

Greek Government e-APP implementation



HELLENIC REPUBLIC
Ministry of Digital Governance

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Single Digital Gateway gov.gr

Single Digital Gateway Coordination Agency

govgr

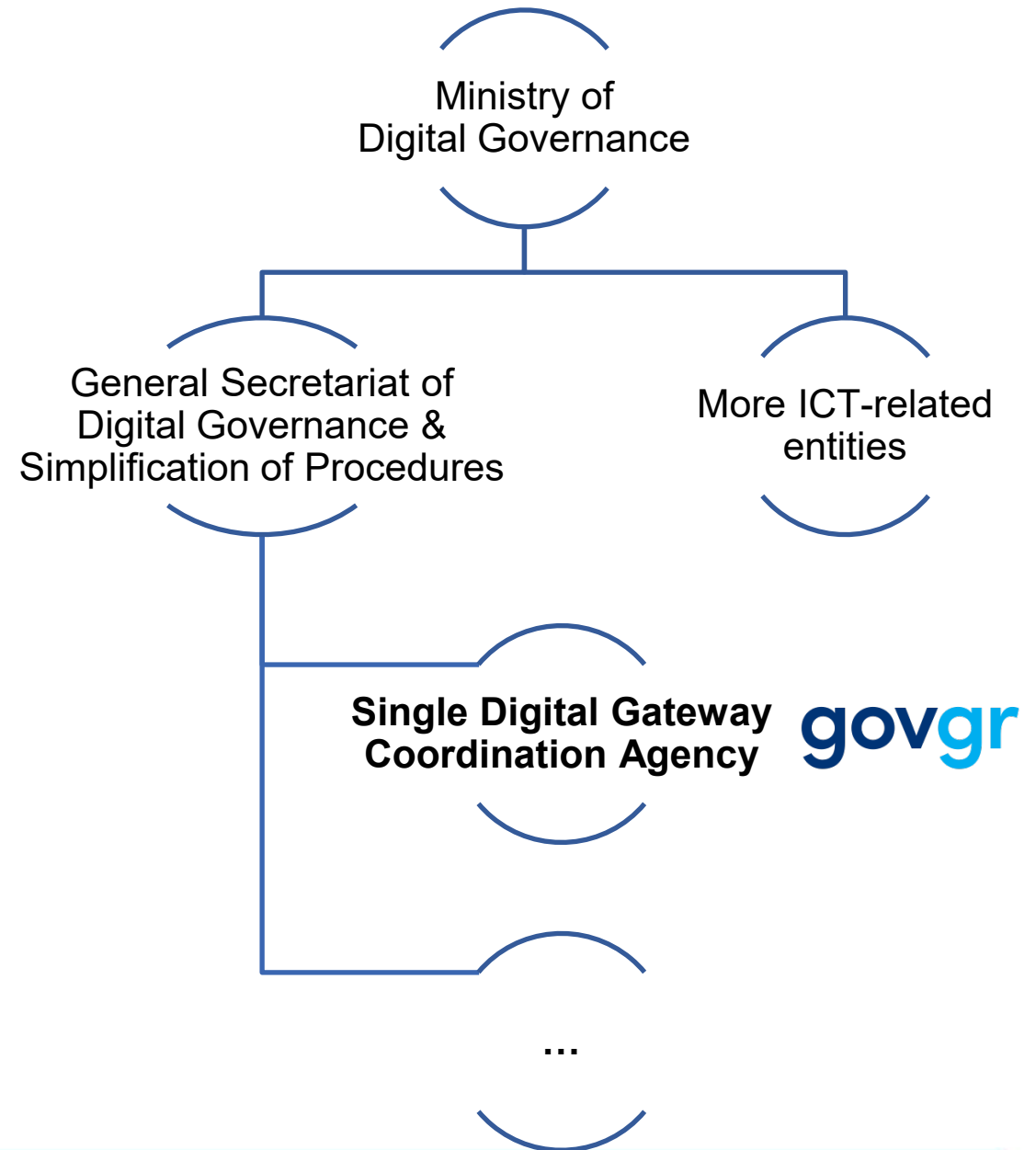
22 October 2024

A. About us



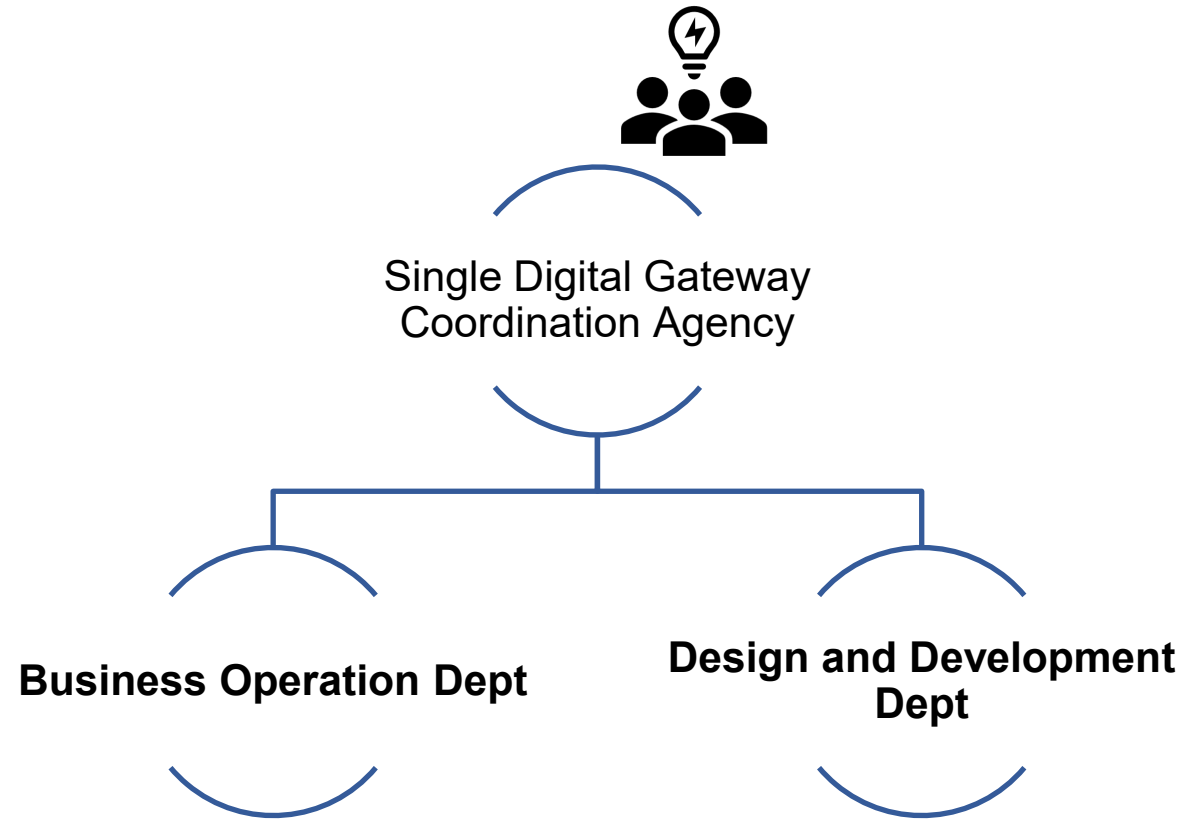
Organisational context

- The **Single Digital Gateway Coordination Agency**
 - Or simply “*gov unit*”
 - Established in July 2020
- **Our Mission**
 - To constantly upgrade the quality of the services provided to citizens.
 - To ensure that citizens trust the Public Administration during their transactions with it.



Our structure

- Business Operation Dept
- Design & Development Dept



B. gov.gr



Gov.gr

The screenshot displays the gov.gr website interface. At the top left is the gov.gr logo. At the top right is a language selector showing 'EN'. Below the logo is the text 'Digital public services, the quick and easy way'. A search bar with the placeholder 'Search here ...' and a magnifying glass icon is present. Below the search bar is a section titled 'Popular on gov.gr' with a list of links: '> 1. Apply for first aid for those affected by the fires in August 2024 in the Region of Attica', '> 1. Formal declaration / Authorisation / Proof of signature', '> 2. I move electrically III', and '> 4. Issue an e-Apostille'. To the right is a chat window for 'mAigov BETA', the digital assistant for gov.gr. The chat window shows a message: 'Good afternoon, how can I help you?' and a 'Start conversation' button. At the bottom of the chat window is a text input field with the placeholder 'Write your question' and a microphone icon.

