HELLENIC REPUBLIC
Ministry of Digital Governance

5th National Action Plan

2023-2025

Introduction

Open Government has always been a priority of the Ministry of Digital Governance and the Secretariat General of Digital Governance and Procedures. Transparency, participation and accountability are fundamental principles for the formulation and implementation of public policy. Among other things, proof of the adoption of the principles and values of Open Government is the fact that Open and Participatory Government is a strategic choice in the "Digital Transformation Bible 2020-2025" as a horizontal intervention with specific actions and projects.

In this context, the active participation of Greece in the international cooperative initiative of the Open Government Partnership (OGP https://www.opengovpartnership.org/) is included, by preparing and implementing National Action Plans for Open Government (https://www.opengovpartnership.org/members/greece/).

Open Governance in Greece today

In the context of open governance, transparency, accountability and anti-corruption policy applications, numerous regulatory and operational actions have taken place in the country (indicative: "Regulation of the Activity of Exercising Influence on State Institutional Bodies", (law 4829/2021) as well as the necessary implementing Ministerial Decisions GGADTT 271/7073 (Β΄2293/2022), 246/6415 (Β΄2101/2022), 298/8056 (Β΄2604/2022), 196/5471 (Β΄1751/2022) and 208/ 5827 (Β΄2058/2022), "Protection of volunteering, strengthening of the action of Civil Society, tax incentives for the strengthening of the beneficial action of Civil Society Organizations (CSOs) and other provisions" which establishes a single framework for the operation of CSOs (law

4873/2021), "Regulation of special issues regarding the observance and registration process in the Central Register of Beneficial Owners of articles 20 and 21 of law 4557/2018" and its implementation by the Ministry of Digital Governance at https://www.gsis.gr/polites-epiheiriseis/epiheiriseis/mitroo-pragmatikon-dikaioyhon, redesign of the national open data portal and Diavgeia Program website), as well as European and international initiatives, practices and guidelines (indicative: participation in the US President's Democracy Initiative, conducted by the OECD - in collaboration with the Secretariat General of Trade and the National Public Procurement Authority - of an evaluation of the national procurement system applying the MAPS Methodology, cooperation with organizations and experts from Norway, the Czech Republic, Cyprus for the homogenization and interoperability of high-value open datasets) .

At the same time, Greece has successfully completed most of the commitments of the 4th OGP National Action Plan as reflected on the website https://opengovmonitor.gr/ (https://opengovmonitor.gr/4o_ethinko_sxedio_drashs/) which was originally developed to monitor the course of implementation of the country's commitments.

Initiation of planning of the 5th OGP National Action Plan

Greece participates in the OGP through the cooperation of representatives of the government, civil society, and businesses. The prominent importance of this cooperation but also of the further promotion of accountability, transparency and open governance in general became particularly evident already with the introduction of the 5th National Action Plan as a distinct commitment of the Secretariat General of Digital Governance and Procedures of the Ministry of Digital Governance in the National Strategic Plan for the Fight against Corruption (ESSKD) 2022-2025 designed

by the National Transparency Authority in cooperation with public bodies and having the approval of the Council of Ministers at the end of 2021.

To support participation in the OGP, the Secretariat General of Digital Governance and Procedures of the Ministry of Digital Governance in the summer of 2022, after working with an informal group of experts since already the spring of 2022 with the participation of public sector executives and representatives of other bodies and organizations of Civil Society, took the initiative to create a working group (Focus Group) for the collaborative preparation of the upcoming 5th National Action Plan 2023 - 2025 in a way that it will bring substantial added value in the field of Open Government.

Simultaneously with the creation of the Focus Group, in collaboration with the group of experts, a National OGP Website was created for the first time (transformation, redesign and enrichment of the original website https://opengovmonitor.gr/) using open software that was appropriately conformed by EL/LAK. The website contains detailed material about the actions of the 5th National Action Plan, useful information and a single point of contact for comments and suggestions. The aim of the website is to function as a multi-stakeholders' common space of public bodies and civil society for open participation in the formulation and implementation of National Action Plans based on the values of transparency, participation, accountability as well as the innovative use of information and communication technologies to promote these values.

Creation of a Focus Group for the preparation of the 5th National Action Plan

The operation and composition of the Focus Group (FG) was discussed with the informal group of experts on Open Government issues which, in an open and democratic way, proposed bodies from the State, think tanks, Civil Society organizations and business representatives. Following an invitation of the General Secretary of Digital Governance and Procedures, based on the results of an open vote on the proposals of the informal group of experts, and in addition to the executives of the competent Department of Open Governance and Transparency and the OGP National Point of Contact, at the Focus Group were invited to participate: the Secretariat General for Coordination of the Presidency of the Government, the National Network of Technology and Research Infrastructures - EDYTE SA. (GRNET), as well as other bodies and organizations such as the Central Union of Municipalities of Greece - KEDE, the Open Technologies Organization EL/LAK (GFOSS), Solidarity Now, the Association of Businesses and Industries - SEV and Transparency International Greece. Significant European experience was added to the work of the FG by the executives of Expertise France who also participated.

The objectives of the FG are:

● The drafting and submission of the National Action Plan for Open Government, in accordance with the Charter of the OGP Open Government Initiative and the applicable guidelines as well as the possible update of the Plan with new commitments,

● Participation in the planning of publicity and education actions and cooperation with public and private sector bodies and their support for the promotion of open governance, especially those who have undertaken commitments within the framework of the National Action Plan,

● The cooperation, interaction and consultation with bodies of the public sector, the business sector, Civil Society, with University Institutions and Research Bodies of Greece and abroad and with National and International Organisations, Bodies and Authorities on issues of open governance and anti-corruption,

● Regular information and cooperation with the competent administrative unit of the Ministry of Digital Governance as well as with the National OGP Representative for the fulfillment of the country's obligations towards the Open Government Initiative,

● Participation in regular and occasional meetings,

● The definition of informal working subgroups.

In the opening meetings of the FG, for the exchange of expertise and the sharing of knowledge and ideas among others, the head of the National Researcher team of the Independent Reporting Mechanism (IRM) of the OGP for the Planning Report of the 4th National Action Plan 2019 -2021 for Greece participated. The FG focused on issues related to the operation of the common space for the co-configuration of the 5th NAP as well as the schedule of the required actions and steps posted on the common space (https://opengovmonitor.gr/). In the first meetings, the requests of Civil Society organizations were recorded, the initial Thematic Categories/priorities were proposed, which were recognized through open and collaborative processes, as representative of the achievement of the goals of the new national action plan:

a) Transparency and Accountability,

b) Combating Corruption,

c) Access to Information - Open Data,

d) Public Participation and

e) Services to Citizens and Businesses.

Based on these, the individual commitments of the country in the 5th NAP were developed and the issues of updating the timetable and its preparation procedures were discussed. This was followed by the process of collecting proposals/commitments from public bodies (Ministries, General Secretariats, Public Organizations) aiming for their active involvement in the process of formulating the commitments that concern them and will be included in the 5th NAP. More general procedural issues were also discussed, as well as the criteria that highlighted those proposals that, on one hand, are mature for implementation and, on the other hand, effectively contribute to the goals of open government. In this context, the required steps for the preparation of the 5th NAP were also specified.

The following meetings included topics such as the updated work-plan, the proposals of the Ministries and Public Agencies in the 5th NAP as well as the participation of the FG members in the upcoming Workshop on Open Government on November 03, 2022, which took place in the context of the 12th Hellenic e-Government forum.

At the same time, within the operational framework of the FG, an Open Call for collaborative planning was published on https://opengovmonitor.gr/ to all interested parties from the public sector, civil society, the business community as well as academic and research institutions, with the aim of actively participating in the process of collaborative creation of the 5th NAP.

Creation of a common space for the collaborative formulation of the 5th National Action Plan

The creation of a common space for the collaborative formulation of action plans by the countries participating in the OGP initiative is not only a good practice but also a standard of the OGP. In order to monitor the implementation of the 4th NAP, as well as the needs for the collaborative creation of the 5th NAP, https://opengovmonitor.gr/ was developed in collaboration with EL/LAK, which is the Central Website for Greece's participation in the OGP.

The goal of the Central Website is to act as a common space for public bodies and civil society for open participation in the formulation and implementation of National Action Plans based on the values of transparency, participation, accountability as well as the innovative use of IT and communication technologies for the promotion of these values.

At https://opengovmonitor.gr/ are already uploaded: general information about the OGP, the previous NAPs of the country, the development and monitoring data of the implementation of the 4th NAP, the timetable, project plan and preparation steps of the 5th NAP, announcements, invitations to participation in collaborative actions, Focus Group work results and other useful material.

Gathering and Evaluation of Proposals from Public Bodies: Realization of the 1st Open Government Workshop

The Secretariat General of Digital Governance and Procedures, having a coordinating role, invited the competent bodies in the thematic categories that were decided

collaboratively within the framework of the FG operation, in order for them to submit specialized proposals for commitments with specific milestones. These proposals were the subject of a wider consultation with all stakeholders, which after the process of collaborative formulation were included in the new action plan. The Agencies responded in their entirety by gradually sending proposals until the end of October 2022. The proposed commitments were grouped by officials of the Open Governance and Transparency Department based on the thematic categories of the 5th NAP and then presented to the Focus Group and, after that, at the 1st Workshop on Open Governance held on November 03, 2022. The workshop provided the opportunity for delegates from different areas to be informed about this initiative and to actively participate in the discussions on the collaborative formation of the National Action Plan by providing ideas for further specialization of the proposals such as e.g. for the evaluation of the provision of public services, but also for new possibilities such as the collaborative formulation of the budget in an open and participative manner in selected bodies of the local government.

Key points of the workshop at the 12th eGovernment forum

At the 1st Workshop for Open Government opening remarks and keynotes were addressed by Mr. Leonidas Christopoulos, Secretary General of Digital Governance and Procedures of the Ministry of Digital Governance, Ms. Vivi Charalambogianni, Secretary General of Public Sector Human Resources of the Ministry of Interior and Mr. Panos Alexandris, Secretary General of Justice and Human Rights of the Ministry of Justice. Points for further discussion were also addressed by representatives of political parties.

During their introductory statements, the speakers referred to the role of consultation and emphasized that Open Government is a government priority and a matter of both

development and transparency. The critical role of open governance and its integration into a multitude of policies was highlighted. Finally, it was underlined that the values and objectives of Open Government are openness, participation and accountability, values that constitute fundamental principles for the formulation and implementation of national policies and that none of these principles have ceased to be relevant today.

In the second part of the workshop, an open dialogue followed, where interventions were made by executives of public bodies, bodies of the business community and Civil Society organizations. In particular, the basic principles of collaborative planning and implementation followed in the 5th National Action Plan were discussed, while the thematic sections and initial, proposed commitments for open dialogue were presented. Finally, issues of accountability and evaluation of the Public Sector executives were discussed, while reference was made to the possible connection of the commitment proposals to the OGP with the annual plans and strategic planning actions of each organization provided for in Law 4622/19. In this context, the support of Government officials and executives from the Hellenic Parliament was important to provide the required clarifications regarding the commitments.

Open Call for collaborative planning of the 5th ESA

At https://opengovmonitor.gr/ an open call for collaborative planning for the preparation of the upcoming 5th NAP was posted.

The invitation included a series of criteria that interested parties were asked to bear in mind when drafting and submitting potential commitment proposals, either concerning an expansion of the proposals already registered for selection by the self-

committing agencies or new proposals, different to those already registered. The criteria had as their main objective the compliance with basic requirements for the proposed commitments such as:

• ensuring sustainability, participatory design and implementation,

• the substantial impact on the public and private sectors as well as on the daily life of citizens,

• promoting research projects and

• considering the National and European Union legislative framework as well as relevant guidelines of international organizations and bodies.

The Open Call form was available for the whole of November 2022 for one or more thematic sections and other issues. The initial list of thematic sections was enriched with the suggestions of the participants thus arriving to the commitments that were included and amended - updated the 5th NAP. This list was formed collaboratively within the framework of the operation of the FG as well as the proposals of public bodies, with respect to the principles of the Open Government declaration as expressed by the Digital Transformation Bible and the OGP initiative.

The possibility of participation in this way was also presented at the 1st Workshop on Open Government held as part of the 12th eGovernment Forum.

Meetings of Sub-Working Groups

A) Sub-Working Group on Anti-Corruption, Transparency and Accountability

Given the importance and the need to further specify some commitments by the competent authorities, two main sub-group meetings were held. Specifically, on

November 18, 2022, the meeting of the working sub-group for the thematic section "Fighting Corruption, Transparency and Accountability" took place. In addition to the members of the FG, representatives from the National Transparency Authority (NDA), the Hellenic Parliament and the Ministry of the Interior, all those who had expressed an interest in this topic on the website https://opengovmonitor.gr/ were invited to the meeting. During the meeting, the relevant bodies presented their commitments, and the views of all participants were discussed. Particular interest arose in the commitments concerning:

a) the "Development of a platform for the evaluation of the Quality of Public Services Provided by Citizens" by the Ministry of the Interior,

b) the "Whistleblowing Platform in accordance with Directive (EU) 2019/1937" and

c) the "Activity of exerting influence on institutional bodies of the state (lobbying)" which were extensively presented by the EAD.

In addition, on the sidelines of the meeting, Transparency International Greece presented an initiative regarding the transparency of military procurement programs. However, due to the required time for maturing the initiative and engaging the competent authorities, it was decided that this could be part of a subsequent NAP.

Briefly, regarding the above three commitments, it is deemed necessary to mention the following:

a) The commitment for the "Development of a platform for the evaluation of the Quality of Public Services Provided by Citizens", which will be implemented by the Ministry of the Interior, is called to resolve long due problems of the Public Administration such as the complexity of the current institutional and regulatory

framework with the frequent changes and modifications as well as the mismanagement and red tape of the bureaucratic model of the Greek public administration. At the same time, the fragmentation of responsibilities at the four levels of administration (central, decentralized, regional, local), the absence of a set of uniform rules for the procedures for delimiting responsibilities and defining institutions with relevant responsibilities, combined with the lack, until now, of digital tools in scope of the evaluation, makes the need to implement the commitment absolutely imperative.

b) The second commitment, with the aim of creating and designing a "Whistleblowing Platform" which was presented by the National Transparency Authority (EAD) and will be designed in accordance with the requirements of Directive (EU) 2019/1937, aspires to resolve the problematic - to date - process of submitting anonymous complaints to EAD. EAD accepts anonymous and named complaints, which are submitted on its official website. However, in the case of anonymous complaints, there is no possibility for the Inspector-Controller handling the case to contact the complainant.

In the relevant commitment proposal, which is worth noting that it was a long-standing request from civil society organizations in recent years, the new electronic whistleblowing platform, which will be an online system for receiving and managing reports and is designed to enable every employee in the private sector or public organization to report illegal behavior and practices anonymously, securely and confidentially, is included. Upon completion of the report, the employee will be given the opportunity, through a unique 16-digit code, to anonymously monitor the progress of his report. The main goal is to strengthen the level of protection of public interest witnesses, while further institutional shielding of transparency and integrity is sought.

c) The third commitment aimed at "Activity of exerting influence on state institutional bodies (lobbying)" which was presented by EAD, aims to ensure integrity and transparency when exercising influence activities and to establish rules that will govern the activities of influencing the political decisions of the institutional bodies, as well as the creation of a transparency register. The Transparency Register will function as an electronic database and will record data and information about the influence activities carried out by interest representatives ("lobbyists") with the aim of influencing the decision-making of institutional bodies. It aims to strengthen transparency in decision-making in the public sector, as the information registered in it is publicly accessible to citizens, who can be informed about the persons that exercise influence and the way, time and purpose for which communications are held with public officials.

