

E-DEMOCRACY IN GOL COUNTRIES

QUESTIONNAIRE REPLY – ISRAEL

1. NOTE : ISRAEL IS NOT A MEMBER OF OECD ,SO I AM NOT SURE YOU HAVE INFORMATION FOR QUESTION 1.THEREFORE, THE FOLLOWING IS A SHORT SUMMARY ABOUT ACCESS AND ACCESSIBILITY TO GOVERNMENT INFORMATION.

At present the Israel government provides access to 96 sites, which includes information about all government ministries and agencies. The sites includes data and information about various aspects of the scope, responsibilities and activities of all offices as well as information on the economy and society. The following are a few examples of the contents included in the sites:

Ett. General information about the specific government office.

Två. Reports of studies of social and economic value as well as various publications needed by the people.

Tre. The annual budget of the whole country.

Fyra. State Comptroller annual reports on the activities of all government offices.

Fem. Investment requirements and possibilities in Israel.

Sex. Import and Export licenses requirements as well as other commercial and industrial information.

Sju. Reports of conclusions and recommendations of government committees.

Åtta. General economic data on the Israel economy

i. Tax information explaining on how and how has to pay taxes. It includes details that are needed for the citizen to help the process.

All information can be reached by the Internet. Last year there were 1,2 million requests for information via the Internet. About 50% of all Israeli families have the ability to use online communications to access National government sites. We have already about 1.5 million users.

ACCESSIBILITY is already possible to the public to receive forms from many offices For example, Internal Revenue; Customs, Social Security; Civil Service applications for government jobs. There are over 500 forms available via the Internet. Signed forms still have to be delivered to the specific office as before.

However, with recent passage of the law for electronic signature (ES) recognition, the ability to send signed certain forms via the Internet will be implemented soon.

2.CONDUCTING PILOT PROJECTS IN THE FIELD OF ELECTRONIC PUBLIC CONSULTATION

The following pilot projects are now in the experience learning phase and will be implemented once the pilot has been termed successful.

Pilot I ;SMART CARDS: with the passing of the Electronic Signature Law (ESL), a pilot project was initiated recently in which 1000 citizens were chosen to participate in an experiment of using ES in their work with the government.

An inter-ministerial Committee representing various government offices will guide, supervise and be responsible to decide whether the experiment was successful and can be implemented for all government offices.

Each of the 1000 citizens will be issued a Smart Card, which includes his personal identification, and other needed authorized data. The holder of the SC will be able to draw forms via the Internet, fill the details ,sign it electronically and send it to the right official who

will check the forms validity, sign it electronically and acknowledge its acceptance or even its validity and approval of specific requests.

The 1000 people will have a Secured Mail Box(SMB). There will be an authorized agency that will issue permits to Certified Authorities (C.A.) and they in turn will issue SC, once the experiment was finished to the public, according to specified instructions.

Pilot 2- PAY- GOVERNMENT: In the process is a project, which will create a system for allowing the citizen to make payments to the government via the Internet. The system will include the acceptance of payments for taxes, for buying government publications and other payments for government services.

The project is a joint venture of all government offices and is coordinated by an inter-ministerial Committee, headed by a representative of the Accountant General Office.

The Committee includes also a representative of the Ministry of Justice in order to facilitate the changes needed in the laws and by-laws so that the Pay Government system can operate legally.

Pilot 3: SMART CARD PASSPORT: The experiment is already taking place, even though there are some security problems that have to be solved. This is a joint project with the European Union and is coordinated by one of the EC offices (EPOCH).

Pilot 4: GOVERNMENT INFORMATION GATEWAY: The Israel Government information portal enables one to search for Internet addresses of the various government sites; addresses of senior government officials and also to be able to draw information about government tender bids- from getting the tender dates for submission and the final winner.

3.Coordinating the pilots, Compiling results and Developing standards for online service.

B.1 Yes, the government has a policy, which will try to enable the public to enter and draw information and services via the Internet with the implementation of most sites online by the year 2004.

The Freedom of Information law passed by our Knesset (Parliament) requires the government to supply to the public all non secret information about its activities. All government offices must put in its sites an annual summery report and various reports issued by the office. All to be available via the Internet.

Parliament Site: the Knesset site includes all minutes of the Plenary and committees: there are discussion groups set according to subjects –the citizen can express his views on the subject and it will sent to the proper Committee or Member.

The Committee or Member is required to answer the citizen about the issue he raised. Questions are also submitted via this channel to the appropriate Minister so his office has to answer within a short time.

B 2. Yes ,The promotion of the use online services is done by the Internet Committee of the Government. It brings to the attention of the public to the possibilities of getting service online. It also brings to the attention of Members of the Knesset to the potential of using the Internet. This online service which is a tool that benefits all users and thus, having better government.

B 3.Yes, The Internet Committee of the Government coordinates all online activities in the administration. The policy is based on the idea of avoiding duplication and saving funds.

B 4. Yes, there is a central policy on online service delivery to the public. See above descriptions of various activities. The Internet Committee set standards on how to establish a government site, how to operate it and how the public can draw information from the site.

One can find more information at the following address: WWW.itpolicy.gov.il

The control of the budget enables the government to supervise the implementation of the policy.

C. 1 Yes, The Internet Committee steers the implementation of online services by issuing standards and help in establishing online services and lectures and seminars have been and are given.

C. 2 Yes, there are guidelines –(see explanations in B1 and C1). Even though we have laws, by-laws and written procedures requiring giving service to the public, the implementation is done not by trying to enforce the law, but rather by education and training of the civil servants and also the public.

C.3 Yes, see above for standardization. Furthermore, the Ministry of Finance has undertook to run a national project called TEHILA. This project objective is to supply all government employees with a secure Internet connection. This will enable a secure connection between government offices and also allows the public to draw information and prevent any attempt to enter illegally the system. The project is operated and protected by a government secured Internet service provider.

4. Formally adjusting the policy process making changes in institutions and legislation

D.1 Yes, on the national level, adjustments of the policy process are taking place and changes of legislation and some institutional changes have already been made. However, in order to implement better on line services, further legislation is needed and they are in the “pipeline”. The most important reason for establishing on line services is to give the public better government service, while trying to do it at a lower cost, if possible, than at present.

D.2 Yes, a national government Internet infrastructure system was established and in operation. It already enables to give better secured service to the citizen as well as the administration.

D.3 Yes, see above–new laws and by- laws have enabled to establish concrete processes so that e-government is already in the implementation stages. The target for reaching e-government, in our democracy, and thus e-democracy will be reached by 2004-5.

Summary

The information stated above, is an attempt to describe, in short, the work done by the Administration in implementing on line services to the public.

NOTE; any further information can be reached by entering the various Israel Government sites, whose addresses can be found as follows; info.gov.il or www.itpolicy.gov.il

It is predicted that the expansion of the use of online services will increase with the growth of Internet use by more and more people. Big economic interests –banks, insurance companies and hi-tech groups – are already encouraging the use of the Internet for online services. The use of the private sector, it is already influencing the public to use more and more on line government services. It is hoped that by 2004 – 2005 the objective will be reached –having e-government.

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