Categories

11 categories with 1938 digital public services, to help you find exactly what you are looking for.

Agriculture and livestock

Procedures, subsidies and allowances for your agricultural, livestock or fishing activity.

Justice

Legislation, judicial system, issuance of documents, etc.

Education

Procedures for enrolment and attendance at all levels of education.

Business activity

Services to start and grow your business.

Employment and insurance

Tools and services for your job search, insurance and retirement.

Family

Procedures and documents for all family-related events in your life.

Property and taxation

Instructions and services for the management of your property and taxation.

Citizens and day-to-day life

Services for your contacts with the public sector and the stay of third-country nationals.

Culture, sport and tourism

Cultural content services, procedures for internal and external tourism.

Conscription

Procedures for service and military schools, services for uniforms and retired.

Health and welfare

Procedures for individual and public health, services for medicines, hospitalisation and allowances.



Currently



Access to



Digital Services

Covering



Life Events

Serving

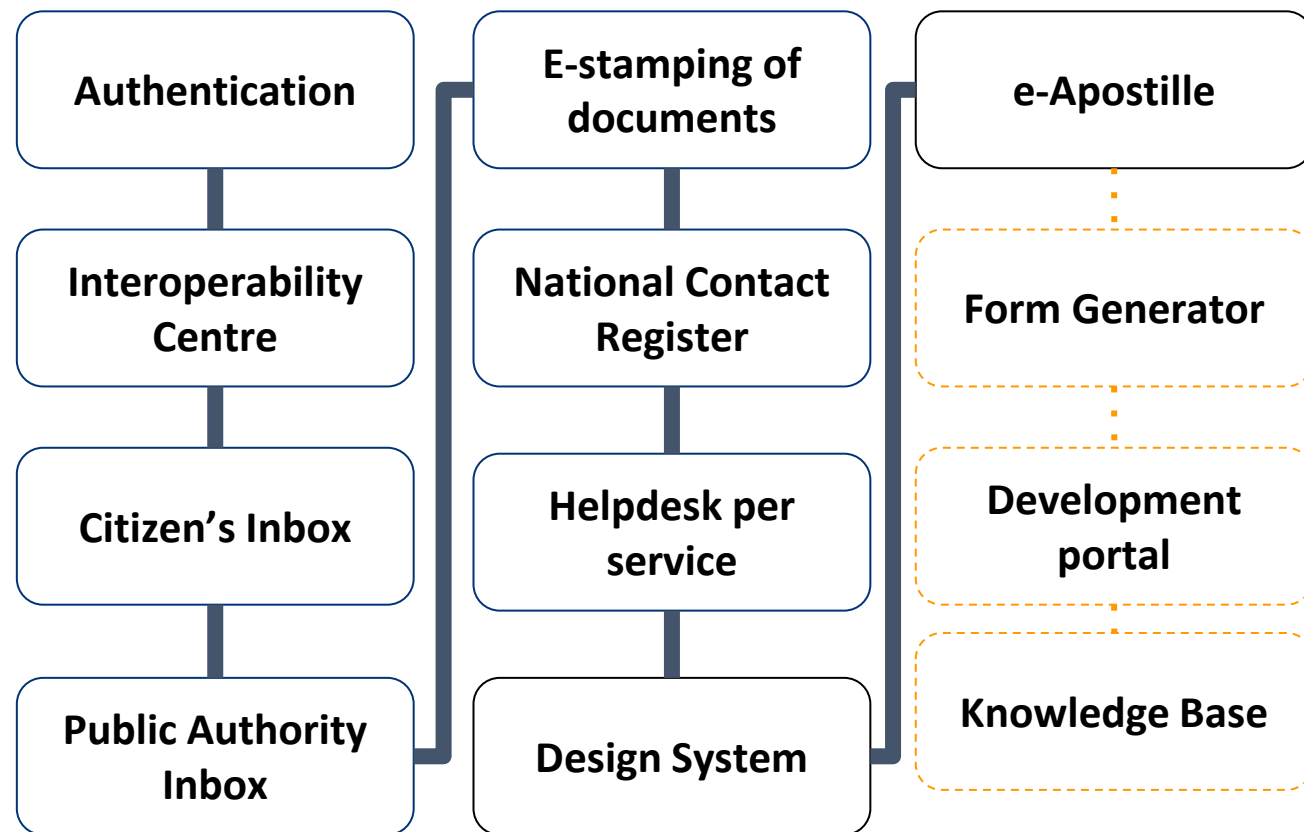


Searches / month

Digital Services Building Blocks

Services require usually

- Authentication
- Prefilled forms with APIs
- e-Document as an output
- Official communication between citizens and public authorities
- Support system
- Common UX and brand identity