According to the initial proposals that stakeholders collaboratively formulated in July 2022, this commitment includes high-priority deliverables for Civil Society.

B) Working Sub-group for Local Government

On November 25, 2022, the meeting of the working group for Local Government was held together with all those who expressed an interest in participating in order to draw up commitments for Open Governance on behalf of the Local Government. The meeting was attended by representatives of Municipalities and Crowdpolicy L.C., which, by providing free Open Software solutions to Municipalities, will enable the implementation of participatory planning and Open Governance actions. The Municipalities participate with commitments in the 5th NAP considering that the proposed actions, supplementary to the element of specific local interest, must have a prospect of being spread to other Local Government authorities.

Other proposed commitments in the 5th NAP

In a wider context, bodies with significant activity and notable initiatives expressed interest in order to contribute to the preparation of the 5th National Action Plan. Among them is the Academy of Athens, which will contribute to collaborative implementation of actions in the thematic categories "Natural Resources" and "Access to Information". Its proposal includes making High Value Datasets open and available from its collection in areas of cultural and scientific interest. The action includes the organization, documentation, digitization, management and promotion of the cultural and scientific content. Digitization and documentation are of central cultural importance, as this will enable its relevant records to be rescued, exploited and displayed. In the same area of access to information, the commitments of the National Meteorological Agency, which will provide dynamic and static data open to use, as well as those of the Hellenic Cadastre, are considered equally important.

In addition, the National Center for Public Administration and Local Government (EKDDA) has already undertaken and will continue to support the organization of Innovative Workshops, with the aim of forming a single methodological standard for the management and distribution of Open Data. At the same time, an action plan is prepared for the acquisition of knowledge by the policy makers and the executives of Public Administration on the basic principles of Open Governance as well as on the values of the participation of the civil society in the whole cycle of planning and implementation of public policies, and skills of implementing policies. The action will be designed in a collaborative way through training programs.

At the same time, proposals for commitments are included with the aim of strengthening participation through collaborations, action plans, knowledge sharing, exchange of know-how and good practices between the Public Sector, the Private

Sector and Civil Society to upgrade digital skills at local, regional and national level. The main objective is the dissemination of knowledge and further promotion of the necessary culture and ways of collaborative planning, targeting the implementation of open governance actions. For example, under the responsibility of the Directorate General for Digital Governance, the main pillar of digital skills policies is based on the Participatory Governance Model of the National Coalition for Digital Skills and Employment. At the same time, an attempt is being made to create a community of practice with all stakeholders for the National Interoperability Framework which can also support open solutions, open software and open source. Hence, the cooperative formation of these can ensure open systems and solutions and has an impact on a multitude of processes at the technical, operational and administrative levels. All the above will be supported by the aforementioned innovative workshops and training programs as well as actions such as that of the 12th eGovernment forum.

The goal of the aforementioned training and education activities, combined with the operation of the website https://opengovmonitor.gr/, constitutes the creation of a multi-functional and multi-stakeholder open space for dialogue (MultiStakeholders' Forum - MSF) with rules, as a starting point for effective planning and the implementation of sustainable open governance actions.

Finally, in the context of the new proposed guidelines of the OGP for Parliamentary Participation, the Hellenic Parliament participates, making commitments concerning:

• the rapid and most concrete information of the public regarding the parliamentary procedures and the activities of the MPs,

• facilitating the monitoring of parliamentary activity,

• increasing public outreach,

• strengthening the overall transparency of the legislative process and

• better and faster access to information about the legislative process and the initiatives undertaken by the agencies of the Parliament and the Foundation of the Hellenic Parliament for Parliamentarism and Democracy.

In any case, it is pointed out that the proposed commitments have milestones close to the duration of the 5th NAP (January 2023 to December 2024) on one hand so that the assessment of their achievement would be realistic and on the other so that they would be complete. For this reason, there was a special discussion in which concerns were raised about the commitments concerning the implementation of large information systems or tools, whose implementation time (from design to operation) most often exceeds two years.

Final steps

The Draft of the 5th National Action Plan was uploaded for official public open consultation on the website for posting Draft Laws and Regulatory Acts that are open for public consultation http://www.opengov.gr/home/ on December 1, 2022 for 19 days, longer than the standard period based on the provisions of the public consultation procedure for Draft Laws established by article 61 of Law 4622/2019, "Staff State: organization, operation and transparency of the Government, government bodies and central public administration", (A΄ 133), with the cooperation of the competent authorities of the Secretariat General of Legal and Parliamentary Affairs at the Presidency of the Government and the support of the General Secretary of Legal and Parliamentary Affairs of the Presidency of the Government. After taking into consideration all comments and observations raised during the open consultation process, the 5th National Plan for Open Government in the context of Greece's participation in the OGP was finalized at the end of December 2022.

All of the observations recorded in the open consultation areas and through multiple channels (focus group meetings, 1st Workshop for Open Governance, https://opengovmonitor.gr/, http://www.opengov.gr/home/), but also from communications with the competent Departments of the Ministry of Digital Governance were taken into account by the competent implementing public sector bodies and were either integrated into the 5th NAP or remain as points for possible further investigation, collaborative planning and participatory implementation in subsequent OGP National Action Plans since, after all, in the majority of them, they are established guidelines of the open governance policy that the Ministry has been following over time.

The proposed commitments, as a result of the above mentioned open collaborative planning process, serve the national policy priorities as expressed by the Digital Transformation Bible, the needs of citizens and businesses and the proposed directions from the OGP in a coherent, implementable, sustainable and structured 5th National Action Plan that will strengthen Greece's participation in the OGP.

On the occasion of the new National Action Plan, another opportunity is given to activate a space for consultation and cooperation with Civil Society for its substantial participation in monitoring the implementation of commitments undertaken in the framework of the open governance policy. The experience of important events such as the 12th e-Government forum and international practices and collaborations can contribute and accelerate the collaborative formation of policies, digital governance services, but also contribute in general to the participatory Digital Transformation of our country.

The participative space for public, open, transparent dialogue that began to take shape with all of the above actions for the first time in our country will continue to

remain available (https://opengovmonitor.gr/, opendata@mindigital.gr, https://www.opengovpartnership.org/members/greece/) to strengthen and empower effective partnerships, based on fundamental values and democratic principles for all citizens. The goal remains common: the development of mutual relationships of trust in a transparent way and without political expediency between the stakeholders, the collaborative planning of commitment proposals with clear responsibilities and with transparent and documented procedures and the implementation of sustainable actions with documented and measurable high value benefits of great impact for the society supported by all those who desire to do so.

The Minister of State and Digital

Governance

and OGP National Representative

Kyriakos Pierrakakis

The Secretary General of Digital

Governance and Procedures

Leonidas Christopoulos

The Editorial Team

Kallithea, December 2022

The Editorial Team of the 5th OGP National Action Plan consists of current and former officials of the relevant Department of Open Government and Transparency, the Directorate of Electronic Government, the General Directorate of Digital Government, the Secretariat General of Digital Governance and Procedures, the Ministry of Digital Governance who, with the coordination of the National Point of Contact for OGP as well as the support and guidance of the Secretary General for Digital Governance, shaped this National Action Plan.

The Editorial Team would like to thank:

a) Representatives of the organizations that participated in the Focus Group,

b) Executives of Public bodies committed to the implementation of actions,

c) Interested members from Civil Society who participated during both the collaborative formulation and the consultation of the action plan.

All of the above contributed significantly with ideas, suggestions and comments for the drafting of the 5th OGP NAP.

Contents

5TH NATIONAL ACTION PLAN OGP COMMITMENTS

Academy of Athens

Innovative Actions for the utilization and promotion of the Cultural and Scientific Archives of the Academy of Athens

Country	Greece
Number and Name of the Commitment	Innovative Actions for the utilization and promotion of the Cultural and Scientific Archives of the Academy of Athens
Brief Description of the Commitment	The Academy of Athens intends to contribute to the collaborative preparation of the 5th National Action Plan for Greece's participation in the Open Government Partnership, in the OGP themes "Natural Resources" and "Access to Information". In this context, the Academy of Athens proposes the following mature action concerning, among other things, the availability of High Value open data from the Academy's collections in areas of cultural and scientific interest. This specific action is part of Invitation 118 "Creation, Promotion and Utilization of Digital Cultural Stock" of the Ministry of Development and Investments" and concerns the organization, documentation, digitization, management and promotion of the cultural and scientific content available to the Academy of Athens. The digitization and documentation are of central cultural importance, as in this way it will be possible to rescue, exploit and display the relevant archives of the Academy of Athens.
Commitment Lead	Academy of Athens

Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	Open access to the archives of the Academy of Athens to assist governmental stakeholders and decision makers	Open Access to the information for the public and research stakeholders	

Period Covered	

Problem Definition

1. What problem does the commitment aim to address?
Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?

The objective of the act is the organization, documentation, digitization, management and promotion of the cultural and scientific content available to the Academy of Athens. The already existing digitized and documented material is relatively limited. Therefore, the digitization and documentation of all the centers of the Academy of Athens is of central scientific and cultural importance. In this way it will be possible to rescue, utilize and display the relevant archives held by the Academy.

2. What are the causes of the problem?
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

The limited digitization of the archives belonging to the Academy of Athens is mainly due to the lack of sufficient funding until now for supporting relative actions.

Commitment Description

1. What has been done so far to solve the problem?
What solutions were made available for this problem in previous years? How successful have they been?

Earlier efforts at limited scale have been made for different Research Centers of the Academy of Athens.

However, the vast wealth of the Academy collections requires more coordinated action.

2. What solution are you proposing?
What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The Innovative Actions for the utilization and promotion of the Cultural and Scientific Archives of the Academy of Athens concern the development of electronic services and applications of augmented and virtual reality with the aim of making the material available to specialists as well as to the public. The central objective of the act is to maximize the extroversion, the educational role, and the social contribution of the Academy of Athens. It concerns the digitization of mobile monuments of important cultural heritage of the various departments, such as the Library, the Research Center for Atmospheric Physics and Climatology, the Hellenic Folklore Research Center, the Research Center for Modern Greek Dialects and Idioms and the Center Research of Antiquity.

3. What results do we want to achieve by implementing this commitment? *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?*	
The produced material and related databases will be able to support international content sharing services, while the entire cultural stock will be sent for deposit at http://www.openarchives.gr/ and http://www.searchculture. gr/ which is the largest online search and navigation portal for reputable Greek digital science and culture content. The act contributes to increase the awareness of the general public in relation to the collections and data of the Academy of Athens and to promote the use of accessible material and related metadata for innovative purposes in full respect of intellectual property rights.	

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The Innovative Actions for the utilization and promotion of the Cultural and Scientific Archives of the Academy of Athens contributes to the development of digital applications in the field of culture and science so that there is access to information of historical and scientific interest including open data of e-culture, digital libraries, e-content and historical records. The use of all applications will be provided free of charge.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	N/A
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The Action will improve citizen participation in different categories of beneficiaries. Visitors of general interest will be informed about the history of the Academy, its Centers, the Library and will identify within the exhibition similarities or differences with their own local tradition or origin. Children and school groups will locate in the entire collection elements and knowledge they already learned at school, while gaining some additional knowledge through an entertaining and informative environment. Donors of the Academy will feel proud and emotionally involved in their country's history and history-making, since their donation will play an important role in documenting or enriching the historical narrative. Tourists of special interest (specialists, students, etc.) will be able to locate the scientific information necessary for them within the entire collection.

	Foreign visitors in general, will be able to approach a piece of Greek history through the repository.		

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** (per Milestone) *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date:** (for all actions) 31/12/2023	**Stakeholders** (for all actions) **Lead**: Academy of Athens **Supporting Stakeholders**: Government, Public, Scientific Community, Private Sector
Open Access to data at the Library of the Academy of Athens	The digitization and documentation of books (15,000 pages) of the Academy of Athens include: Publications of the Academy approximately 30 books as well as 70 books from the AA collection, digitization, recording and documentation of the Archives: Roidis, Andreadis, Papadopoulos, Stergiopoulos, Rota, Korai, Stamouli (Thracian), digitization and documentation of the Academy's own architectural plans, digitization and documentation of maps, digitization of Palaiologos Chrysobulon, 3D scanning and documentation of 5 statues for use within applications, virtual tour and augmented reality applications (e.g. application for tablet use with Kostis Palamas in the office) etc.		
Open Access data at the Research Center for Atmospheric Physics and Climatology	Digitization of the archives of the Atmospheric Physics and Climatology Research Center of the Academy of Athens. Examples include the design of the Center's specialized website, the development of an interactive cartographic atlas and chronology, with the changes over time in atmospheric and climatic measurements, the documentation of records of the previous century from the Stations of Andros, Naxos, Skopelos, Milos, Thira, Syros and Crete, the digitization and documentation of monthly observations from 19th and 20th century as well as manuscripts, writings and observations of the late D. Aeginitis and H. Mariolopoulos and of travelers who traveled to the eastern Mediterranean and recorded atmospheric and climatic measurements in the previous centuries.		
Open Access data at the Hellenic Folklore Research Center	Provision of open data of folklore and ethnographic material from all over Greece, originating from the digitization of the Archives and Collections of the Research Center of Greek Folklore of the Academy of Athens: Digitization-documentation of the Manuscript Archive, development of new catalog and management system for the Manuscript Archive (approx. 5,500 records), digitization and documentation of film recordings on moving image cassettes VHS,		

	mini cassettes and mini DVDs, digitization, documentation, philological curation of archives of proverbs and folk traditions (narratives), digitization (photography) and documentation of museum collection, transfer of existing digitized archives and thematic repositories to G-Cloud, digital chronology application with the life and work of Nikolaos Politis, etc.
Open Access to data at the Research Center for Modern Greek Dialects and Idioms	Digitization of the archive of manuscript collections of dialectal data, which constitutes the largest dialectical archive in Greece, and contains unknown and valuable linguistic material from all regions of the Greek-speaking world inside and outside of Greece, since the middle of the 19th century. Digitization of the audio archive of the Center, including recordings of live dialect speech from the 1960s. Annotation of the archive so that it can be accessed with advanced electronic search capabilities for any interested researcher of the Greek language.
Open Access to data at the Center Research of Antiquity	Design of the Center's website including 3 databases, different for each collection (TIR, CVA, CSIR), digitization of the data (texts, drawings, photographs) of the three collections, documentation and introduction to the databases, digital map of Greece connected to the databases with complete georeferencing / geocoding of their data (archaeological sites, objects, photographs, drawings, entries , comments).

Hellenic Parliament

Commitment 1: Plenary & Committee Minutes

Country	Greece		
Number and Name of the Commitment	Commitment 1: Plenary & Committee Minutes		
Brief Description of the Commitment	*Upgrading the way the plenary and committee minutes are released and presented so as to provide faster and more complete information to the public as per the parliamentary process, the activity of the MPs and the legislative procedure.*		
Commitment Lead	Hellenic Parliament		
Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	N/A	*Comments submitted by users of the Parliament's Website have been taken into account and will be addressed in the context of the upgrade.*	N/A
Period Covered	2022-2023		

Problem Definition
1. **What problem does the commitment aim to address?**
The commitment aims to address a chronic problem pertaining to the lack of proper indexing (subject, speaker etc) of the minutes of the Committees as well as the format of their storage that made the relevant information difficult to access. This also hindered the proper interconnection of the Committee minutes with the rest of the Parliament's legislative archive (Plenary minutes, legislation etc).
2. **What are the causes of the problem?**
The root cause of the problem is that different services following different methods were responsible for releasing the minutes of the Plenary and the Committees. As a result the Committee minutes were not properly indexed.

