

Common list of basic public services

For eGovernment, the following two indicators are the basis for benchmarking.

- Percentage of basic public services available online,
- Use of online public services by the public.

To make these indicators operational, Member States have agreed to a common **list of 20 basic public services**, 12 for citizens and 8 for businesses. Progress in bringing these services online will be measured using a **four stage framework**: 1 posting of information online; 2 one-way interaction; 3 two-way interaction; and, 4 full online transactions including delivery and payment. Data will be collected in surveys twice a year.

Public Services for Citizens	
1.	Income taxes: declaration, notification of assessment
2.	Job search services by labour offices
3.	Social security contributions (3 out of the following 4): <ul style="list-style-type: none"> • Unemployment benefits • Child allowances • Medical costs (reimbursement or direct settlement) • Student grants
4.	Personal documents (passport and driver's licence)
5.	Car registration (new, used and imported cars)
6.	Application for building permission
7.	Declaration to the police (e.g. in case of theft)
8.	Public libraries (availability of catalogues, search tools)
9.	Certificates (birth, marriage): request and delivery
10.	Enrolment in higher education / university
11.	Announcement of moving (change of address)
12.	Health related services (e.g. interactive advice on the availability of services in different hospitals; appointments for hospitals.)
Public Services for Businesses	
1.	Social contribution for employees
2.	Corporation tax: declaration, notification
3.	VAT: declaration, notification
4.	Registration of a new company
5.	Submission of data to statistical offices
6.	Customs declarations
7.	Environment-related permits (incl. reporting)
8.	public procurement