e-Governance is a strategic choice for Estonia that aims to improve the competitiveness of the country and increase the well-being of its people. Our dream is to keep government as small as possible, but also available 24/7. This is supported by the availability of digital identity for every citizen, secure and efficient data exchange, and high quality databases.

The privacy of our citizens is the first priority — they have the right to know who is using data about them. We use the ‘once-only’ principle so that citizens only have to submit their data once for the government to use and re-use. The e-government infrastructure is harmonized and provides extensive space for innovation in public services.

### Facts and figures

- 99% of all public services are online
- 100% of all legal acts are online
- 100% of all government institutions and municipalities are online
- Estonia is ranked 6th on the Index of Economic Freedom globally and 2nd in Europe
- Estonia is ranked 1st on the Freedom on the Net index

### Questions & answers

**What are the direct benefits of e-governance?**

Direct savings can be expressed in working hours. For example, government decisions today are made in about 30 minutes instead of five hours, (10x more effective); e-government and especially digital signatures save people an average of five working days a year — by using digital signatures the nation saves 2% of working time annually.

**What are the indirect benefits of e-governance?**

e-Governance creates transparency and accountability. It raises citizen trust in public organizations and the government and also in tech innovations in the public sector. For example, among the most trusted government organizations in Estonia are the rescue board, police and border guard board and tax and customs board.

### For more information:

www.ega.ee

"e-Estonia puts the citizen and the citizen’s rights at its centre."

Kersti Kaljulaid, Estonian President