Commitment Description

1. What has been done so far to solve the problem?	
The issue hadn't been tackled previously.	
2. What solution are you proposing?	
All indexing will take place by a single unit so as to guarantee homogeneity in the process. We also aim to introduce the Eurovoc thesaurus instead of our in-house thematic catalogue so as for indexing to follow internationally recognized standards. We aim to expand indexing to the Committee minutes. We aim to improve the interconnectivity between the various sections of the Parliament's legislative archive.	
3. What results do we want to achieve by implementing this commitment?	
Our main goal is to enhance the transparency of the parliamentary process by facilitating easier and more thorough access to the minutes of both the Plenary and the Committees. By linking the latter to the legislative output we also aim to offer in the near future the ability for interested parties to obtain all relevant information regarding the preparation, debate and vote of every legislative act through a one-stop-shop service.	

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency?	Minutes will be hereafter properly indexed according to subject, date and speaker making them easily retrievable via the website's search engine. Interested parties will be able thus to gain faster and easier access to the data regarding the work of the MPs, the debate inside the Committees etc.
2. How will the commitment help foster accountability?	Easy and thorough access to the Committee hearings, the Plenary and the legislative archive of the Parliament enhances public scrutiny over the MPs work and the quality of the legislative process and thus fosters accountability.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	N/A

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones	**Expected Outputs**	**Expected Completion Date**	**Stakeholders**
1. Completion of the app that will support the introduction of the	*1.Digital indexes in pdf and e-book form*	11/2022	

Eurovoc thesaurus into the Parliament's internal network.			30
2.Guideline for the way interested parties can access the Parliament's legislative archives.	*2.Guideline for the use of the Parliament's legislative archives.*	12/2022	**Stakeholders** (for all actions) **Lead**: Hellenic Parliament
3.Release of the minutes in both pdf and e-book form for easier access		1/2023	**Stakeholders** (for all actions) **Lead**: Hellenic Parliament

Commitment 2: Digital Profiles for MPs Legislative Activity

Country	Greece
Number and Name of the Commitment	Commitment 2: Digital Profiles for MPs Legislative Activity
Brief Description of the Commitment	*Creation of a dedicated section in the Parliament's portal where the public would be able to easily access all information pertinent to the MPs legislative activity through individual profiles. This will facilitate greater scrutiny of their parliamentary activity, increase public outreach and enhance the overall transparency of the legislative process.*
Commitment Lead	Hellenic Parliament

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
		Remarks by civil society organizations and users of the Parliament's portal have been taken into account.	

Period Covered	2023

Problem Definition
1. **What problem does the commitment aim to address?**
The commitment does not aim to address a specific problem but rather to enhance the transparency of the   legislative process and increase the public outreach and visibility of MPs work.
2. **What are the causes of the problem?**
Not applicable

Commitment Description
1. **What has been done so far to solve the problem?**
Not applicable

2. What solution are you proposing? *Not applicable*	
3. What results do we want to achieve by implementing this commitment? *The key output will be the creation of digital profiles for all the MPs that will incorporate all the currently scattered information about their parliamentary activities into a unified and functional environment.*	

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency?	*It will enhance the visibility and thus the public scrutiny of MPs' parliamentary activity*
2. How will the commitment help foster accountability?	*Greater transparency always enhances accountability*
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	*N/A*

Commitment Planning

(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
1.Completion of the digital profiles for the MPs	*1.Digital profiles of the MPs*	6/2023	**Lead**: Hellenic Parliament **Other Stakeholders**
2.Completion of data processing of MPs activities	2.Concentration and due processing (statistics, graphs, etc) of all the scattered information regarding the MPs' activities	11/2023	**Lead**: Hellenic Parliament **Other Stakeholders**

Commitment 3: Overhaul of the Parliament's Portal

Country	Greece
Number and Name of the Commitment	Commitment 3: Overhaul of the Parliament's Portal
Brief Description of the Commitment	*Complete overhaul of the Parliament's portal so as to incorporate new applications and a new interface that will improve user experience and enable easier and faster access to information regarding the legislative process, the activities of the MPs and the initiatives undertaken by the Parliament services or the Institute of the Hellenic Parliament.*
Commitment Lead	*Hellenic Parliament*

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
		Remarks by civil society organizations and users of the Parliament's portal have been taken into account.	

Period Covered	2023 - 2025

Problem Definition

1. **What problem does the commitment aim to address?**
   Parliament's public portal has limited functionality when accessed form various devices (e.g. mobile), presented information far from citizen centric, information retrieval isn't always easy.

2. **What are the causes of the problem?**
   Two main issues contribute to the problem. The public portal didn't adapt to the evolving technologies and the way it provides access to information isn't very intuitive.

Commitment Description

1. **What has been done so far to solve the problem?**
   Addition of functionality and interoperability improvements.

2. **What solution are you proposing?**
   By redesigning the portal towards responsiveness, optimizing its functionality, restructuring its content and completing its interoperability with other IT systems, we expect to address the whole problem.

3. What results do we want to achieve by implementing this commitment?

The aim is to offer fast and easier access to parliamentary services and in particular to information regarding the legislative process. A new interface, advanced search engines and better interconnectivity of the parliamentary archives are expected to make a significant contribution to that end.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency?	Minutes will be hereafter properly indexed according to subject, date and speaker making them easily retrievable via the website's search engine. Interested parties will be able thus to gain faster and easier access to the data regarding the work of the MPs, the debate inside the Committees etc.
2. How will the commitment help foster accountability?	Easy and thorough access to the Committee hearings, the Plenary and the legislative archive of the Parliament enhances public scrutiny over the MPs work and the quality of the legislative process and thus fosters accountability.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	N/A

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
1. Study on a new portal	*1. Completion of the study for the overhaul of Hellenic Parliament's portal*	2023	**Stakeholders** (for all actions) **Lead**: Hellenic Parliament
2. RFP	*2. Technical specs bulletin for procurement purposes*	2024	**Stakeholders** (for all actions) **Lead**: Hellenic Parliament

3. New Portal	*3. Completion of the overhaul of the portal*	2025	**Stakeholders**
			(for all actions)
			Lead: Hellenic Parliament

Moschato-Tayros Municipality

Actions to activate citizens' participation in the decision-making of the Municipality of Moschato - Tavros

Country	GREECE
Number and Name of the Commitment	Actions to activate citizens' participation in the decision-making of the Municipality of Moschato - Tavros
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* In order to make full use of the municipal Public Participation Platform, the Municipality will conduct 2 open public participation processes, where the opinion of the citizens will be requested and taken into account.
Commitment Lead	Mayor of Moschato-Tayros Municipality, Mr. Andreas Efthimiou

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
			For the successful completion of the aforementioned public participation processes, the Municipality will be supported by the private sector. Specifically, the company CROWDPOLICY DIGITAL PARTICIPATORY SERVICES IKE will provide (1) technical and operational support, as well as (2) dissemination and public information support for the upcoming consultations

Period Covered	2023-2024

Problem Definition
1. What problem does the commitment aim to address?

	Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?
	The Municipality of Moschato-Tavros has been equipped with an information system that provides the functionality of a Public Participation Platform. The commitment aims to fully utilize the possibilities provided by the platform to integrate participatory governance processes into the normal operation of the Municipality, based on a society of active citizens. The action is in line with "Goal 7: Upgrading Digital Capabilities in collaboration with Local Government", of the Digital Transformation Bible 2020-2025, of the Ministry of Digital Governance.
2.	**What are the causes of the problem?** *Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.*
	The Municipality of Moschato-Tavros has been equipped with an information system that provides the functionality of a Public Participation Platform. In order to fully exploit the participatory governance possibilities provided by the platform, it is required 1. The development of relevant know-how among its executives as well as 2. The development of the relevant culture of public consultation among citizens

Commitment Description	
1.	**What has been done so far to solve the problem?** *What solutions were made available for this problem in previous years? How successful have they been?* The Municipality of Moschato-Tavros has been equipped with a Public Consultation Platform information system and has held a small number of public consultations. However, public participation is limited.
2.	**What solution are you proposing?** *What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?* In order to increase public participation in the public deliberation processes held by the Municipality, the Municipality will be supported by relevant know-how held by the private sector. Specifically, the company CROWDPOLICY DIGITAL PARTICIPATORY SERVICES IKE will provide support (1) in matters of technical and operational support, as well as (2) in matters of dissemination and in informing the public about the upcoming deliberations
3.	**What results do we want to achieve by implementing this commitment?** *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?* By implementing this commitment, the Municipality aims: ● to improve the know-how of its executives regarding the conduct of public deliberations, ● to inform citizens about the possibilities of participatory governance provided by the modern digital tools with which the Municipality has been equipped, as well as

- to make citizens more aware of their participation in participatory decision-making on issues relevant to the commons within the Municipality.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The commitment will enable citizens to be informed and to participate in decision-making regarding municipal issues, raising judgments and questions that will be taken into account by the Municipality.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The commitment will help to strengthen accountability by informing citizens about the matters under deliberation, as well as by enabling citizens to participate in decision-making on municipal matters, raising judgments and questions that will be taken into account by the Municipality.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The public deliberation of decisions taken within the Municipality, enables citizens to be informed and co-determine the decision-making on the commons.

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
Conducting 1st public deliberation	Increase in citizen participation compared to the average participation of deliberations conducted until 12-31-2022	31-12-2023	**Lead**: Mayor of Moschato-Tayros Municipality, Mr. Andreas Efthimiou **Supporting Stakeholders**: For the successful completion of the aforementioned public participation processes, the Municipality will be supported by the private sector. Specifically, the company CROWDPOLICY DIGITAL PARTICIPATORY SERVICES IKE will provide (1) technical and operational support, as well as (2) dissemination and public information support for the upcoming consultations

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Conducting 2nd public deliberation	Increase in citizen participation compared to the average participation of deliberations conducted until 12-31-2023	31-12-2023	**Lead**: Mayor of Moschato-Tayros Municipality, Mr. Andreas Efthimiou
			Supporting Stakeholders:
			For the successful completion of the aforementioned public participation processes, the Municipality will be supported by the private sector. Specifically, the company CROWDPOLICY DIGITAL PARTICIPATORY SERVICES IKE will provide (1) technical and operational support, as well as (2) dissemination and public information support for the upcoming consultations

National transparency Authority

Development and upgrading of digital applications for monitoring the progress of disciplinary cases and producing statistical reports / «e-peitharxika»

Country	GREECE
Number and Name of the Commitment	Development and upgrading of digital applications for monitoring the progress of disciplinary cases and producing statistical reports / «e-peitharxika»
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* The e-peitharxika application will provide the capacity to monitor and track the progress of disciplinary cases from the investigation stage (preliminary examination and preliminary administrative examination procedures) and the proceedings before single member and collective disciplinary bodies (Boards of Directors and Disciplinary Boards), from the start of disciplinary proceedings to the final decision and its execution. The online application is developed by the National Transparency Authority (NTA) in cooperation with the Ministry of Interior (General Secretariat for Human Resources in the Public Sector) and managed by the NTA. The development of this application is part of the strategic planning of the NTA for digital transformation and the integration of new technologies in its business operations.
Commitment Lead	National transparency Authority

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	Ministry of Interior		*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been*

				previously engaged, mention how they will be engaged during and/or after the adoption of the plan.
Period Covered	Reporting data expected to be extracted from Q1 2023			

Problem Definition
1. **What problem does the commitment aim to address?**   *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?*   Both the NTA and the Ministry of Interior lack direct and accurate information on the cases pending before the Disciplinary Boards, in particular on the number of cases, the time they are pending, etc. Moreover, the NTA does not know the progress/conclusion of disciplinary proceedings initiated by Audit Reports, nor the number of pending appeals. A direct result of the above is the difficulty of extracting statistical data and consequently the obstruction of NTA to exercise effectively the full range of its competencies.   Furthermore, the lack of reliable data hinders the ability of the Ministry of Interior, to improve the relevant legal framework for the administration of disciplinary justice.
2. **What are the causes of the problem?**   *Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.*   An important factor is the absence of a central body that would gather all the relevant information in one place and thus have the ability to supervise, monitor, control and draw conclusions. In additions, the large number of cases brought upon single member or collective disciplinary bodies, of disciplinary preliminary proceedings and of appeals, hinders effective control and supervision of the development of each case, creating conditions which allow the differentiated application of the disciplinary law. Equally important is the fact that the relevant data are transported mainly in paper, which is a procedure that does not ensure that all the necessary information has been collected or that the relevant registries are immediately updated. At the same time the production of reports is particularly time-consuming. The situation is exacerbated further by the lack of available information that civil servants face on the proper conduct of their disciplinary duties, as they act

in their disciplinary capacity only for a limited period of time and in parallel with their regular official duties.

Commitment Description

1. **What has been done so far to solve the problem?**
What solutions were made available for this problem in previous years? How successful have they been?

Within the framework of the competences of the former Board of Inspectors and Auditors of Public Administration regarding the monitoring of disciplinary procedures, a special information system had been developed aiming to record the progress of disciplinary cases before a) the single disciplinary bodies and b) the Disciplinary Boards, where three specific data were recorded (number of pending cases, number of disciplinary decisions issued and number of employees who were subject to the penalty of permanent suspension). Given the institutional change brought about by the establishment of the NTA and its equipment with additional competences (submission of appeals against disciplinary decisions, extraction of statistics on disciplinary proceedings), it is possible to upgrade the operational capacity through the introduction of new tools and in particular the development of supporting IT infrastructure.

What solution are you proposing?

What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

Article 24 of Law No. 4807/2021 "Institutional framework for teleworking, provisions for human resources in the public sector and other urgent regulations" provides for the development of an application through which it will be possible to monitor and track the progress of the disciplinary procedure, as well as the outcome of disciplinary cases before single member disciplinary bodies and the Disciplinary Councils, at all stages of their progress, from the initiation of disciplinary proceedings (when an official is either called to disciplinary hearing or referred to a disciplinary board) to the adoption of the final decision and its execution, including preliminary examination and preliminary administrative examination procedures.

More specifically, the e-peitharxika electronic application includes five (5) subsystems in which all the necessary data for the systematic and immediate monitoring of the progress of:

1) preliminary examination procedures

2) preliminary administrative examination procedures

3) disciplinary proceedings of single-member bodies and Board of Directors

4) disciplinary proceedings of collective bodies (Disciplinary Boards and Management Boards) and disciplinary cases following the adoption of disciplinary decisions in the event of legal remedies (objections or appeals).

