

Proactive government

"Estonia is currently building a new generation of proactive e-services. This is the next step towards a hassle-free government, where services are truly seamless."



Jüri Ratas, Prime Minister of Estonia

The implementation of digital services to increase public sector efficiency started in Estonia already more than twenty years ago. Today, a shift in the approach to service delivery can provide the basis for a truly seamless digital state. Estonian government approved a plan for proactive services already in 2018. Proactive services are the next evolutionary step following Estonian once-only principle.

As citizens have no need to be aware of the complexity of government and do not wish to fill multiple complex paper or web forms, government services in a whole or partly need to become more seamless, reusable and proactive. Once one institution inside the state has the information, other institutions do not need to ask this from the citizen twice. People must be able to get things done in one interaction, intervening only if prompted by the government, if at all. Proactivity in terms of Estonian state policies gives services another layer and ties multiple government processes into a seamless singularly activated service to help citizens get government support for their single life event.

This means that the state does not have to wait for the citizen to ask for grants, assistance, advice. The state can itself proactively offer special opportunities to citizens, as all information is available and citizens have agreed to the use of this information for those purposes.

List of proactive services

LIVE RIGHT NOW:

- **Childbirth** - Parents will no longer have to apply for family benefits after Social Insurance Board completed its automatic proactive service in 2019. As soon as child has been born and registered in the population register and given a name, a population entry activates all of the following services - also the Social Security Agency will send an email to the parents to receive family benefits.
- **Starting a business** - This service is already available on the entrepreneur portal as an event-based solution. The service combines the company registration process, applying for the VAT nr and registration of employees.

IN PROGRESS:

- **Retirement** - At least 6 months before reaching the age of retirement a citizen will receive an email from the government about this life event. The offer will layout various paths regarding their pensions savings and will give a total amount how much the person will be receiving from the state as an old-age pension. On that life-event page, a person could also either postpone the pension (continue working) or apply for an early leave. The citizen will go through the planning within a single interface, but in the back, at least four institutions are offering more than six different services in the process.

- **Change of residence or building a new property** - These life-events usually require plenty of paperwork, especially building, so being able to handle them in a single gateway saves time, and the being up to date in real-time how far the administrative process is, should also save some nerves.
- **Driving licence, buying a car** - This service will gather application for driver licenses, change of licenses, health-related documentation regarding licenses, vehicle ownership and the change of ownership into a single source.
- **Military service** - Military service is mandatory for most men in Estonia. Therefore, more than 3000 citizens encounter this life-event. As soon as a person is being listed, an invitation will be sent to medical examination, expressing preferences regarding the type of service.

Facts and figures

- 7 invisible services live in 2020
- A plan of proactive services was approved already in 2018 of AI strategy in its different directions.