

IMPLEMENTATION OF E-COHESION

General characteristics



CROATIA



No. of **targeted national/regional operational programmes** covering ERDF/CF:

1



No. of **e-Cohesion systems**:

1

At a glance:

e-Cohesion system: eFondovi

Introduction of the system: Operational since 2017.

Type of the system: National system - it covers the only national OP and does not support any Interreg programmes.

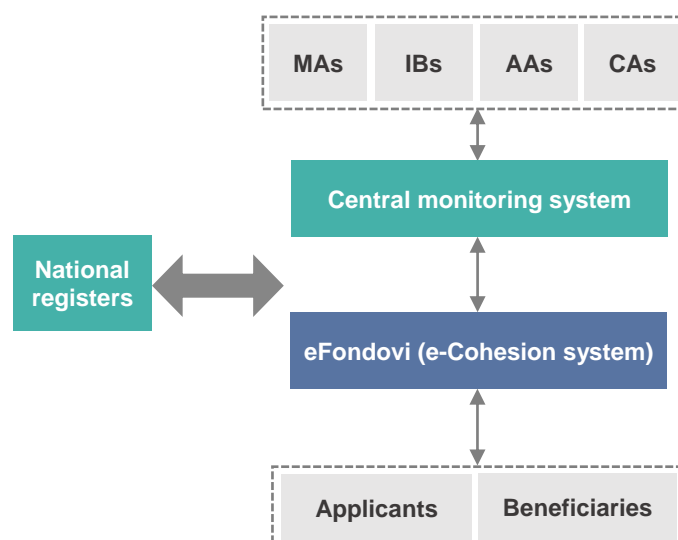
Implementation mode: Highly centralised.

Use during 2021-2027: Ongoing development (based on existing system).

Fund coverage of the system: ☒ ERDF ☒ CF

Context and structure of e-Cohesion

- E-Cohesion in Croatia is **highly centralised** – eFondovi is the only system used in the country and covers the only national OP during the 2014-2020 period - "Competitiveness and Cohesion";
- eFondovi is linked with a **central monitoring system** and some other **national governmental registers**;
- eFondovi is not integrated with the **European Commission's System for Fund Management (SFC2014)**;
- eFondovi all key processes related to implementation as well as the application process;
- The system supports the use of a **qualified e-signature**.



Key principles of e-Cohesion: interoperability and once-only encoding



Principles: Extensive reuse of information; no interoperability with EU tools.

eFondovi **supports once-only encoding**. Data and documents provided by beneficiaries are shared with all relevant authorities.

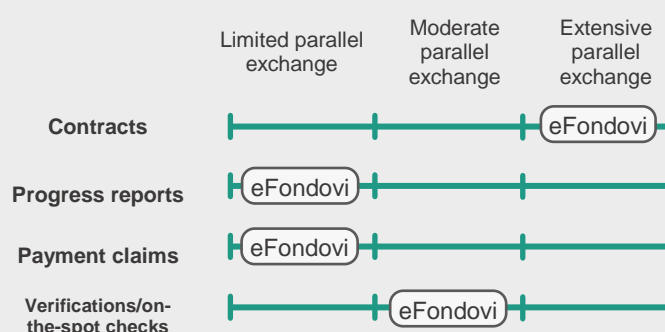
The system **extensively supports the pre-filling of information**:

- Information is pre-filled based on data entered during the project application and during previous steps of the operation and from some national registers;
- The pre-filling of information is highly valued** – nearly all beneficiary respondents using eFondovi aware of this functionality perceived it as useful to their operations (resulting in efficiency gains and reducing the number of errors).



Parallel data exchanges: Moderate exchange of information outside of the system.

While being the officially provided solution, the use of eFondovi is not mandatory. **Data exchanges outside the system are extensive for the preparation and signing of grants** and moderate during verifications/on-the-spot checks.



Implementation of e-Cohesion features



Key processes: Support of project cycle from start to finish.

- eFondovi supports all operations related to **project application and implementation** (progress reports, modification requests, payment claims and management verifications / on-the-spot checks);
- **Payment claims are a key process of eFondovi** – nearly all beneficiary respondents indicate that they submitted all of their relevant data and documents only through the system for this process.



Functionalities: Support for all required functionalities, including interactive forms.

- eFondovi supports all functionalities associated with **user-friendliness** (interactive forms, automatic calculations, checks for incorrect/missing data, system-generated alerts, online status tracking, validity of e-signature and availability of previous data);
- **Nearly all respondents aware of the functionalities provided by eFondovi consider them as useful**, meaning that they result in notable time gains and reduce the number of errors for their users.

Results of the introduction of e-Cohesion

Effectiveness – results and simplification

- The introduction of eFondovi has resulted in **extensive improvements and simplification**;
- Nearly all respondents agree that the introduction of the system has led to significant improvements in various areas and has simplified the way they handle information compared with paper-based processes or email exchanges;
- **eFondovi has extensively improved information exchanges between authorities and beneficiaries** – most respondents report that its use has reduced repeated transmission of the same information, indicating that once-only encoding is highly valued by users of the system.



Efficiency – benefits vs costs

- **The benefits of using eFondovi compared to its costs are extensive** across beneficiaries' key processes;
- Nearly all respondents indicate that the benefits (reduced administrative burden, simplified procedures) of using the system outweigh any associated costs (the time and effort required to use it).

User-friendliness

- **eFondovi shows extensive user-friendliness** – most beneficiaries perceive the system as easy to navigate and operate, and consider it as clear and self-explanatory;
- Indication for high satisfaction among users of e-Cohesion systems is whether authorities continue to develop and improve the existing system. In the case of eFondovi, **most beneficiary respondents feel that the system's functionalities and its overall functioning are being continuously improved, indicating extensive improvements.**