The e-peitharxika application brings a number of innovations:

- Systematic real-time monitoring from a single point of disciplinary proceedings and outcome of disciplinary cases before single member disciplinary bodies and disciplinary boards at all stages

- Ensuring full and undifferentiated application of disciplinary law by the competent disciplinary bodies

- Interoperability with the Human Resources Register of the Greek Public Administration

- Ability to extract and analyse data (Data Analysis and Data Mining) and cross-check data in real time for making informed decisions

- Extraction of useful statistical data for the information of all stakeholders in the context of transparency and public accountability

- The capacity of having credible and adequate date so as to take legislative or other initiatives to redesign the disciplinary procedures in order to make the disciplinary justice process more efficient and faster.

| 2. | **What results do we want to achieve by implementing this commitment?** |
| | *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?* |

Challenges that are addressed:

1. A sense of impunity (e.g. due to the statute of limitations)

2. Non-uniform application of disciplinary law (e.g. different penalties for the same offences)

3. Lack of information on the opening & closing of a case

4. Absence of information available in one central place regarding the operation of Disciplinary Boards (members, tenure, etc.)

Specific issues resolved:

1. Both the number of preliminary examination procedures and preliminary administrative examination procedures conducted and the time of their completion, as well as their final outcome (percentage of cases ending up in disciplinary proceedings or filed)

2.   For purely disciplinary proceedings before single member and collective disciplinary bodies, there will be data on:

- the usual disciplinary offences

- the penalties imposed

- the comparative treatment of disciplinary cases (e.g. similar disciplinary offences are punished with different penalties by different disciplinary bodies)

- the 'delinquency' of the services (in relation to the criminal offences and disciplinary offences for which officials are prosecuted)

- the enforcement of disciplinary decisions (penalties)

- cases of limitation periods and the causes of such periods

- the cases pending before the Disciplinary Boards, the time taken to deal with them and the reasons for delays.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The capacity to issue timely reports on the outcome of disciplinary cases will ensure the transparent function of the disciplinary bodies. In addition, the Ministry of Interior and the National Transparency Authority will be able to provide timely and accurate information when requested, either in the context of parliamentary scrutiny or by civil society organisations.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The upload of the data on all disciplinary cases on an electronic platform enhances the accountability of the competent bodies, as access to information and the monitoring of their actions becomes particularly easy. Disciplinary bodies (both single member and collective) will have the incentive to implement disciplinary procedures promptly and correctly is thus activated.

3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	N/A

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
Upload of sufficient data	The application is ready to produce reports. (No additional steps are needed)	28.2.2023	**Lead**: National Transparency Authority **Supporting Stakeholders** **Government** Ministry of Interior
Public availability of lists (dictionaries) used by the application (e.g. lists of courts, disciplinary boards, etc.	Utilization of the lists used by the application by the public.	31.3.2023	**Lead**: National Transparency Authority **Supporting Stakeholders** **Government** Ministry of Interior
Interoperability with the Human Resources Registry of the Greek State (https://hr.apografi.gov.gr)	More user-friendly and accurate access to status information.	30.9.2023	**Lead**: National Transparency Authority **Supporting Stakeholders** **Government** Ministry of Interior

Lobbying activity

Country	GREECE		
Number and Name of the Commitment	Lobbying activity		
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* This action aims to ensure integrity and transparency in lobbying and lay down rules which will govern influence activities in political decision-making, as well as the establishment of a transparency register. The Transparency Register will operate as an electronic database storing data and information on lobbying activities, i.e. the activities carried out by interest representatives with the objective to influence institutional decision-making. It aims to enhance transparency in public decision-making, as the information entered is publicly accessible to citizens, who can be informed of the persons exercising influence, the way, the time and the purpose for which they communicate with public officials.		
Commitment Lead	National transparency Authority		
Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	Ministry of Interior Ministry of Digital Governance		
Period Covered	In the framework of NACAP 2022-2025		

Problem Definition
1. **What problem does the commitment aim to address?** *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?*   Interest representatives meet with officials of the legislature or the executive in order to influence decisions and formulate policies. In these meetings, interest representatives try to promote the interests of their clients for a fee. For years the subjects of the meetings as well

as the meetings themselves have been unknown and this could lead to undue influence, unfair competition and capture of public policies to the detriment of the public interest and the effective functioning of democratic institutions.

2. **What are the causes of the problem?**
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.
The main cause of the problem is that lobbying activities are not recorded nor are they accessible to the public, resulting in a lack of information and transparency.

Commitment Description
1. **What has been done so far to solve the problem?**
What solutions were made available for this problem in previous years? How successful have they been?

1. Legal regulation of lobbying activities was first introduced by Law 4829/2021.
 	
2. Operation of the Transparency Register (December 2022).
 	
   2.1. Submission of an annual declaration by interest representatives to the Transparency Register
 	
   2.2. Accessibility of citizens to the Transparency Register data
 	
   2.3. Interoperability with TAXIS, GEMI, the National Criminal Records Portal
 	
3. Publication of the Code of Conduct (December 2022).
 	
4. Publication of Guidelines (December 2022).

2. **What solution are you proposing?**
What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?
With the adoption of Law 4829/2021, Greece introduced for the first time a regulatory framework for lobbying activities.

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Greece

The law forbids current members of the legislature and the executive and their spouses to act as interest representatives and at the same time, it restricts former members from engaging in lobbying consulting for a period of 18 months after leaving office. In addition, NGOs and professional organisations can be registered as interest representatives.

The law also stipulates that all interest representatives should register in the Transparency Register, in order to engage with members of the legislature and the executive . Both interest representatives and members of the legislature and the executive are required to submit a report of their activities on an annual basis, which will be available to the public. The Transparency Register is going to be operational by the end of November 2022.

Moreover, a Code of Conduct has been developed to bind registrants to act with integrity, transparency and avoid conflicts of interest, and a procedure was set regarding sanctions in case interest representatives don't act accordingly. Finally, the Supervisory Authority may impose sanctions in accordance with the relevant procedure in the event of a breach of the obligations arising from the above law.

3. What results do we want to achieve by implementing this commitment? *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?*	

The aim is to enhance legitimacy and integrity in the exercise of lobbying activities and to create a framework enabling stakeholders to contribute to decision-making by following specific statutory rules . At the same time, transparency and integrity in the exercise of lobbying activities allow citizens to be informed about these activities, thereby strengthening democratic principles, good governance and trust in the political system. Finally, a change in culture and behaviour is sought, taking into account the public interest.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	All data entered in the Transparency Register is open and accessible to all citizens. E.g. which interest representatives have contacted public officials and what was the subject of the meeting.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it*	Public officials as well interest representatives have the responsibility to record all lobbying activities, which will be publicly available, thus enhancing accountability. Furthermore, the role of the National Transparency Authority is to maintain and monitor the Transparency Register, and supervise lobbying

support transparent monitoring and evaluation systems?	activities in Greece, in order to foster corporate good governance, integrity and accountability, and achieve long–term value creation and sustainability. Each year the National Transparency Authority will prepare a report presenting statistics on the operation of the Transparency Register for the previous year.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	Through the Transparency Register, citizens will have access to the recorded data and will also be able to report any activity contrary to the law.

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
Transparency Register	(a) Publication of statistics by the Transparency Register (b) imposition of sanctions and publication of these sanctions in the Transparency Register (c) submission of an annual declaration by institutional bodies to the Transparency Register	within 2023 2023-2024 Until April 2023	Lead: National Transparency Authority <u>Supporting Stakeholders</u> Government Ministry of Interior, Ministry of Digital Governance
Recording of lobbying activities	Annual declarations by interest representatives and public officials.	January 2023, May 2023, January 2024, May 2024 and so on each year	Lead: National Transparency Authority <u>Supporting Stakeholders</u> Government Ministry of Interior, Ministry of Digital Governance

Whistleblowing Platform in accordance with Directive (EU) 2019/1937

Country	GREECE
Number and Name of the Commitment	Whistleblowing Platform in accordance with Directive (EU) 2019/1937
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* Through whistleblowing platform, employees in private and public bodies will be able to report breaches of EU law anonymously and without fear of retaliation.
Commitment Lead	National Transparency Authority

Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	Ministry of Digital Governance *Ministry of Interior* *Ministry of Justice* *Ministry of Labour & Social Affairs*		*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been previously engaged, mention how they will be engaged during and/or after the adoption of the plan.*
Period Covered	Transposition of European Directive (EU) 2019/1937

Problem Definition

1. **What problem does the commitment aim to address?**
   Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?

The commitment addresses the issue of secure and anonymous online reporting on breaches of Union law. Persons who work for a public or private organisation or are in contact with such an organisation in the context of their work-related activities are often the first to know about threats or harm to the public interest which arise in that context. By reporting breaches of Union law that are harmful to the public interest, such persons act as 'whistleblowers' and thereby play a key role in exposing and preventing such breaches and in safeguarding the welfare of society. It concerns employed persons in the public or private sector (employees, self-employed persons, shareholders and persons belonging

to the administrative, management or supervisory body of an undertaking, including non-executive members, as well as volunteers and paid or unpaid trainees).

2. What are the causes of the problem?
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

Potential whistleblowers are often discouraged from reporting their concerns or suspicions for fear of retaliation. In this context, the importance of ensuring a balanced and effective protection of whistleblowers is increasingly recognised both at EU and international level. Article 11 of law 4990/2022 (Government Gazette, Series I, No 210) provides that the National Transparency Authority, within its responsibilities as a national reporting channel, will maintain and manage the electronic system for external reporting (Whistleblowing). Through the online platform, employees in private and public bodies will be able to report anonymously safely and without fear of retaliation, illegal behaviours and practices taking place within the organisation that harm corporate reputation and lead to direct and indirect financial losses. Whistleblowing enhances integrity, accountability and trust within the organisation.

Commitment Description

1. What has been done so far to solve the problem?
What solutions were made available for this problem in previous years? How successful have they been?

The National Transparency Authority receives reports – either anonymous or named- submitted via its official website. However, in the case of anonymous reports, it is not possible for the case investigator to contact the reporting person. Law 4990/2022 transposes Directive (EU) 2019/1937which lays down the obligation to set out rules aimed at introducing common standards for the effective protection of whistleblowers. In accordance with a general principle of EU law, Member States are free to choose how to incorporate a directive into their national legislation. In this case, the directive was transposed through adoption of a formal law since there was no enabling basis for the adoption of a presidential decree or other regulatory act.

2. What solution are you proposing?

What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

Directive (EU) 2019/1937 sets the new rules at EU level on the protection of persons who report breaches of Union law. The transposition of the Directive into national law fills an important legislative gap that has existed so far.

Among other things, the Directive provides for safe, effective and widely available reporting channels and strong protection for whistleblowers, working both in the public and private sectors across the EU, from dismissal, relegation and other forms of retaliation.

Public and private bodies should develop practical guidelines and methodologies that allow and encourage people working in private and public bodies to report illegitimate and delinquent behaviours that come to their attention, without fear of retaliation.

A whistleblowing platform is an online system for receiving and managing reports, designed to enable any employee in the private or public sector to anonymously, securely and confidentially report illegal behaviours and practices. Upon submission of the complaint, he/she is given the opportunity, through a unique 16-digit code, to anonymously monitor the progress of his/her report. The main objective is to strengthen the level of whistleblower protection, while further aiming at institutionally reinforcing transparency and integrity.

Article 11 of law 4990/2022 provides that the National Transparency Authority will act as an external reporting channel, i.e. as the competent Authority for receiving, managing and monitoring reports on violations falling within the scope of the law. Via the online platform, employees in private and public bodies will be able to submit safely and without fear of retaliation anonymous reports on illegal behaviors and practices taking place within the organisation that harm corporate reputation and lead to direct and indirect financial losses. Whistleblowing enhances integrity, accountability and trust within the organisation.

The whistleblowing platform will include an online application for anonymous reporting through a secure online communication channel and a management environment for the evaluation and investigation of reports. The front end of the web application is tailored according to the functional requirements as they result from the Directive and bears the logo of the National Transparency Authority. The management environment allows the receiving and monitoring of reports by authorized case investigators in a secure manner.

The reporting person (whistleblower) submits his/her report by filling in the electronic form. The whistleblower may also attach electronic files to support his/her report — these may include documents, photographs or videos. Once the whistleblower has completed the submission of the report, he/she receives an immediate confirmation. All information about a reported incident is stored electronically and securely in the case management system.

The whistleblower has the possibility to create a secure Post-Box with password-controlled access, which is used to support two-way communication with the case investigator, in case he/she chooses to remain anonymous. The interaction with the whistleblower may be 100% anonymous. In essence, anonymous communication is conducted between the case investigator and the whistleblower in order to collect further information on the reported incident. The whistleblower may periodically visit this Post-Box to check and respond to messages from the case investigator.

3. What results do we want to achieve by implementing this commitment?

What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

The objective of the commitment is to encourage persons — to whom an event or information that constitutes or is likely to constitute a breach of Union law has come to their notice — to report this event or information to the competent authorities. The establishment of an effective network of protection for persons reporting breaches of Union law is essential to encourage such persons to disclose breaches of public interest. Under the provisions of the law, such persons enjoy important safeguards in such a way that, on the one hand there is no risk of prosecution or retaliation and on the other hand their information becomes confidential and protected. Strengthening the protection of whistleblowers contributes to the prevention and deterrence of breaches of Union law, and thus to the protection of the public interest.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	At Union level, reports and public disclosures by whistleblowers are one upstream component of enforcement of Union law and policies. They feed national and Union enforcement systems with information, leading to effective detection, investigation and prosecution of breaches of Union law, thus enhancing transparency and accountability.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	By reporting breaches of Union law that are harmful to the public interest, such persons act as 'whistleblowers' and thereby play a key role in exposing and preventing such breaches and in safeguarding the welfare of society. Whistleblowing enhances integrity, accountability and trust within the organisation.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The establishment of an effective network of protection for persons reporting breaches of Union law encourage persons — to whom an event or information that constitutes or is likely to constitute a breach of Union law has come to their notice — to report this event or information to the competent authorities.

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of*	**Expected Completion Date**	**Stakeholders**

commitment would like to achieve.)	_activities conducted or implemented.)_		
Law adoption	Law 4990/2022 (Government Gazette Series I, No 210)	11/11/2022	Lead: Hellenic Parliament _Supporting Stakeholders_ Government _Ministry of Justice_
Elaboration of operational requirements	_Operational requirements_	11/05/2023	Lead: National Transparency Authority _Supporting Stakeholders_ Government _Ministry of Digital Governance_ _Ministry of Justice_
Whistleblowing platform design and implementation	_Whistleblowing platform_	11/08/2023	Lead: National Transparency Authority _Supporting Stakeholders_ Government _Ministry of Digital Governance_ _Ministry of Justice_
Preparation of a Data Privacy Impact Assessment	_Data Privacy Impact Assessment_	11/08/2023	Lead: National Transparency Authority _Supporting Stakeholders_ Government _Ministry of Digital Governance_ _Ministry of Justice_
Development of educational & information material	_Educational & information material_	11/05/2023	Lead: National Transparency Authority _Supporting Stakeholders_ Government _Ministry of Interior_ _Ministry of Justice_
Communication Planning	Communication actions	11/05/2023	Lead: National Transparency Authority _Supporting Stakeholders_ Government _Ministry of Interior_ _Ministry of Justice_

Issuing of Ministerial Decisions and Governor's Opinions	*Ministerial Decisions and Governor's Opinions*	11/05/2023	Lead: National Transparency Authority
			<u>Supporting Stakeholders</u>
			Government Ministry of Digital Governance
			Ministry of Interior
			Ministry of Justice
			Ministry of Labour & Social Affairs

EKDDA/ITEK (Documentation, Research and Innovation Institute)

A framework of actions for the training of the executives of Public Administration concerning the optimized use and distribution of Open Data.

