

E eGovernment

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.

The **reference period** for data on individuals is **the last 12 months** prior the survey interview. The interviews took place in **Q2 2023**.

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 numbers of registered users and numbers 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 off, 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 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 in order to carry out their scope of authority.
- A **Data Box** shall serve for secure electronic delivery 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** 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).

Table E1 Czech POINT - number of public contact points

	Number		
	2015	2020	2023
Total	7 942	7 893	7 377
at the municipal authority offices	6 398	6 398	5 877
at post offices	981	949	951
at notary offices	399	435	439
at other places	164	111	117

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

	Thousand		
	2015	2020	2023
Total	2 139	1 961	2 639
Verified copies (extracts), total	1 584	1 048	794
from the Criminal Register	829	679	533
from the Land Register	352	171	115
from the Commercial Register	241	96	64
from the Driver Register	91	57	51
from the Trade Register	62	34	25
other verified extracts	9	11	6
Authorized conversion of documents, total	441	628	1 244
from paper to electronic form	139	402	1 010
from electronic to paper form	302	226	234
Requests for a Data box registration	35	112	73
Other outputs	79	173	528

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

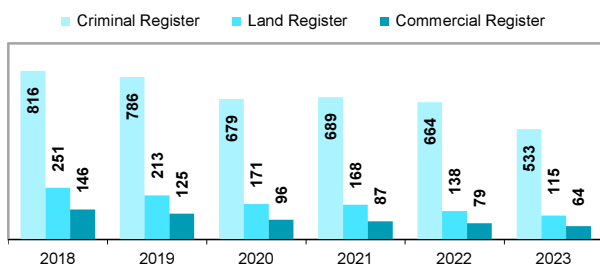


Figure E2 Authorized conversions of documents issued 'at the desk' of the Czech POINT (thousand)

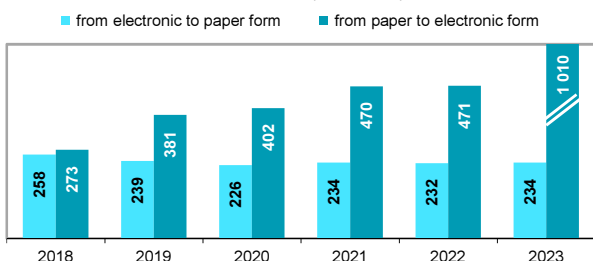


Table E3 Documents issued via CzechPOINT@office interface

Thousand

	2015	2020	2023
Total	7 795	5 055	2 099
Verified copies (extracts) ex officio, total	952	1 101	1 114
from the Register of Vital Records (e.g. certificates of birth or death)	420	429	374
from the Register of Residents/Citizens (e.g. certificates of permanent residence)	424	383	348
from the Criminal Register	48	72	114
others	59	217	279
Authorized conversion of documents, total	6 554	3 807	843
from paper to electronic form	5 662	3 240	434
from electronic to paper form	892	567	410
Verified extracts from Base registries	289	148	142

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

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

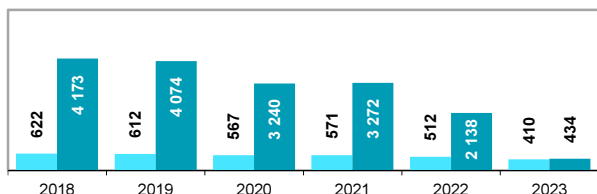


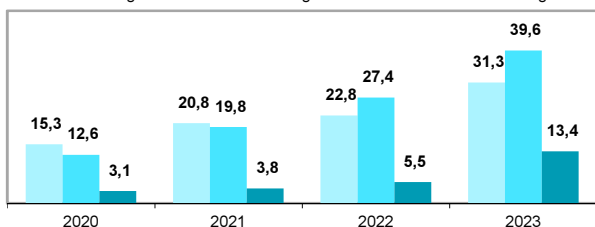
Table E4 Verified copies (extracts) issued from registries via the CzechPOINT@home interface