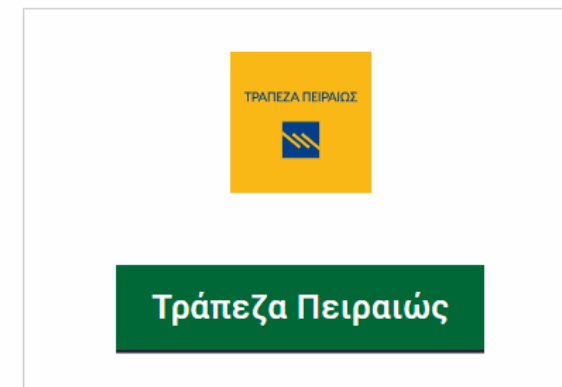
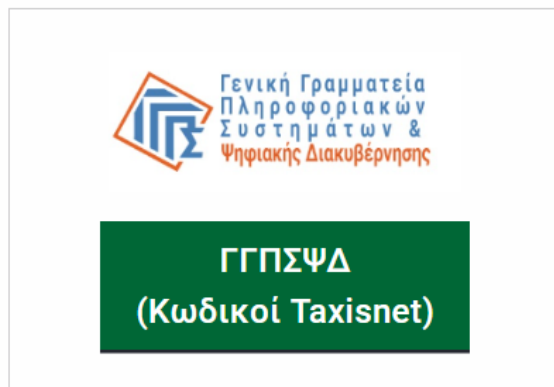
Σε ποιον φορέα έχετε λογαριασμό;

Citizens:

- Tax id credentials
- web banking credentials
- *OTP option included*

Civil servants:

- PA credentials





E-stamping of documents and validation mechanism

E-documents are valid when,

- are stamped with e-stamps as described in eIDAS regulations
- have a unique validation code
- can be validated via an information system

Interoperability available

Κωδικός εγγράφου: 060725026-zAxzRW60hNPJso_Ta2yUg

Επιβεβαιώνεται το γνήσιο Υπουργείο
Ψηφιακής Διακυβέρνησης / Verified by the Ministry
of Digital Governance, Hellenic Republic
20231212144458+02'00'



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

Μπορείτε να ελέγξετε την ισχύ του εγγράφου
σκανάροντας το QR code ή εισάγοντας τον κωδικό
στο docs.gov.gr/validate



govgr Document validation

◀ [Back](#)

**Fill in the unique validation
code of the document**

Validation code

▶ [I don't know the code](#)

Validate

Or scan the QR code

You will need a device with camera, e.g. a laptop, a mobile phone or a tablet.



Scan the QR code

docs.gov.gr/validate

A web interface with where all citizens can access the documents they issue and the replies by PAs, as well as their basic information.

Interoperability available.

Citizen box

The mailbox is your personal mailbox on the gov.gr Portal. Use it to find documents that:

- published in electronic form on the Portal or
- received at a second time from an operator through the Portal or
- you started the publishing process without completing it

[Start here >](#)

Among others see:

- your declarations, authorizations and documents equivalent to a genuine signature
- census certificates and notarial acts

my.gov.gr

Current legislation limited the establishment of e-documents across PA

- they could not be apostilled.

We created e-Apostille.

Electronic apostillisation of The Hague (e-Apostille)

Welcome to the web application for the creation and validation of an e-apostilled document in accordance with the Hague convention (e-Apostille).