Country	GREECE
Number and Name of the Commitment	A framework of actions for the training of the executives of Public Administration concerning the optimized use and distribution of Open Data.
Brief Description of the Commitment	The framework of actions includes the organization of 2 Innovative Workshops from which it will derive the planning and the content equivalent training / formation programs aiming at the strengthening of Open Governance and the training of the open data managers. Especially: - The first Innovative Workshop will concern the formation of a **unified methodological pattern of management and distribution of Open Data** by the executives of Public Administration. There will be posed issues concerning the recognition of value, reuse, techniques of publicity, framework and flowchart of actions for the management of Open Data, the demarcation, distribution and reuse related to GDPR's limitations and granting of licenses. Subsequently, based on the resulting methodology, a relevant training program will be planned in order to provide training to the managers of Open Data. - The second Innovative Workshop will concern the incorporation of basic principles of Open Governance into the materialization of public policies. Main Priorities: • Incorporation of basic principles of OGP • Adaptation of good practices of OGP to special features of Greek Public Administration. • Strengthening of public interest for issues concerning Open Governance. Subsequently a relevant training program will be planned in order to diffuse the principles of Open Governance and to enhance the culture for the use of open data.
Commitment Lead	EKDDA/ ITEK (Documentation, Research and Innovation Institute)

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament,**

			Private Sector, etc)
	• Ministry of Digital Governance • Ministry of Interior	• Academia Research Institutes	*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been previously engaged, mention how they will be engaged during and/or after the adoption of the plan.*
Period Covered			

Problem Definition

1. What problem does the commitment aim to address?

It has been confirmed that there is no established a cohesive framework for the management, utilization and distribution of open data concerning relate to stakeholders of administration.

EKDDA based on its educational and training role throughout the whole of Public Administration will propose through an Innovative Workshop a common methodology that will cover the needs of all stakeholders.

2. What are the causes of the problem?

The lack of a common framework that would allow the optimal utilization of open data and the piecemeal initiatives of the stakeholders.

The personnel of public administration responsible to manage OGP issues have not consolidated efficiently the principles of Open Governance and its dynamics.

Commitment Description

1. What has been done so far to solve the problem?

The consultation concerning the formation of OGP action plans and the undertaking of specific commitments by the involved stakeholders.

Regulatory acts related to the use of open data (circulars – official documents).

Training programs that are judged not to adequately meet the contemporary requirements set by the management of OGP issues.

2. What solution are you proposing?

Configuration of a common framework for the open data management and the relevant training of the involved personnel.

Information / awareness of human resources through best practices and the promotion of the basic guidelines of international organisations.

Education / training of the involved personnel through training programs that will meet the contemporary requirements and will incorporate best practices.

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3. What results do we want to achieve by implementing this commitment?
Common manner of management and understanding concerning issues of open data and open governance leading to their more efficient utilization.

Mobilization of Public Administration for the maximum possible promotion and incorporation of principles of Open Governance into its work.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**

			Lead: EKDDA/ ITEK		
-Planning and materialization of two (2) Innovative Workshops: 2nd Semester 2023. *-Planning of two (2) Training Programs: 2nd Semester 2023*	- Comprehensive proposal for a common methodology concerning the management and distribution of open data - Comprehensive proposal of a policy concerning the information / awareness of Public Administration's human resources for OGP issues. - Formation of a net of executives with an increased capacity to manage and distribute open data within a single framework. - Culture formation that will incorporate the principles of Open Governance and the strengthening of public interest concerning the materialization of public policies.	31/12/2023	Supporting Stakeholders		
			Government Ministry of Digital Governance Ministry of Interior	CSOs Academia Research Institutes	Others (e.g., Parliament, Private Sector etc)

Hellenic National Meteorological Service (HNMS)

Development of a National Database for Meteorological Data

Country	GREECE
Number and Name of the Commitment	1. Development of a National Database for Meteorological Data
Brief Description of the Commitment	*The commitment encompasses digitalization of Hellenic National Meteorological Service's archive of meteorological documents and the implementation of a meteorological database, which will be fed with data from State institutions and Private sector institutions (desirable) which operate meteorological station networks.*
Commitment Lead	Hellenic National Meteorological Service (HNMS)

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**

Period Covered	*The project has an implementation period of two (2) years*

Problem Definition

1. **What problem does the commitment aim to address?**

   Fully digitalization of Greece's archives of meteorological documents that HNMS and other institutions preserve to a unique National Data Base.

   The implementation of the project will support stakeholders involved in mitigation planning from climate change impacts.

2. **What are the causes of the problem?**

   HNMS operates a meteorological station network from the decade of 30's. Meteorological data from those stations are still maintained as documents to non-digitized form till early 60's. From that time and then, meteorological data has been digitized and are available for further processing mainly for studies concerning climate change.

Commitment Description

1. **What has been done so far to solve the problem?**

HNMS was one of the first public entities that promoted it's computerization at 80's to face the problem, using human resources for digitalization of documents. However, the applied methods didn't result in a complete solution, mainly due to restrictions on technological capabilities.

2. What solution are you proposing?

The suggested solution is divided into three stages. The first stage involves the digitalization of documents through picture shooting. The second stage involves OCR and quality control processing and third stage involves insertion of data to the system's DB.

The above procedures will be carried out using advanced digitization and optical character recognition systems and fully automatic procedures of massive processing.

3. What results do we want to achieve by implementing this commitment?

Fully digitization of HNMS's archive and the supplementation with data from other networks will set up a complete DB system of meteorological data of National level sub-serving the quality of exported climatic products.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	*The volume of data that will be digitized and inserted to the new DB, will be available to every interested through HNMS's portal.*
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public?* *How will it facilitate citizens' ability to learn how the implementation is progressing?* *How will it support transparent monitoring and evaluation systems?*	*Digitization of data from HNMS's archive and their availability to every interested, automates and shorten the response time to the requests of data from any interested, promoting transparency and automation to the transactions with HNMS.*
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	*Greece's climate is thought as one of the best around the globe. Additionally, tourist sector which is one of the major pillars of national economy, it's possible to have even greater growth through designation of Greece's unique climate.* *Through this project, it's encouraged practices of open data fusion.*

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
Shooting of HNMS's meteorological document archive	*High resolution snapshots of meteorological documents*	*June 2024*	Lead: HNMS Supporting Stakeholders
Digital processing of snapshots and extraction of primary meteorological data using OCR methods, quality control and feeding of the DB.	*Primary meteorological data and climatic products*	*December 2024*	Lead: HNMS Supporting Stakeholders

Hellenic Cadastre

1. "Quantitative and qualitative characteristics of land transactions in Greece"

Country	Hellas
Number and Name of the Commitment	1. "Quantitative and qualitative characteristics of land transactions in Greece"
Brief Description of the Commitment	*The information system of the Hellenic Land Registry (SPEK) keeps data on the type of legal transactions that take place in the country and it is possible to make available these characteristics as well as the type of legal transactions, the number of parties involved and a number of combined data which constitute the final deliverables action. This action concerns the regions of the country where Land Registry Offices or their branches operate.*
Commitment Lead	"Hellenic Cadastre"

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	National Infrastructures for Research and Technology S.A. (GRNET.gr)	--	*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been previously engaged , mention how they will be engaged during and/or after the adoption of the plan.*

Period Covered	Since the opening of the first cadastral office (August 2003) through now on a continuous basis. The dataset is enriched with new data resulting from the gradual incorporation of new areas in the operating cadastral systems and from the land transactions that take place through time.

Problem Definition

1. **What problem does the commitment aim to address?**
   Who are affected? Where is it taking place? How are they affected ? When are they most affected ? When did the problem start? How long has the problem impacted those affected?

The action aims to cover the lack of reliable and authoritative statistical data about real property transactions in the country. It primarily affects all public and private entities that are involved with real estate and its management. Indicative examples of public bodies that need such kinds of data to fulfill their purposes are the Hellenic Statistical Authority (ELSTAT), the Bank of Greece, the Ministry of Finance and local government organizations (at various levels). Corresponding private sector agencies that may use those data are banks, companies, real estate agents ("brokers"), urban planners and other professionals and businesses that are active in the domain of land administration.

2. What are the causes of the problem?
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (eg, problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

The main cause of the problem is unavailability of the necessary data either because there was not a cadastral system in operation in order to produce them or because the necessary raw data were not in digital format in order to be synthesized flexibly to produce the desirable final statistics. The data that were available through the Hellenic Statistical Service and the Bank of Greece in the past were very limited in terms of content and came from the annual reports the Registry Offices, which at that time where the only authority to register land transactions in the country. When the Hellenic National Cadastre started to operate, however, even those limited statistical data became unavailable primarily because of the economic crisis that affected the country during the past 12 years or so and the phasing-out of Registry Offices that were being gradually replaced by the cadastral offices.

Commitment Description

1. What has been done so far to solve the problem?
What solutions were made available for this problem in previous years? How successful have they been?

*As far as we can say, there has been no explicit action to address the problem. The problem is partially addressed by the Hellenic Cadastre by providing certain data to the Bank of Greece for its analyses and reports and by compiling statistical data to satisfy requests that are made on an **ad hoc** basis by interested parties.*

2. What solution are you proposing?
What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The problem may be solved by making the related data available online in the context of the "open data" policy that is promoted by the State and is adopted by the Hellenic Cadastre. Specifically, those data will be made available through the relevant geoportal developed and operated by the Hellenic Cadastre (https://data.ktimatologio.gr/). In addition, if the necessary resources are secured, they will be available through online applications that

would serve interested parties on demand, by providing them the means to select and acquire the data they need.

3. What results do we want to achieve by implementing this commitment?   *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?*   *By implementing this commitment, we envisage to provide a rapid, flexible and, above all, direct self-service access to the statistical data to all interested parties, without the need for them to submit a petition requesting those data. The data provided will refer to land transactions that take place in the areas of the country being served by the cadastral system, the individuals that engage in such transactions or synthesis of them.*   *The changes in knowledge, skills and capacities that will be sought through this commitment are related primarily with the familiarization of users with the data and the functions to obtain them (particularly through self-service mode of operation).*   *The changes in the behaviors, systems and practices that we seek to create have to do with the adaptation of users to a self-service mode of operation, their familiarization of the online "open" data applications and their familiarization with processes that have reduced bureaucratic burden.*

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	*Users will have an open and free access to data regarding the type and number of land transactions in the country, as well as, to other data that are related land administration. Access will be available on a (24/7) basis, without imposing any other kind of restriction or requirement (e.g. user identification, log keeping etc.) The data provided will give users an insight about the status of the real estate market in the country at a given moment and provide them with reliable and authoritative information about the land administration system in order to carryout the tasks they want.*
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	*Does not apply*

3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	*Does not apply*

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
Maturity actions	*Analysis and planning of the services that will be made available.*	Q1 2023	Lead: Hellenic Cadastre <u>Supporting Stakeholders</u> National Infrastructures for Research and Technology S.A. (GRNET.gr)
Data collection-processing	*Processing and implementation of the algorithms and API's for the data provision.*	*3rd quarter of 2023*	Lead: Hellenic Cadastre <u>Supporting Stakeholders</u> National Infrastructures for Research and Technology S.A. (GRNET.gr*
Publication and access provision to the data	*Implementation of the services for the provision of the data.*	*3rd quarter of 2023*	Lead: Hellenic Cadastre <u>Supporting Stakeholders</u>

2. Development of the country's addresses

Countr	Hellas
Number and Name of the Commitment	2. Development of the country's addresses
Brief Description of the Commitment	The purpose of this initiative is compile and provide openly a digital geospatial dataset that contains the georeferenced addresses of land properties in the country, as property owners have declared them during the development of the Hellenic National Cadastre (cadastral surveying).
Commitment Lead	Hellenic Cadastre

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	Ministry of Interior *National Infrastructures for Research and Technology S.A. (GRNET.gr)* *Local Government Organizations*		*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been previously engaged , mention how they will be engaged during and/or after the adoption of the plan.*
Period Covered	From the beginning of the cadastral surveying process in Greece (1996) until its completion (mid 2020's, that is, middle of current decade).		

Problem Definition

1. **What problem does the commitment aim to address?**
   Who are affected? Where is it taking place? How are they affected ? When are they most affected ? When did the problem start? How long has the problem impacted those affected?

   The action aims to help in solving the problem of lack of an open and free data set that contains the postal addresses of immovable properties in Greece. So far, such a dataset is available only to private sector agencies that own it and use it for their businesses. However, the "Postal addresses" data set is a key component for the geospatial infrastructure of a country. In fact, it is included in the European Directive 2007/2/EC – (INSPIRE) (Annex I) as

a key independent data theme and, in general, it is considered as a main component of any National Spatial Data Infrastructure (NSDI).

Unavailability of this data set creates a series of problems to a wide range of public and private sector stakeholders. In fact, almost all public services, at all levels of public administration (central government, decentralized administration, local government) cannot refer to or use such a data to cover their needs. For instance, public agencies have had a difficulty in finding an "open" and free for use address data set to support the implementation of social program such as "The Neighborhood Nannies"). The same applies to private sector companies that need addresses to support their operations and serve their customers. Even European Union Services (e.g. Eurostat) have had problems in accessing and using such data for Greece in order to carry-out their activities (a request has been made to the Hellenic Cadastre in order to provide its data).

The problem arises in a wide range of everyday activities. In fact, it appears wherever and whenever there is a need for the determination of the location of a phenomenon or an event, through a postal address. This problem is often encountered in urban areas, because it there where postal addresses exist.

The occurrence of this problem results in the inability of interested parties (citizens or professionals) to determine accurately the geographical locations that interest them in an urban area. In this case, normally they resort to alternative sources to cover their needs (e.g. doing the georeferencing on their own or buying the relevant data or services by those who own them, if they are available).

The maximum negative effects take place when there is a need for immediate georeferencing and there are no address data available to carry out the task automatically. The problem is more severe in public services, which, due to the procedures they have, cannot get immediate access to such address data.

The problem has existed since the establishment of the Greek State, but has become more intense in recent years due to the widespread use of digital technologies (geographic information systems - GIS) and geo-location technologies (automatic location detection through postal address - address matching) which can carry-out address matching automatically.

The effect of this lack of data on those affected varies from case to case and can range from a simple delay in the implementation of a task (in simple cases), to the cancellation of a project in more complex cases (e.g. natural disasters, epidemics, servicing of a geographically distributed population, etc.)

2. What are the causes of the problem?
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (eg, problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

The main cause of the problem is lack of a comprehensive registry of postal addresses for the country. This, in turn, is because the competent public agencies (in this case municipalities) don't maintain an exhaustive, well organized, and always updated data set of street names and property numbers for their jurisdiction. In fact, any such information that may exist is usually in an analogue, decentralized (local municipalities) and non-standard form (each municipality, that is, follows its own way of collecting and maintaining the relevant information). Existence of widespread unauthorized construction, particularly in the outskirts of urban or coastal areas, further exacerbates the problem and makes it more difficult to tackle.

It must be noted that the Hellenic Postal Service has compiled lists of street names and numbers to support its operation, however, the relevant data are available for free use. The same applies to other sources of such data that pertain postal addresses for the country.

Commitment Description

1. **What has been done so far to solve the problem?**
   What solutions were made available for this problem in previous years? How successful have they been ?

The Hellenic State has tried to solve this problem either by ordering the competent municipalities to name the streets in their jurisdiction and number properties (as it has happened in the early 1970s) or by entrusting state services (e.g. the General Secretariat of Digital Governance and Procedures Simplification) to develop a national register for postal addresses. So far, however, these initiatives, as far as we know, have not produced any tangible results.