Number

	2021	2022	2023
Total	54 078	67 474	103 159
Driver Register	20 756	22 755	31 323
Criminal Register - individuals	19 783	27 436	39 636
Criminal Register - legal entities	4 630	5 780	10 420
Trade Register	3 794	5 463	13 436
Commercial Register	3 606	3 922	5 517
Insolvency Register	1 218	1 383	2 318
Register of Qualified Contractors	291	735	509

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

■ Driver Register ■ Criminal Register - individuals ■ Trade register



Source: Digital and Information Agency

Table E5 Newly established Data Boxes in Czechia

Thousand

	2021	2022	2023
Total	241,8	322,7	2 379,1
Established / activated upon request	201,0	292,2	255,0
Established / activated by law	40,8	30,5	2 124,1
by Data Box owner			
Citizens (non-entrepreneurs)	145,4	188,5	254,8
Self-employed persons (entrepreneurs)	59,0	91,6	1 901,2
Legal persons (enterprises)	37,4	42,5	222,9
Public authority bodies	0,1	0,2	0,1

Figure E5 Method of newly established Data Boxes (thousand)

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

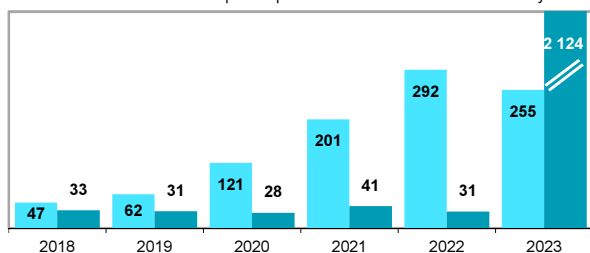


Figure E6 Selected owners of newly established Data Boxes (thousand)

■ Citizens (non-entrepreneurs) ■ Self-employed persons (entrepreneurs)

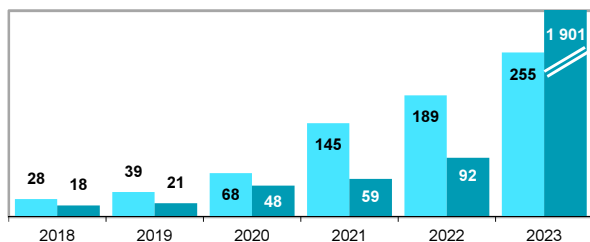
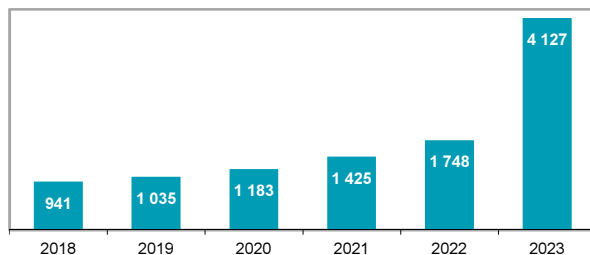


Figure E7 The total cumulative number of activated Data Boxes as of 31st December (thousand)



Source: Digital and Information Agency

Tab.E6 Electronic transactions made via Data Boxes in Czechia

	Thousand		
	2021	2022	2023
Total	121 541	129 640	143 260
by Data Box owner			
Public authority bodies	83 466	90 325	101 291
Legal persons (enterprises)	30 315	31 074	31 606
Self-employed persons (entrepreneurs)	6 261	6 460	8 524
Citizens (non-entrepreneurs)	1 499	1 781	1 839

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

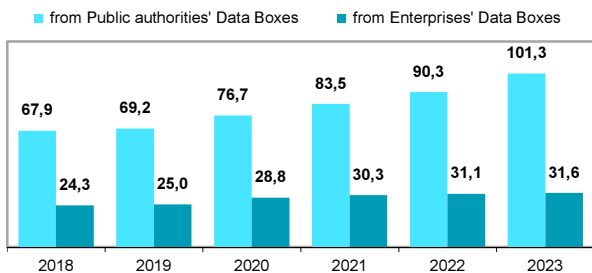


Figure E9 E-transactions made via Data Boxes by type of their owners (million; %)