Start >

e-apostille.gov.gr

C. e-APP



e-APP development timeline

- It all started on April 2021 with the development of a small project for e-apostille
- From June 2021 we started collaboration with competent authorities in Ministries of Interior and Foreign Affairs
- On June 2022 we received a letter from HCCH proposing implementation of e-apostille
- On September 2022 we make a new start
- On March 2023 the implementation begins
- From 17 July 2023, Greece issues electronic apostilles



Scope of solution

- We decided that we should start with providing a solution for electronic documents issued by Gov.gr
- For documents issued outside Gov.gr, a different implementation is required



Scope of changes

Legal changes

Technical
implementation



Legal changes

- In April 2023, a new law was voted stating that
 - the documents issued from gov.gr can receive an electronic apostille, via a web application
 - e-apostilles will be verified by a web application on gov.gr
 - all related issues will be specified in a ministerial decision
 - for documents outside gov.gr new joint ministerial decisions will be published
- In May 2023, the ministerial decision was published



Technical implementation

- We utilized Gov.gr building blocks
 - Authentication
 - E-stamping of documents
 - Validation mechanism
 - Citizen Inbox
- Created a web application for issuing electronic apostilles
- Created a web application for verifying electronic apostilles



Technical implementation

- Created a landing page, with content in 3 languages, Greek, English and French
- The e-apostille creation and verification services are also available via gov.gr



Ελληνικά | [English](#) | [Français](#)

Ηλεκτρονική επισημείωση της Χάγης (e-Apostille)

Καλωσήρθατε στη διαδικτυακή εφαρμογή για τη δημιουργία και επαλήθευση εγγράφου με ηλεκτρονική επισημείωση της Σύμβασης της Χάγης (e-Apostille).

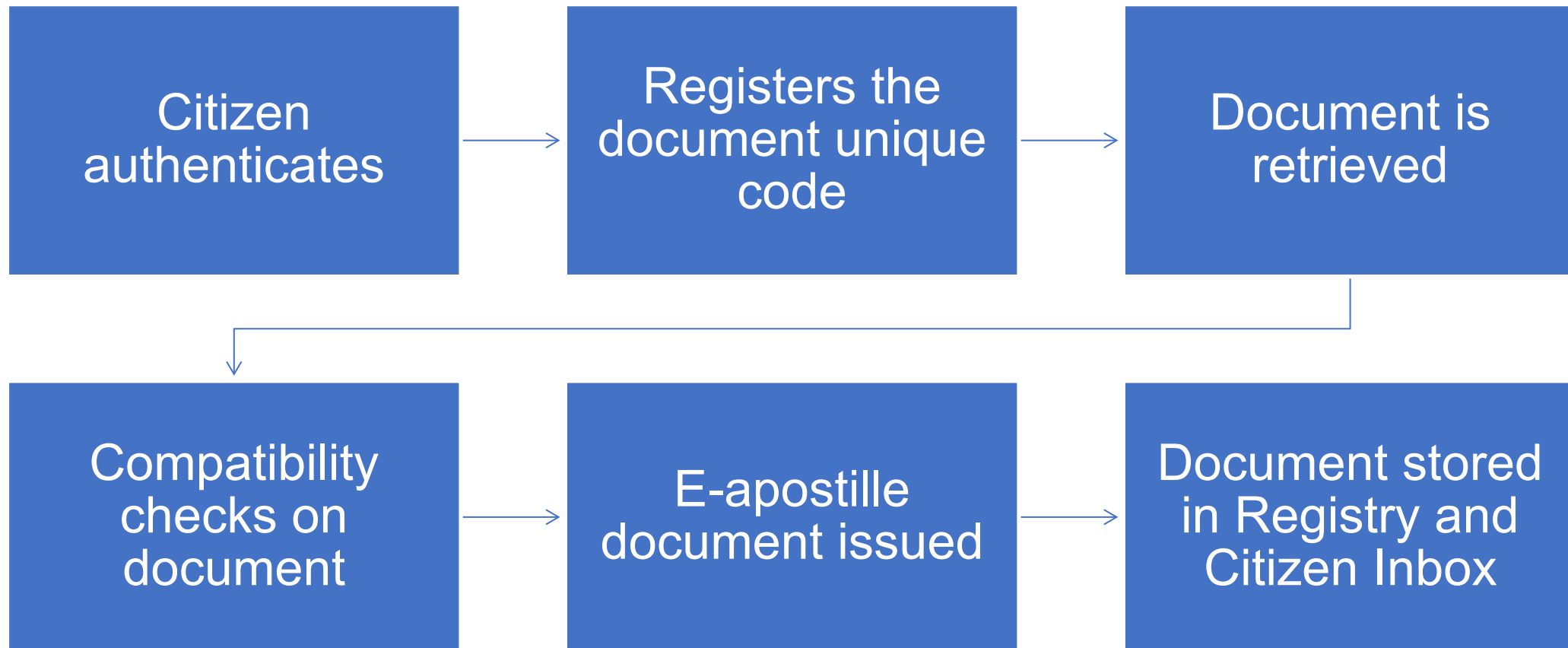
Παρακαλούμε συμβουλευθείτε τη σελίδα [έγγραφα που μπορούν να επισημειωθούν ηλεκτρονικά](#) πριν ξεκινήσετε τη διαδικασία δημιουργίας ηλεκτρονικής επισημείωσης.