2. **What solution are you proposing?**
   What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The proposed initiative will create a set of geospatial data that will include the postal addresses that have been declared for the properties in the Hellenic Cadastre. The set in question will be free for use by anyone either "as is" or through an appropriate API (if the appropriate resources are secured). This set could constitute, for the time being, a temporary solution to the problem of the non-existence of an authoritative digital data set of postal addresses. At a second stage, this dataset would constitute the basis for standardizing its content and establishing a mechanism for monitoring and updating its contents continuously. Finally, this particular data set, when it is standardized and ratified, could become a main pillar for the interoperability of data and processes that are geospatially related. In fact, postal addresses are inextricably intertwined with a wide range of other spatial and non-spatial data, and, thus, their standardization and open availability would open up, through automated georeferencing, new horizons in the business and services domains both in the public and private sectors.

The difference between this proposal and the previous ones is that, through the declaration of real properties in the Hellenic Cadastre, the vast majority of existing postal addresses of

real properties in Greece have been collected and organized into a single digital database. The main feature of this database is that addresses are recorded as the property owners declare them and, thus, reflect the in-situ situation. In addition (and most importantly), the addresses in question are georeferenced at the real property level, which gives them a high degree of geospatial accuracy (in the order of few meters). With such kind of accuracy, the range of potential applications that can utilize them expands drastically and may extend from delivering goods in person to delivering them using modern day technologies (e.g. drones).

The proposed approach will solve the problem of lack of georeferenced postal addresses by compiling and making available all postal addresses that have been collected during the development and operation of the Hellenic Cadastre.

It must be noted, however, that this approach will not be 100% complete, since there will be some addresses that, for various reasons, will not have been registered in the cadastre. In addition, the registered addresses would not necessarily follow any pre-specified standards (that is, the street names and their abbreviations will not necessarily conform certain standards). Finally, it is not certain that the database will be updated instantaneously when changes in the street names and address numbers take place (although those data do not change drastically through time).

Despite the shortcomings mentioned above, it is nevertheless anticipated that this particular approach can solve the problem in the urban areas and in the areas where there are addresses. Of course, in cases where there are no addresses, either urban or non-urban, the approach cannot yield any results (or any other approach for that matter). The exact percentage of coverage and completeness, however, cannot be estimated right now because there are no data correlating completeness of the address records in the Hellenic Cadastre and existing addresses in the field.

3. **What results do we want to achieve by implementing this commitment?**
   What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

   The resulting output would be a geospatial database that would contain the addresses (street names and numbers) of the real properties in the country, as property owners have declared them during the cadastral surveying procedure or as the addresses are recorded during land transaction during the operation of the cadastre. Those addresses will be georeferenced to their absolute location based on the (X, Y) geodetic coordinates in the Hellenic Geodetic Reference System (HGRS '87) and will be associated through interoperability applications with other types of geospatially defined data that are available in the country (e.g. the Cadastral Identification Code Numbers – KAEKs).

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency?	**Does not apply**

How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?	
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	**Does not apply**
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The implementation of the specific proposal would place the collected data of real property postal addresses on public display, "openly" and freely of charge. In fact, it will make them immediately accessible to every user, citizen, and group of citizens, services, agencies or corporations. Besides that, the implementation will enable the development of a process that would enable competent authorities (e.g. Ministry of the Interior, Ministry of Digital Governance) to get input from local authorities or even individuals (e.g. through crowd-sourcing) about errors or missing data that exist in the set and, after proper examination, correct the errors, fill-out the omissions and update the database. This way, it will be possible, for the country to establish and maintain an authoritative georeferenced data set about postal addresses of real properties (where they exist).

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
Create dataset	A digital geospatial database containing the georeferenced	Fourth quarter of 2023	Lead: Hellenic Cadastre Supporting Stakeholders

	postal addresses of the real properties of the country, as they have been declared during the cadastral surveying procedure of the Hellenic Cadastre. Those postal addresses would not only be georeferenced at the Hellenic Geodetic Reference System '87 but also linked to the Cadastral Identification Codes –KAEKs- in order to maximize interoperability operations.		*Ministry of Interior* *National Infrastructures for Research and Technology S.A. (GRNET.gr)* *Local Government Organizations*

3. Development of the toponyms of the country

Country	HELLAS
Number and Name of the Commitment	3. Development of the toponyms of the country
Brief Description of the Commitment	The purpose of this initiative is compile and provide openly a digital geospatial dataset that contains the toponyms of the country, as property owners have declared them during the development of the Hellenic National Cadastre (cadastral surveying). The toponyms will be geolocated in the Hellenic Geodetic Reference System (HGRS '87 - EGSA '87) and would comprise the most extensive dataset of their kind in the country.
Commitment Lead	Hellenic Cadastre

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	Ministry of Interior *National Infrastructures for Research and Technology S.A. (GRNET.gr)* *Local Government Organizations*		*Whenever relevant, please indicate the role and involvement of parliament or legislative department, and other actors such as the private sector for the success of the commitment. If they have not been previously engaged , mention how they will be engaged during and/or after the adoption of the plan.*

Period Covered	From the beginning of the cadastral surveying process in Greece (1996) until its completion (mid 2020's, that is, middle of current decade).

Problem Definition

1. **What problem does the commitment aim to address?**
   Who are affected? Where is it taking place? How are they affected ? When are they most affected ? When did the problem start? How long has the problem impacted those affected?

   The action aims at solving the problem of lack of a public and free for use data set about toponyms (geographical names) of the country. So far, a similar data set exists and is available from the Hellenic Military Geographical Service (HMGS), but that set, in no way, covers the scope, the number and the geographical accuracy of the set currently held by the Hellenic Cadastre. Notably, the data set "Toponyms" (or alternatively "Geographical names")

is a key component for the geospatial infrastructure of a country from a cartographic, political and cultural point of view. , In fact, it is one of the fundamental data themes that are included in Annex I of the European Union 2007/2 /EC – (INSPIRE) Directive. In addition, it is part of the core of every National Geospatial Information Infrastructure (NSDI) and subject of systematic study of an international team of experts working within the auspices of the United Nations Organization (United Nations Group of Experts on Geographical Names (UNGEGN).

Lack of the "toponyms" causes problems to a relatively wide range of stakeholders in both the private and public sectors. In particular, many public services, at different levels of administrative hierarchy (central government, decentralized administration, local government) often need to refer to toponyms in order to carry-out their works or deal with problems (e.g. responding to a fire or of a flood etc.). This also applies to the corresponding private sector needs that require knowledge of the location of events, particularly in places where there are no postal addresses, that is, outside the urban fabric of the country. For instance, the Hellenic State tax authorities need toponyms to implement the system of the "objective determination of real estate values" for properties outside urban areas. Moreover, real estate professionals (especially brokers) need place names to determine properties that are subject to land transactions. The list of applications needing this type of geographic information is long and is not limited to the above mentioned indicative use cases.

The problem arises in a wide range of everyday activities. In fact, it appears wherever and whenever there is a need for the geographical determination of the location of a phenomenon or an event, primarily, in non-urban areas.

The occurrence of the problem results in the inability of interested citizens or professionals to determine accurately and reliably the geographical location of the event that interests them. In fact, in this case, they do not have any satisfactory alternative solution and resort mainly to the use of verbal descriptions, which are vague and imprecise and, when they are used, may cause more problems than they solve (as it is case, for example, when a property is erroneously geo-located based on a verbal description).

The maximum of negative effects occurs when there is a need for immediate geolocation of an event or a phenomenon and there is no availability of data. This happens, for instance, when individuals report a fire or an accident in a non-urban area or, when individuals call for an emergency service assistance.

The problem exists since the establishment of the Greek State. However, it has become more intense in recent years due to the widespread use of digital technologies (geographical information systems – GIS) by governmental and private sector agencies.

The effect of lack of toponyms on those affected differs from case to case and can range from a simple delay in performing a task (simple cases) to even loss of life or property (e.g. when dealing with an emergency or a natural disaster). In addition, lack of such a data comprises a significant disadvantage for our country at the political and cultural levels. In fact, "toponyms", especially those recorded in the databases developed by the Hellenic Cadastre, embody a priceless wealth of cultural heritage that

is long lasting and characterizes our country during the past few centuries. For that reason, it would be very beneficial to bring them in the foreground and use them in the everyday activities.

2. What are the causes of the problem?
Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (eg, problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

The cause of the problem lies mainly on the fact that, so far, it was impossible to have a systematic and comprehensive record of the toponyms of the country, as they have been used in the everyday life, especially in the countryside. Any recording, so far, has been sporadic and unsystematic. Toponyms are, of course, included in real estate transfer deeds but, due to the form of those deeds (they are in analogue form) and the way the information is organized in them (simple terms, without cartographic representation), it is not possible to use them in an extensive and effective manner. Thanks to the development of the Hellenic National Cadastre, however, it became possible to collect all this valuable information and compile it in a unified digital geospatial database.

Commitment Description

1. What has been done so far to solve the problem?
What solutions were made available for this problem in previous years? How successful have they been ?

This problem has not been placed highly in the political agenda in the past. The main effort that was made in this issue was during the mid-1920s, when there was an extensive initiative on behalf of the State to change the names of villages and towns that originated in foreign languages. When that change was made, however, the effort stopped there. The Hellenic Military Geographical Service (HMGS), as part of its cartographic mission, has depicted a number of place names on general-purpose topographic maps. In fact, HMGS has compiled a catalogue of geographical names that is available for a fee. That catalogue has been compiled using place names that were depicted mainly small-scale base maps (e.g. 1:50,000 scale). The contents of the catalogue, naturally, embodies all defects that are due to cartographic generalization, that is, place names deviate more than 300 -500 m from their actual locations. In the catalogue that the Hellenic Cadastre has developed, however, the geographical accuracy of the toponyms is much higher and goes down to the land parcel level.

It should be noted, however, that the catalogue of the HMGS is undoubtedly valuable, especially for the purposes it was created. However, there is no comparison, in terms of completeness, detail, and geographical accuracy, with the corresponding material compiled by the Hellenic Cadastre. In fact, while the HMGS catalogue includes a few tens of thousands of toponyms, while the corresponding Hellenic Cadastre dataset contains hundreds of thousands unique "toponyms".

Finally, it should be noted that the two sets are not a subset of one another. In fact, they seem to be complementary to each other: there are toponyms in the HMGS catalogue that are not in the Hellenic Cadastre dataset and vice versa.

2. What solution are you proposing?

What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The proposed initiative aims at the development of a geospatial data set that will include all toponyms that property owners have declared in the Hellenic Cadastre during that cadastral surveying procedure. The set in question will be made available for open and free use by anyone either "as is" or as a service through an API (provided that the necessary resources are secured). This set, at a later stage, would constitute the basis for the development, in collaboration with the competent governmental authorities (e.g. Ministry of the Interior), of the official catalogue of the toponyms of the country.

The difference between this specific proposal and others is that the list of the country's toponyms collected through the cadastral surveying procedure is much more comprehensive and accurate than the alternative ones. The main feature of this dataset is that toponyms are recorded either as they are mentioned in the property deeds or as the property owners declare them. So they largely reflect the in-situ existing situation. In addition (and most importantly), the toponyms in question are georeferenced at the land parcel level, which gives them a high degree of geospatial accuracy (in the order of few meters). With such kind of accuracy, the potential usefulness of those toponyms increases dramatically.

The proposed approach will solve the problem of lack of georeferenced toponyms in our country and will help it in meeting its obligations nationally and internationally (e.g. meeting the requirements of Directive 2007/2/EC – INSPIRE).

It must be noted, however, that this approach will not yield the entire set of toponyms of the country, since there will be some of them that, for various reasons, will not be registered in the cadastre (e.g. toponyms that are encountered in public lands). In addition, the registered toponyms do not necessarily follow any pre-specified notational or typing standards. Finally, as the situation stands right now, those toponyms may not be instantly updated when changes occur (although place names do not change drastically over time).

Despite the aforementioned weaknesses, this particular approach would solve the problem largely. The exact percentage that would be covered, however, cannot be reliably estimated right now because the total number of toponyms in the country is not known.

3. **What results do we want to achieve by implementing this commitment?**
   What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

   The resulting output would be a geospatial database that would contain the toponyms of the country, as property owners have declared them during the cadastral surveying procedure. Those toponyms will be georeferenced to their absolute location based on the (X, Y) geodetic coordinates in the Hellenic Geodetic Reference System (HGRS '87). In addition, those toponyms, as well as, their location will be associated through

interoperability applications with other types of geospatially defined data that are available in the country.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
4. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	Does not apply
5. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	Does not apply
6. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The implementation of the specific proposal would place the collected data about the toponyms of the country on public display, "openly" and free of charge. In fact, it will make them immediately accessible to every user, citizen, group of citizens, services, agencies or corporations. Besides that, the implementation will enable the development, in collaboration with the competent governmental services (e.g. Ministry of the Interior, Academy of Athens), of a process that would refine this list of toponyms and produce the final ratified catalogue of the toponyms of the country, georeferenced in the Hellenic Geodetic Reference System (HGRS '87).

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
Create dataset	A digital geospatial database containing the georeferenced toponyms of the country, as they have been declared during the cadastral surveying procedure of the Hellenic Cadastre.	Fourth quarter of 2023	Lead: Greek Land Registry <u>Supporting Stakeholders</u> *Ministry of Interior* *National Infrastructures for Research and Technology S.A. (GRNET.gr)* *Local Government Organizations*

Ministry of Interior

Public Database and Special Register of Civil Society Organisations

Country	Greece
Number and Name of the Commitment	Public Database and Special Register of Civil Society Organisations
Brief Description of the Commitment	Development of two electronic platforms, namely a Public Database and a Special Register of Civil Society Organisations (CSOs) in the Ministry of Interior, with a view to registering CSOs that meet specific criteria and conditions for transparency and accountability, in order to receive state funding
Commitment Lead	General Secretariat for the Human Resources of the Public Sector — Ministry of Interior

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	Ministry of Digital Governance Other jointly competent ministries	Civil Society Organisations falling within the scope of Law 4873/2021	

Period Covered	2022-2023

Problem Definition
1. **What problem does the commitment aim to address?** *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?*   • There was no single framework regulating the state's relations with civil society organisations as a whole*.*   • In recent years, scattered legislation had been adopted from time to time, leading to fragmentation of the legal framework for civil society. Indicatively, there are 9 different registers in respective ministries registering NGOs*.* Some registers include Social Cooperative Enterprises (KOINSEP) or Private Capital Companies (IKEs) that are not civil society organisations but companies.   • Frequent allegations of abuse have led to a misguided equation of the Civil Society Organisations producing real work, with those organisations that have exploited society's charitable feelings*.*

	• Law 4873/2021 establishes a single regulatory framework for Civil Society Organisations, which aims to create a culture of integrity, transparency and accountability in the state funding of CSOs.
2. What are the causes of the problem? *Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.* Fragmentation in the regulation of issues relating to the registration, inscription and financing of CSOs established and operating in Greece as associations or civil non-profit companies with a public benefit purpose resulting in the inability to operate a single register with clear rules and conditions.	