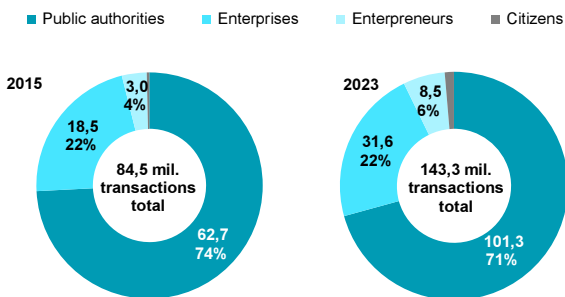


Figure E10 E-transactions made from Citizens' Data Boxes (thousand)

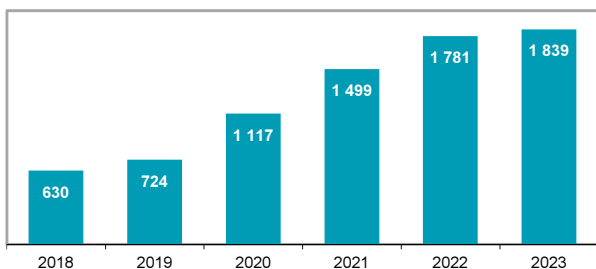


Table E7 Tax forms sent to the Czech Financial Administration electronically via the EPO application

	Thousand		
	2021	2022	2023
Value Added Tax declaration	2 539	2 636	2 485
Personal Income Tax declaration	504	593	878
Corporate Income Tax declaration	232	243	261
Road Tax declaration	224	230	17
Real Estate Tax declaration	59	83	96

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)

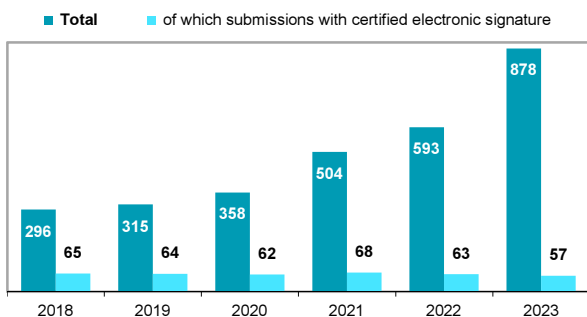
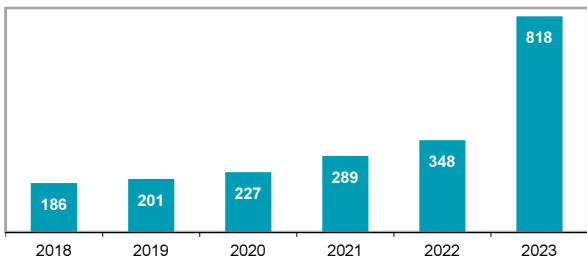


Table E8 Tax forms sent to the Czech Financial Administration electronically via Data Boxes

	Thousand		
	2021	2022	2023
Value Added Tax declaration	2 612	2 808	3 012
Personal Income Tax declaration	289	348	818
Corporate Income Tax declaration	313	317	355
Road Tax declaration	189	196	14
Real Estate Tax declaration	22	28	33

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



E eGovernment

Table E9 Citizen Portal in Czechia - selected indicators

	Thousand		
	2021	2022	2023
Registered users	324	601	1 013
Authentications	1 584	3 533	6 767
Electronic submissions, total	109	177	283
Verified copies issued from Criminal Register	48	85	142
Verified copies issued from Trade Register	19	20	43
Verified copies issued from Driver Register	16	17	24

