentage of which with	
		government authorities	other public institutions*
Total (aged 16+)	51,9	42,2	37,3
Men	51,8	43,5	34,8
Women	52,0	41,0	39,7
Age group (years)			
16–24	55,1	28,4	48,7
25–34	65,8	54,9	47,5
35–44	64,5	55,1	46,9
45–54	62,4	55,0	40,5
55–64	53,0	45,9	35,9
65–74	31,6	24,9	23,2
75+	14,8	11,6	11,1
Education attainment (aged 25–64)			
Secondary without A-level examination and lower	43,8	35,9	26,7
Secondary with A-level examination	67,9	59,2	47,4
Tertiary	79,3	69,6	60,2

Figure E14 Persons aged 16+ searching selected types of information on websites of government authorities; 2022

- personal or property information (e.g. from the Land Register)
- information from public databases (e.g. from the Insolvency Register)

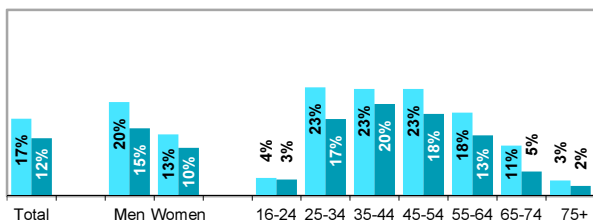
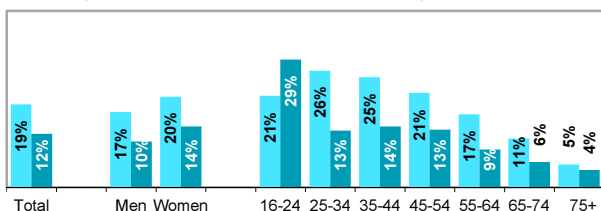


Figure E15 Persons aged 16+ searching selected types of information on websites of other public institutions*; 2022

- personal information
- information from public databases



* Includes public educational institutions, health services or libraries.
as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

E Government and digital technologies

Figure E16 Persons aged 16–74 years in EU countries searching personal or property information on the website of public administration; 2022

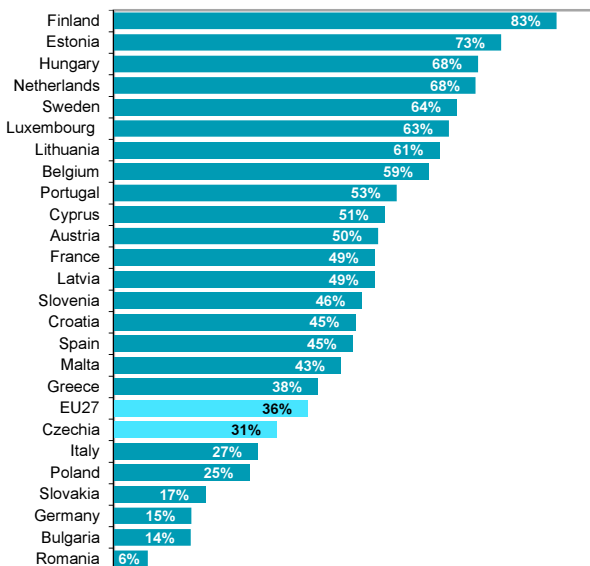
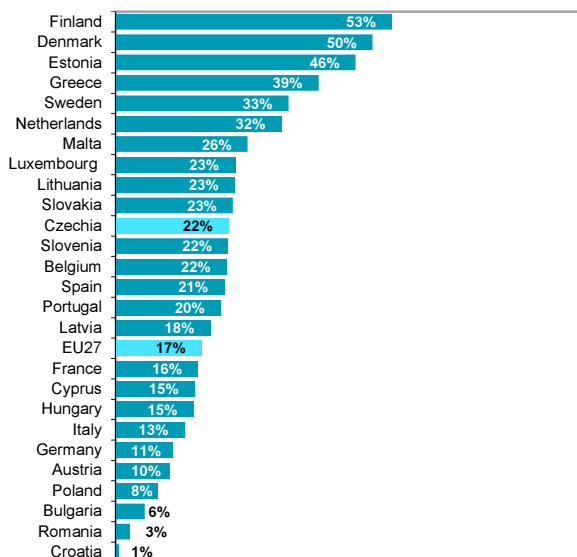


Figure E17 Persons aged 16–74 years in EU countries searching information from public databases; 2022

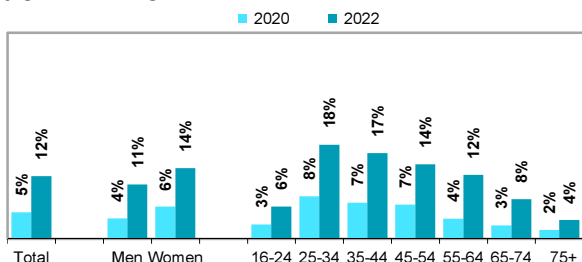


E Government and digital technologies

Table E12 Persons in Czechia who conducted selected activities on websites of public administration; 2022

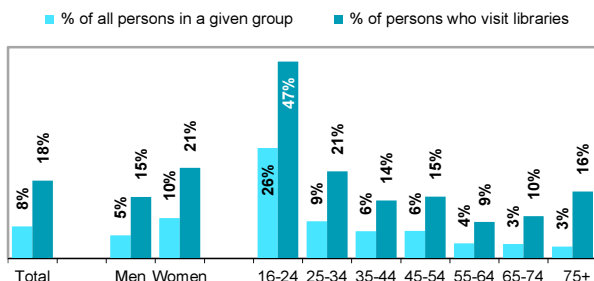
	%		
	Download- ing official documents	Submitting requests or claims	Making an appointment with the
Total (aged 16+)	48,1	28,0	13,2
Men	50,3	26,1	14,3
Women	45,9	29,8	12,2
Age group (years)			
16–24	56,4	19,2	7,0
25–34	61,6	30,4	18,6
35–44	62,5	34,9	22,3
45–54	60,4	35,3	18,5
55–64	47,4	32,7	10,9
65–74	23,3	21,9	5,1
75+	9,1	9,8	1,6
Education attainment (aged 25–64)			
Secondary without A-level examination and lower	43,3	24,2	10,7
Secondary with A-level examination	63,0	36,8	18,6
Tertiary	74,3	42,9	27,8

Figure E18 Logging into health insurance web account by gender and age



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

Figure E19 Online reservation of books in libraries by gender and age; 2022



Source: Czech Statistical Office, ICT use survey in households