Commitment Description
1. What has been done so far to solve the problem? *What solutions were made available for this problem in previous years? How successful have they been?*   Voting and adoption of the necessary regulatory framework for the regulation of Civil Society Organisations (Law 4873/2021) and laying down the conditions for the creation of the two registers. It is the first time that a single legislative framework regulates the state's relations with civil society with the minimum possible state intervention and that the foundations are laid for civil society to evolve freely.
2. What solution are you proposing? *What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?*   • Completion of the creation of the two electronic databases, namely a Public Database and a Special Register of Civil Society Organisations (CSOs) in the Directorate of CSOs and Public Benefit Entities in the Ministry of the Interior, for the purpose of the systematic registration and inscription of these public benefit entities, in accordance with the conditions laid down by the Law. • The Public Database and the Special Register will be 2 specific applications, accessible through the Single Digital Portal of Public Administration (gov.gr ΕΨΠ) and in order for a CSO to be able to be registered in these it will have to submit a series of supporting documents, as listed in Article 6 & 7 of Law 4873/2021. • The Public Database and the Special Register will be composed of the CSO index, the dossier kept separately for each CSO including specific supporting documents, as well as certifications of competent authorities (Law 4873/2021).
3. What results do we want to achieve by implementing this commitment?

What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?	

- The aim is to ensure the integrity, transparency, sound management and accountability of civil society organisations, in particular in order to avoid instances of non-transparent funding.
- Linking government funding to transparency-supervision-accounting, but also to more favourable tax treatment of organisations fulfilling specific criteria
- Establishing common principles and criteria for transparency and accountability for state funding
- Central Management and Control of all necessary supporting documents/conditions for funding
- Creation of two electronic databases recording CSOs wishing to be supervised in order to meet specific transparency and accountability criteria and conditions and receive government funding
- *Mapping of CSOs*
- Incentivising the creation of strong CSOs and the provision of donations for charitable purposes

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The information that will be included on the website of the databases and will be freely accessible to citizens will consist of the name of the public benefit entity, the contact details, the constituent act with changes thereto and the list of administrative bodies, without prejudice to Law 4624/2019 (GG A 137) on the protection of personal data.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The creation of the two registers will contribute to: a) Creating a culture of integrity, transparency and accountability in the state funding of CSOs. b) The development of effective policies through the appropriate information of competent bodies. c) Creating incentives for reliable CSOs.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The publication of the corresponding data further strengthens public confidence in public institutions.

Commitment Planning			
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	**Expected Completion Date**	**Stakeholders**
Preparation at the Council of State	Draft Presidential Decree amending the Organisational Law of the Ministry by setting up a responsible Directorate	31/12/2022	Lead: Ministry of Interior <u>Supporting Stakeholders</u>
Publication of Ministerial Decision	Adoption of Secondary Legislation	31/12/2022	Lead: Ministry of Interior <u>Supporting Stakeholders</u>
Inclusion in the Memorandum of Cooperation with the Ministry of Digital Governance for the implementation of procedures	Creation of Platforms	Q3 2023	Lead: Ministry of Interior

Development of a platform for the assessment by the citizens of the quality of public services

Country	Greece
Number and Name of the Commitment	Development of a platform for the assessment by the citizens of the quality of public services
Brief Description of the Commitment	Development of a platform for assessing the quality of services provided by the employee and/or the organisational unit to the citizen by the citizen and connection to existing electronic systems
Commitment Lead	General Secretariat for the Human Resources of the Public Sector — Ministry of Interior

Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	Information Society S.A.		

Period Covered	2023-2024

Problem Definition
1. **What problem does the commitment aim to address?** *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?*   • To date, citizens are not given the opportunity to evaluate the services provided by public bodies
2. **What are the causes of the problem?** *Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.*   • To date, there is no feedback mechanism in the public administration on the quality of public services, which provides clear and concrete indications as to the need for improvement and structural measures

Commitment Description

What has been done so far to solve the problem? What solutions were made available for this problem in previous years? How successful have they been?	
• Among other things, the "result orientation" skill, which includes both consistency in the completion of tasks and the quality of the final deliverables as well as the "citizen orientation" are part of the Single Skills Framework, first adopted by Law 4940/2022,	

What solution are you proposing? *What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?*
• Creation of a system/integrated framework for the assessment of the quality of services based on the cooperation and conciliation of citizens with public services, with a view to their continuous improvement.

• **What results do we want to achieve by implementing this commitment?** *What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?*
• Assessment by the citizen of the quality of service provided by the employee and/or the organisational unit to the citizen • Development of a holistic evaluation system, • Investigation of possible connection to the incentive and reward system, • Modernisation of entities and improvement of the services provided.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
4. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	
5. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it*	Public services are evaluated by the end-user regarding the level of services provided

support transparent monitoring and evaluation systems?	
6. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	Creation of a channel of meaningful and direct communication with citizens. The aim is for each citizen to evaluate the services provided, but also to co-shape them according to their needs, to the extent possible, so that they cease to be time-consuming and/or ineffective.

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
Signature of a program agreement with *Information Society SA*	Roadmap for the development of the platform	31/12/2022	Lead: *Ministry of Interior* Supporting Stakeholders *Information Society SA*
Putting the platform into service	Production operation	Q4 2024	Lead: *Ministry of Interior* Supporting Stakeholders *Information Society SA*

Development of a platform and system for monitoring responsibilities between entities

Country	Greece
Number and Name of the Commitment	Development of a platform and system for monitoring responsibilities between entities
Brief Description of the Commitment	*Development of a web application for the digitalization of the organisational provisions of all public administration entities.* The application aims to create a point of deposit, systematic recording and distribution of organizational information for the whole Public Administration.
Commitment Lead	General Secretariat for the Human Resources of the Public Sector — Ministry of Interior

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**

Period Covered	2023-2024

Problem Definition

- **What problem does the commitment aim to address?**
  Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?

- The information on the responsibilities of public bodies are scattered as they are kept by each body, thus resulting in the impossibility to compare and evaluate the organisation of responsibilities and in particular:
  a. There is no possibility to identify overlaps of responsibilities between bodies.

  b. There is no possibility of operational synergies between entities.

  c. It is not possible to provide a comprehensive picture of the organisation of public policies which are reflected at legal and operational level in the responsibilities of the entities.

- There is no central point of reference and documentation of the information on responsibilities and their organisation, for the whole public sector. In particular :
  a. There is no central register of the responsibilities and provisions which provide for them.

b. There is no digital database to facilitate access to data

c. There is no possibility to monitor the updating of the information on responsibilities.

- **What are the causes of the problem?**

Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

The following causes could be indicatively mentioned
- the complexity of the current institutional and regulatory framework and its frequent alterations and modifications, malpractice and formalism
- the chronic problems of the bureaucratic model of the Greek public administration,
- the fragmentation of responsibilities at the four levels of administration (centralised, decentralised, regional, local) and the absence of a set of uniform rules on procedures for demarcating responsibilities and defining institutions with relevant responsibilities, as regards the allocation and structure of public policies, but also in particular as regards the transfer of competences of the different public sector bodies, regardless of the level of governance.
- The information on responsibilities is provided for in legal texts (laws and regulatory acts) for which elaboration standards are deemed from insufficient to non-existent. Consequently, there are ambiguities/lacks/inconsistent descriptions in the content of the responsibilities of public entities thus creating structural problems in the functioning of the entities.
- the lack, to date, of digital tools in the field of evaluation and systematic recording of responsibilities

Commitment Description

4. **What has been done so far to solve the problem?**
   What solutions were made available for this problem in previous years? How successful have they been?

   To date, no systematic effort has been made to record and evaluate responsibilities by government level, with a consistent and specific methodology.

5. **What solution are you proposing?**
   What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The General Secretariat of Human Resources of the Public Sector of the Ministry of Interior is implementing a project entitled: "Establishment of multi-level governance and distribution of responsibilities between levels of government" concerning the establishment of a system of governance whereby responsibilities are established and allocated to the individual levels of administration (national, regional and local level)

The new system introduces a methodology for allocating and reallocating or transferring the responsibilities of public sector entities in the light of multilevel governance and ensures, in particular through the use of new information and communication technologies, the systemic cooperation of the different administrative levels both vertically and horizontally by public policy or sectoral function — in the light of the principles of subsidiarity, proximity and partnership.

The project will be implemented in 4 phases:

- Phase one: Mapping of the existing situation — best practices
- Phase B: Recording of responsibilities
- Phase C: Definition of a legislative framework
- Phase D: Development of a platform and a system for monitoring responsibilities between entities, including:
    - The development of an online application for the creation of a repository, the systematic recording and distribution of organizational information for the entire public administration.
    - The development of a system to be used as a central mechanism for organising and monitoring multi-level governance policies and making better use of the resources of the public administration for the implementation of these policies

Therefore, the use of the information system of the Operational Centre for Multilevel Governance, which is part of the Directorate-General for Public Organisations of the General Secretariat for Human Resources of the Public Sector, is expected to act as a catalyst in the promotion of the National Multilevel Governance System, as it will positively alter the operational capabilities of the Greek public administration regarding issues of recording, categorisation, and verification of data concerning the regulatory legislation of the country regarding all the responsibilities of the public entities regardless of the level of governance.

- **What results do we want to achieve by implementing this commitment?**
What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

- Digitalisation of the provisions of the organizational laws of all entities of the public administration. The application aims to create a single repository of

systematic recording and distribution of organizational information for the whole Public Administration for the following purposes:

- o the identification and recording of the services and responsibilities to be allocated to the different levels of public administration (Central Government, Decentralised Administration and Local Government),
- o the proper distribution of responsibilities in a perfectly clear and delimited manner at the individual levels of administration (centralised, decentralised, locally structured in regional and municipal areas).

- Development of a monitoring system, which will be used as a central mechanism for the organisation and monitoring of multi-level governance policies and the better use of public administration resources for the implementation of these policies.
- Avoid duplication of responsibilities either at the same level or at different levels of government
- Optimal coordination of different levels of government
- Removing ambiguities about the role of each participant in a policy field
- Systematise the distribution of responsibilities between levels of government.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
7. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	Responsibilities and stakeholders by policy area and management level. *Now, everyone will know who is doing what.*
8. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The system of multi-level governance through the use of the respective e-tools enhances transparency and accountability in the action of public bodies, as the relevant actors by policy area are now clearly reflected to ensure good and effective administration for the benefit of the citizens of the country
9. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The publication of the corresponding data further strengthens public confidence in public institutions.

Commitment Planning

(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones	Expected Outputs	Expected Completion Date	Stakeholders
(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)	*(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*		
Phase A: Mapping of the existing situation - best practices	• Mapping of the existing situation of the public sector • Study of best practices	30/9/2022	Lead: Ministry of Interior Supporting Stakeholders
Phase B: Recording of responsibilities	Study of responsibilities and their distribution at different levels of public administration	30/6/2023	Lead: Ministry of Interior
Phase C: Definition of a legislative framework	Provisions, Ministerial Decision	31/12/2022	Lead: Ministry of Interior
			Supporting Stakeholders
Phase D: Development of a platform and system for monitoring responsibilities between entities	• Development of an online application for the creation of a repository for the systematic recording and distribution of organizational information for the entire public administration. • Development of a system to be used as a central mechanism for organising and monitoring multi-level governance policies and making better use of resources of the public	30/09/2024	Lead: Ministry of Interior Supporting Stakeholders

	administration for the implementation of these policies		

Ministry of Migration and Asylum

Provision of open datasets

Country	GREECE
Number and Name of the Commitment	a) Anonymization and creation of new datasets – see appendix b) Integration of new datasets – see appendix c) Improvement of the datasets quality d) Upgrading of digital applications and databases and provision of additional datasets e) Creation of new datasets, statistics, and report f) Open data release decisions
Brief Description of the Commitment	The Ministry of Migration and Asylum provides services to third country nationals in the field of International/Temporary Protection and Legal Migration through specific applications and Information Systems (IS). The data for all these services are kept in databases and after being processed, various indicators are produced, a large part of which are published on the website www.migration.gov.gr. Through the completion of the digital transformation of the Ministry and the centralization of the IS and the corresponding databases, we aim the following: a) the existing processed primary data to be anonymized and to constitute the new open datasets b) to utilize new primary data which will be anonymized and constitute additional new open datasets c) to further improve the quality of the open datasets d) to upgrade digital applications and databases as well as to provide new datasets e) to create new datasets, statistical reports and data visualizations f) all existing and new datasets that will be made available, to be accompanied by the corresponding release decisions
Commitment Lead	Ministry of Migration and Asylum General Directorate of Information Technology and Communications (ICT) Directorate of ICT Applications Department of Database Management and Statistical Analyses

Supporting Stakeholders	Government	Civil Society	Other Actors (Parliament, Private Sector, etc)
	– General Secretariat for Reception of Asylum Applicants, – General Secretariat of Migration Policy, Special Secretariat for the Protection of Unaccompanied Minors		*Hellenic Police* *IDIKA LC* *AADE* *IOM*
Period Covered	1.1.2023 until the end of 2025		

Problem Definition

1. **What problem does the commitment aim to address?**
   Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?

Storage of the aforementioned data in heterogeneous IS and databases.

2. **What are the causes of the problem?**
   Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

Until January 2020, when the Ministry of Migration and Asylum was established, the bodies that provided services to third country nationals in the field of International/Temporary Protection and Legal Migration either came under other Ministries or operated independently. Consequently, they served their operational needs in discrete IS.

Commitment Description

What has been done so far to solve the problem?

What solutions were made available for this problem in previous years? How successful have they been?

With the establishment of the Ministry, the units in question, were integrated into the new organizational and operational structure in accordance with its new organization (PD.106/23.12.2020).

In this direction and with the aim of the full digital transformation of the Ministry, a series of projects and actions are underway:

–	The development of a Unified Information System that will be the only system for managing operational needs in the field of International Protection (Reception and Asylum)
–	Full interconnection and interoperability with the IS of Legal Migration

The concentration of all databases in the Ministry's state-of-the-art data center

1. What solution are you proposing?
What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?
– central support, coordination and supervision of the appropriate use and utilization of the databases, as well as the integrated information systems of the Ministry
– accurate and detailed recording of the information data held by the Ministry's services, with the aim of avoiding and eliminating redundancies and overlaps, ensuring their accuracy, reliability, and their completion at the agency level
– optimal use of administrative and other data sources, as well as modern technologies for the development, production, and presentation of statistics
statistical processing of collected data, quality control and preparation for dissemination of results (tabulation, quality reports, metadata, etc.)