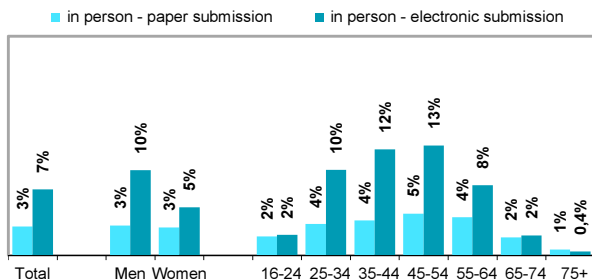
Source: Digital and Information Agency

Table E10 Persons in Czechia using their officially recognized electronic identification; 2023

	Percentage		
	Bank identity	Data Box	other identities*
Total (aged 16+)	21,9	18,9	6,4
Men	24,5	24,2	7,7
Women	19,6	14,1	5,1
Age group (years)			
16–24	14,9	5,2	5,2
25–34	32,6	25,8	10,0
35–44	32,9	29,3	9,1
45–54	30,1	28,5	9,4
55–64	20,6	21,4	4,5
65–74	9,5	8,6	2,4
75+	2,3	1,8	0,9
Education (aged 25–64)			
Low	16,2	17,7	3,3
Middle	32,1	27,2	9,0
High	44,0	38,5	14,8

* Includes: eID, my ID, NIA ID, Mobile Key to eGovernment, I.CA Identity with Starcos card, state-recognized eIDs of other EU countries

Figure E13 Selected methods of submitting personal income tax declaration by gender and age; 2023



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

Source: Czech Statistical Office, ICT use survey in households

Table E11 Persons in Czechia searching information on websites of public administration; 2023

	Percentage		
	Total	websites of government authorities	websites of other public institutions*
Total (aged 16+)	56,3	46,9	41,3
Men	55,0	47,6	35,9
Women	57,6	46,2	46,2
Age group (years)			
16–24	63,4	36,9	55,6
25–34	71,9	62,5	53,6
35–44	71,3	63,2	51,4
45–54	66,4	56,8	47,2
55–64	57,8	52,6	37,9
65–74 let	32,8	26,6	23,4
75 a více let	16,8	13,0	12,4
Education (aged 25–64)			
Low	51,3	44,6	31,7
Middle	73,6	64,0	52,9
High	79,5	71,5	62,7

Figure E14 Persons aged 16+ searching selected types of information on websites of government authorities; 2023

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

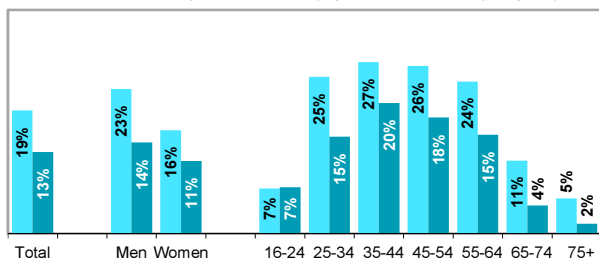
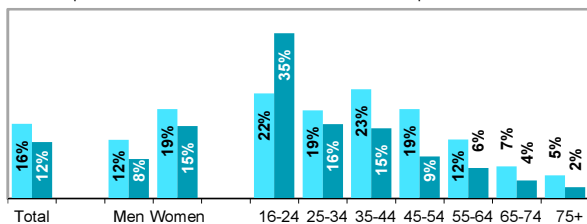


Figure E15 Persons aged 16+ searching selected types of information on websites of other public institutions*; 2023

- 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

Figure E16 Persons aged 16–74 years in EU countries searching personal information on the website of public administration; 2023