2. What results do we want to achieve by implementing this commitment?
What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?
– All available information will be provided comprehensively and will be available to the public applying all the rules and security policies specified by the applicable national and European legislation.
– Users will have the possibility to edit the available data according to their needs

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	N/A
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	N/A
3. How will the commitment improve citizen participation in	N/A

defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
Anonymization of datasets – see appendix		First semester 2023	Lead: General Directorate of ICT Supporting Stakeholders
Creation of new datasets – see appendix		By the end of 2023	Lead: General Directorate of ICT Supporting Stakeholders
Integration of new datasets - see appendix		End of 2023	Lead: General Directorate of ICT Supporting Stakeholders
Open data release decisions - see appendix		By the end of 2023	Lead: General Directorate of ICT Supporting Stakeholders
Improvement of the datasets quality		Continuously up to the end of 2023	Lead: General Directorate of ICT Supporting Stakeholders
Upgrading of digital applications and databases		End of 2023	Lead: General Directorate of ICT Supporting Stakeholders

Open Government Partnership Greece

Creation of new additional datasets		First semester 2024	Lead: General Directorate of ICT Supporting Stakeholders
Integration of additional new datasets		End of 2024	Lead: General Directorate of ICT Supporting Stakeholders
Open data release decisions of additional new datasets		End of 2024	Lead: General Directorate of ICT Supporting Stakeholders

Appendix: New datasets to be made available by the end of 2023

Brief description of the data	Branch	Reference population	Statistical Units	Reference area (geographical coverage)
Number of Asylum Applicants that currently residing in Mainland Accommodation Facilities, Structures of the ESTIA accommodation program, Reception and Identification Centers (RICs) /Closed Controlled Access Centers (CCACs)	Branch of migration and reception of third country nationals/stateless persons who enter the country without legal formalities	Third country nationals /stateless persons residing in RICS/CCACs, in the Accommodation Facilities operating under the scheme of the Ministry of Migration and Asylum and in the Structures of the ESTIA accommodation program	Individual level	Whole Country
Number of Applications for International Protection	Branch of migration and applications for granting international protection in Greece	All migration flows and all applicants for international protection	Individual level	Whole Country
Number of first instance end of process procedures by type				
Number of first instance Pending Applications for International Protection				
Number of applicants for international protection who have been granted with refugee status and subsidiary protection in the first instance				
Number of appeals against first instance end of process procedures	Branch of migration and examination of applications for granting international protection in second instance in Greece	The total number of migration flows and the total number of applicants for international protection who have been rejected at first	Individual level	Whole Country
Number of second instance end of process procedures				
Number of Pending second instance				

Brief description of the data	Branch	Reference population	Statistical Units	Reference area (geographical coverage)
applications for International Protection		instance and have lodged an appeal		
Number of applicants for international protection who have been granted with refugee status and Subsidiary Protection in the second instance				
Number of annulment applications against second instance decisions				
Number of Valid Third Country Citizens Permits	Third Country Citizens and investors (Golden Visa)	Third Country Citizens and investors throughout the Greek Territory	Individual level	Whole Country
Number of Applications and Issued Residence Permits of Third Country Citizens				
Number of Pending Residence Permits for Third Country Citizens				
Number of Applications and Issued Permanent Investor Residence Permits				
Number of Pending Permanent Investor Residence Permits for Third Country Citizens				

Ministry of Digital Governance

Creating a Community of Good Practice for Digital Skills

Country	Greece
Number and Name of the Commitment	Creating a Community of Good Practice for Digital Skills
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* The aim of this commitment is to strengthen inclusiveness through partnerships, actions, knowledge sharing, exchange of know-how and good practices between the Public, Private Sector and Civil Society for the upgrading of Digital Skills at local, regional and national level through the governance model of the National Coalition for Digital Skills and Jobs.
Commitment Lead	Ministry of Digital Governance / General Secretariat for Digital Governance and Simplification of Procedures

Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc)**
	https://www.nationalcoalition.gov.gr/meli/	https://www.nationalcoalition.gov.gr/meli/	https://www.nationalcoalition.gov.gr/meli/

Period Covered	2023-2024

Problem Definition
1. **What problem does the commitment aim to address?** *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?* The present commitment aims to contribute to the submission of proposals for the strengthening of the Digital Skills ecosystem with the ultimate goal of reducing the digital divide in Greece through the enhancement of the dissemination of European Union (EU) policies on digital skills in Greece, the exchange of know-how and good

practices, the strengthening of partnerships for upskilling and reskilling in Greece. It affects the whole Greek society and all sectors of the economy at national, regional and local level with main target groups such as:

- Digital skills for all (citizens)

- Digital skills for the labour force

- Digital skills in education

- Digital skills for ICT professionals

The creation of a community of good practice involving the Public, Private Sector and Civil Society will be able to further enhance knowledge-intensive knowledge creation, maturation, acceleration, standardisation of solutions/creation of educational innovation programmes and initiatives.

The problem of the Digital Skills gap in the country starts as in most European countries with the 4th Industrial Revolution which negotiates the complete digital transformation of all resources of a society and which reshapes the way people work and do business.

2. **What are the causes of the problem?** *Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.*
In Greece, the structure of the economy, the presence of SMEs and self-employed, the low access to the internet, the ageing of the population, created a complex landscape in the field of Digital Skills with low performance at European level as reflected in the DESI indicators. In all previous years there has been low penetration and access to new technologies and the Covid 19 pandemic has highlighted the urgent need to accelerate the upskilling and reskilling of the population.

Commitment Description
1. **What has been done so far to solve the problem?** *What solutions were made available for this problem in previous years? How successful have they been?*
There have been fragmented efforts by institutions where in most cases they did not capture citizen participation, resulting in a significant number of

Digital Skills actions provided by various private and governmental institutions (National Centre of Public Administration and Local Government (EKDDA), banking sector, telecom operators, universities, research centres, etc.) which are targeted to specific needs, but were not oriented towards the broader objectives of digital literacy training, are done without synergy and often without continuity.

2. What solution are you proposing?

What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The National Coalition for Digital Skills and Jobs was reformed in 2022 (articles 87-89 of Law 4961/2022) with the regulatory framework, which now governs the organization and operation of the National Coalition in a more flexible and functional coalition of organizations consisting of public and private sector bodies, civil society, associations of natural and legal persons and non-governmental organizations, if they are active in fields relevant to the mission and competences of the National Coalition, such as technology, training-education, promotion of digital skills and employment, as well as equality and digital accessibility issues.

In this new framework, regulations were introduced to expand its competences and strengthen its role in the development of digital skills of the general population of the country, such as upgrading digital skills, enhancing the employment of human resources and supporting the digital transformation of the country at national, regional and local level.

It also provided for the establishment and responsibilities of the Coordination Body of the National Coalition in order to ensure its central and effective coordination and the successful fulfilment of its work. Finally, the procedure and the bodies responsible for the acquisition and loss of National Coalition membership were defined in a clear and flexible manner.

At the same time, in the context of upgrading the role of the National Coalition and its website, a collaborative space in the form of a Community of Good Practice for Digital Skills will be created so that stakeholders at national, regional and local level can participate, discuss, propose solutions and ideas on Digital Skills issues. The creation of a community with a specific governance framework will be a systematic effort involving the Public, Private and Civil Society to combat the Digital Divide.

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3. **What results do we want to achieve by implementing this commitment?**
   What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

- Participatory input for decision-making
- Sharing of knowledge
- New insights into the practices followed by pioneers in the field
- Transfer of European standards (e. g. DigComp) to national level
- Strengthening the collaborative model between the public and private sectors
- Finding partners for Digital Skills initiatives through the Fellowship
- Transfer/exchange of know-how

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The Digital Skills Community of Practice will be open to those who share a common vision aligned with European and national priorities for Digital Skills by registering in our Community on the National Coalition for Digital Skills and Employment website. In case of a consultation on Digital Skills issues, it will invite Community members to contribute to it by submitting comments/observations.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it*	In each case where an issue is submitted for consultation, the relevant National Coalition Body operating under the responsibility of the General Secretariat for Digital Governance and Process Simplification will

support transparent monitoring and evaluation systems?	be informed to provide feedback on comments/observations/proposals submitted to the Community of Good Practice.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	

Commitment Planning

(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.)*	Expected Outputs *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.)*	Expected Completion Date	Stakeholders
In the fourth quarter of 2023 (4Q): Creating a collaborative space as a Digital Skills Community of Practice on the National Coalition website: https://www.nationalcoalition.gov.gr/	Specific Categories / Topics within the collaborative space, related to specific policies, initiatives, priorities of the stakeholder ecosystem for Digital Skills.	The collaborative space will be maintained within the framework of the National Coalition's operation on an ongoing basis. First Community outflow in Q3 (3Q/2024)	Lead: General Secretariat for Digital Governance and Simplification of Procedures Supporting Stakeholders Other members of the National Coalition

Creating a Community of Good Practice for the National Interoperability Framework

Country	Greece		
Number and Name of the Commitment	Creating a Community of Good Practice for the National Interoperability Framework		
Brief Description of the Commitment	*(Describe what the commitment wants to do and would like to achieve in less than 200 characters.)* The aim of this commitment is to strengthen inclusiveness through partnerships, actions, knowledge sharing, exchange of know-how and good practices between the Public, Private Sector and Civil Society to support interoperability at local, regional and national level through the new dynamic governance model of the new National Interoperability Framework.		
Commitment Lead	Ministry of Digital Governance / General Secretariat of Digital Governance and Simplification of Procedures		
Supporting Stakeholders	**Government**	**Civil Society**	**Other Actors (Parliament, Private Sector, etc.)**
	https://www.e-gif.gov.gr	*https://www.e-gif.gov.gr*	*https://www.e-gif.gov.gr*
Period Covered	2023 - 2024		

Problem Definition
1. **What problem does the commitment aim to address?**   *Who are affected? Where is it taking place? How are they affected? When are they most affected? When did the problem start? How long has the problem impacted those affected?*

The present commitment aims to contribute to the submission of proposals and decision-making for the enhancement of the interoperability ecosystem with the ultimate goal of developing integrated interoperable digital citizen-centric services and ICT projects in general. Improving the level of interoperability maturity will accelerate the digital transformation of the country as it is a key infrastructure for the implementation of the national digital strategy as reflected in the Digital Transformation Bible. Digital Transformation Bible 2020-2025

(digitalstrategy.gov.gr). In addition, it will strengthen our country's effort to meet the obligations arising from the new enhanced European strategy as reflected in the proposal of the Implementing Regulation on interoperability announced on 21 November 2022 EUR-Lex - 52022PC0720 - EN - EUR-Lex (europa.eu). More specifically, it will help to align the country with the need to create communities of practice in the member states, through which the co-creation of proposals for the update of the interoperability strategy at European level will be achieved, but also will ensure the decision-making for large ICT projects with public participation of all stakeholders. It affects all Greek society and all sectors of the economy at national, regional, local level with main target groups such as:

- Citizens
- IT Companies
- Public Administration
- ICT Professionals

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2. **What are the causes of the problem?**
   Elaborate on your understanding of the causes of the problem. As much as possible, identify the root causes. Utilize problem analytical tools (e.g., problem tree, five whys, fishbone diagram, or other related methods) when necessary and provide evidence whenever possible.

In recent years, many efforts have been made towards achieving interoperability at technical, semantic, organizational and legal level both on a national and European basis. However, the level of integration of public services in terms of interoperability has not been sufficient according to official studies of the EU, which is also substantiated by objective difficulties arising in the attempt to implement new public services.

The lack of a comprehensive approach by all involved parties, access to the necessary knowledge and understanding often creates problems that are expected to be overcome through a community of practice, where the possibility of unified information, training, co-creation, but also participation in the decision-making critical for the achievement of interoperability will be provided.

Commitment Description

1. **What has been done so far to solve the problem?**
   What solutions were made available for this problem in previous years? How successful have they been?

2. **What solution are you proposing?**
   What will you do to solve the problem? How does this differ from previous efforts? In what way will the solution solve the problem? How will the solution solve the problem? Will it solve the problem in its entirety or partially? What portion of the problem will it solve, if not the whole problem?

The creation of the Interoperability Community of Practice incorporates for the first time the possibility of public participation and co-creation for all parties involved. It will ensure the possibility of wider governance and decision-making in such a crucial field for the country's digital transformation, in line with European imperatives which favour horizontal coordination systems with multi-stakeholder processes.

Through this commitment, Greece seeks to prepare in a timely manner to align with the requirements introduced by the new enhanced interoperability strategy and to create a single homogeneous environment for the implementation of effective interoperable citizen-centric public services.

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3. **What results do we want to achieve by implementing this commitment?**
   What outputs would we like to produce? What changes in knowledge, skills, and capacities do we want to achieve? What changes in behavior, systems, and practices do we want to create?

Any issues related to the Interoperability Framework will be under consultation with relative stakeholders including the Civil Society through the website www.egif.gov.gr. There will also be the possibility for continuous submission of proposals by Civil Society. Finally, there will be events and working groups with representatives of Civil Society.

Commitment Analysis	
Questions	Answer (if not applicable, just answer with N/A)
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The creation of the new Digital Gateway for the National Interoperability Framework (https://www.e-gif.gov.gr) provides citizens with the opportunity to access knowledge on interoperability issues on a national and European basis in terms of strategy, implementation solutions, training, as well as financial mechanisms. Furthermore, the integration of the forum's operation is a mechanism of transparency, as it enables the posting and consultation of government actions, strategic texts, technical standards, etc.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it*	The planned actions for education and training of public sector executives in relation to the new National Interoperability Framework will contribute to a more effective response of the bodies to the

| support transparent monitoring and evaluation systems? | implementation of the requirements of this new Framework.

In addition, the design and implementation of monitoring and evaluation systems envisaged incorporate user feedback functionalities, which will enhance transparency. |
|---|---|
| 3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?

How will it proactively engage citizens and citizen groups? | The possibility of co-creation and participation in decision-making in the critical field of interoperability is expected to be a driving force in motivating citizens. Interoperability is an added value whether it is in the everyday life of a citizen through the provision of improved services, or in the effective response of private and public bodies to the achievement of digital transformation. |

Commitment Planning
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved.)

| Milestones

(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve.) | Expected Outputs

(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented.) | Expected Completion Date | Stakeholders |
|---|---|---|---|
| Enabling collaborative space as a Community of Good Practice for Interoperability | Establishing an active network of stakeholders in the field of interoperability.

Achieving partnerships.

Implementation of a dynamic governance model of the National Interoperability Framework, which will ensure its sustainability and the possibility of | **In the 3rd quarter of 2023 (3Q)** | Civil Society

Information Technology Companies

General Directorates of Digital Governance of Public Administration bodies

Banking Sector

Telecommunications Providers |

	continuous updating. Supporting digital debates and community meetings by providing remote decision-making methods through digital voting.		
In the 3rd quarter of 2024 (3Q): Supporting bodies to implement the principles and recommendations of the new National Interoperability Framework for Public Services (Project to be funded by European Mechanism)	Training - education of Public Administration executives with the appropriate skills and knowledge to meet the requirements of the National Interoperability Framework recommendations. Activation of thematic networks	**In the end of 3rd quarter of 2024 (3Q)**	**Lead:** Ministry of Digital Governance - General Secretariat of Digital Governance and Simplification of Procedures **Supporting Stakeholders**

	of experts and support of projects that will contribute to the definition of methodologies and ways of collaborative content development and evaluation of resources and interoperability projects. Implementation of mechanisms for monitoring and evaluating the implementation of the National Interoperability Framework principles and recommendations.		Government Civil Society Organizations Other Actors (Parliament, Private Sector, etc.) Civil Society Information Technology Companies General Directorates of Digital Governance of Public Administration bodies Banking Sector Telecommunications Providers
In the 1rst and 2nd quarter of 2024 (1Q & 2Q): Guidance and support for bodies to implement the provisions of the New	Response of Public Administration bodies and the wider Interoperability Community to the requirements introduced by the	**In the end of the 2nd quarter of 2024**	**Lead:** Ministry of Digital Governance - General Secretariat of Digital Governance and Simplification of Procedures **Supporting Stakeholders**

Implementing Regulation (Interoperable Europe Act) on Interoperability.	articles of the New Implementing Regulation.		Government
			Civil Society Organizations
			Other Actors (Parliament, Private Sector, etc.)
			Information Technology Companies
			General Directorates of Digital Governance of Public Administration bodies
			Banking Sector
			Telecommunications Providers

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