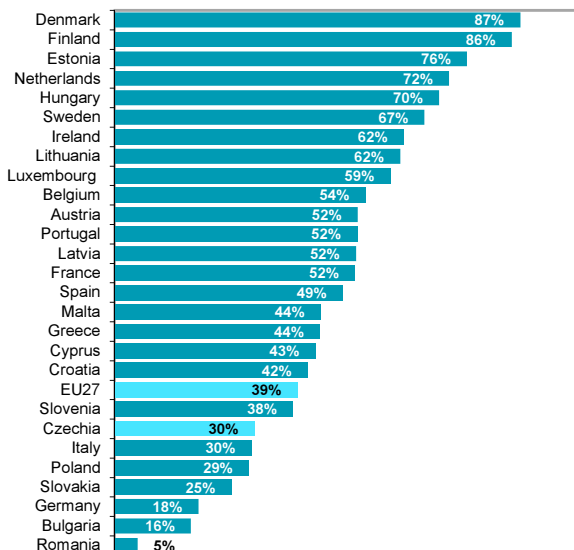


Figure E17 Persons aged 16–74 years in EU countries searching information from public databases; 2023

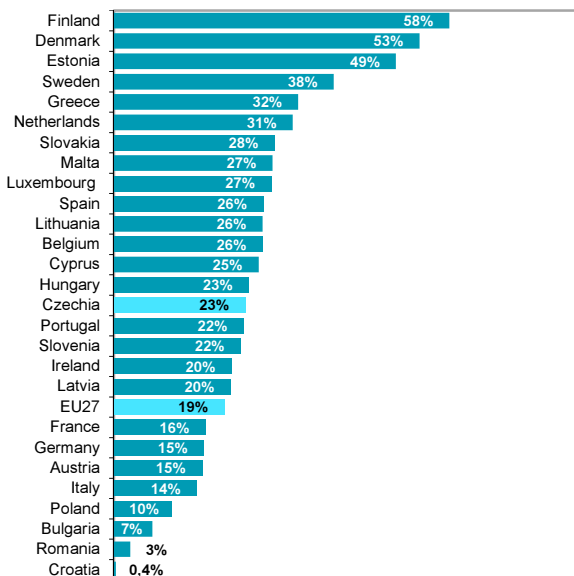
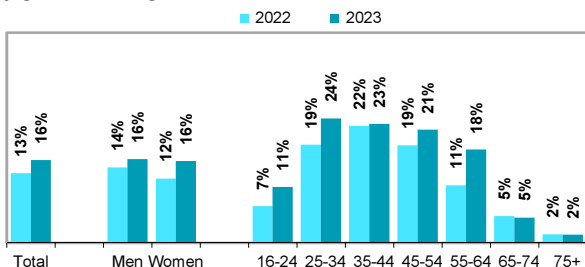


Table E12 Persons in Czechia who conducted selected activities on websites of public administration; 2023

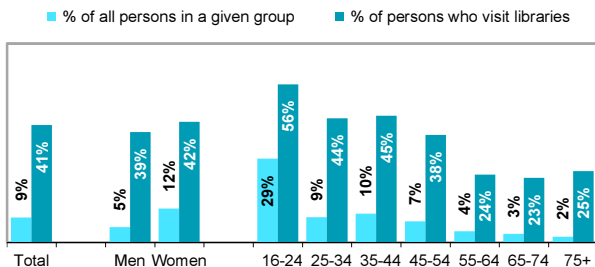
	Percentage		
	Downloading official documents	Submitting requests or claims	Making an appointment with the office
Total (aged 16+)	8,8	9,6	15,7
Men	11,2	8,1	15,9
Women	6,6	11,0	15,5
Age group (years)			
16–24	8,2	7,0	10,6
25–34	12,0	16,4	23,6
35–44	12,4	14,3	22,6
45–54	13,4	12,0	21,5
55–64	7,8	9,1	17,7
65–74 let	2,7	3,3	4,8
75 a více let	1,2	1,1	1,5
Education (aged 25–64)			
Low	6,9	8,0	13,0
Middle	12,6	13,6	25,8
High	16,8	19,2	26,8

Figure E18 Making an appointment with the office 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; 2023



Source: Czech Statistical Office, ICT use survey in households