Χρήσιμοι Σύνδεσμοι

[Πιστοποιημένοι μεταφραστές HCCH - Apostille](#)
[Σύμβαση της Χάγης](#)
[Κυρωτικός νόμος Ν. 5043/2023, αρ. 64 «Ηλεκτρονική επισημείωση της Χάγης \(e-Apostille\)»](#)
[Υπουργική απόφαση e-Apostille](#)
[Συχνές Ερωτήσεις](#)



E-apostille issuing process



Issuing an e-apostille



[Ελληνικά](#) | [English](#) | [Français](#)

Electronic apostillisation of The Hague (e-Apostille)

Welcome to the web application for the creation and validation of an e-apostillised document in accordance with the Hague convention (e-Apostille).

Start >

Useful links

[Certified translators](#)

[HCCH - Apostille](#)

[The Hague Convention](#)

[e-Apostille ministerial decision](#)

[Documents that can be electronically apostillised](#)



Issuing an e-apostille



govgr

Electronic apostillisation of The Hague (e-Apostille)

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Choose service

- Create an e-Apostille
- Verify an e-Apostille

Continue



Issuing an e-apostille



◀ [Πίσω](#)

Απαιτείται ταυτοποίηση

Για να προχωρήσετε, πρέπει πρώτα να συνδεθείτε.

→] [Σύνδεση](#)



Αυθεντικοποίηση Χρήστη

Σύνδεση

Παρακαλώ εισάγετε τους κωδικούς σας στο **TaxisNet** για να συνδεθείτε.

Χρήστης:

WW1488340U759



Κωδικός:

.....



Σύνδεση

Κέντρο Διαλειτουργικότητας (ΚΕ.Δ.) Υπουργείου Ψηφιακής Διακυβέρνησης



Issuing an e-apostille



govgr e-Apostille

ΑΝΔΡΕΑΣ ΔΗΜΗΤΡΙΟΥ ⋮

e-Apostille

Κωδικός Εγγράφου gov.gr

Κωδικός Εγγράφου

Καταχωρίστε τον κωδικάριθμο του εγγράφου που φέρει χαρακτηριστικά ασφαλείας gov.gr και επιθυμείτε να επισημειωθεί.

Συνέχεια



Issuing an e-apostille

e-Apostille

Επιλέξτε τον τρόπο με τον οποίο θα δώσετε επιβεβαίωση έκδοσης του εγγράφου.

- Μέσω της εφαρμογής Gov.gr Wallet στο κινητό σας
Για επιβεβαίωση μέσω της εφαρμογής Gov.gr Wallet πρέπει να έχετε επιτρέψει στην εφαρμογή να στέλνει ειδοποιήσεις στο κινητό σας
- Με αποστολή SMS στο κινητό σας



Issuing an e-apostille

Το έγγραφο εκδόθηκε

Ο κωδικός του εγγράφου
g_RE1lxsQXmCpxmZHTbplg



Κωδικός επαλήθευσης
g_RE1lxsQXmCpxmZHTbplg

Αριθμός e-Apostille g_RE1lxsQXmCpxmZHTbplg

Ημερομηνία e-Apostille 20/10/2024 16:13:15

Κατάσταση

Το έγγραφο εκδόθηκε

Πρότυπο

APOSTILLE

Ημερομηνία έκδοσης εγγράφου
gov.gr

20/10/2024 16:13:15

Αποθηκεύστε στο αρχείο σας

Αποθηκεύστε το αρχείο PDF στη
συσκευή σας.

PDF Αποθήκευση





ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

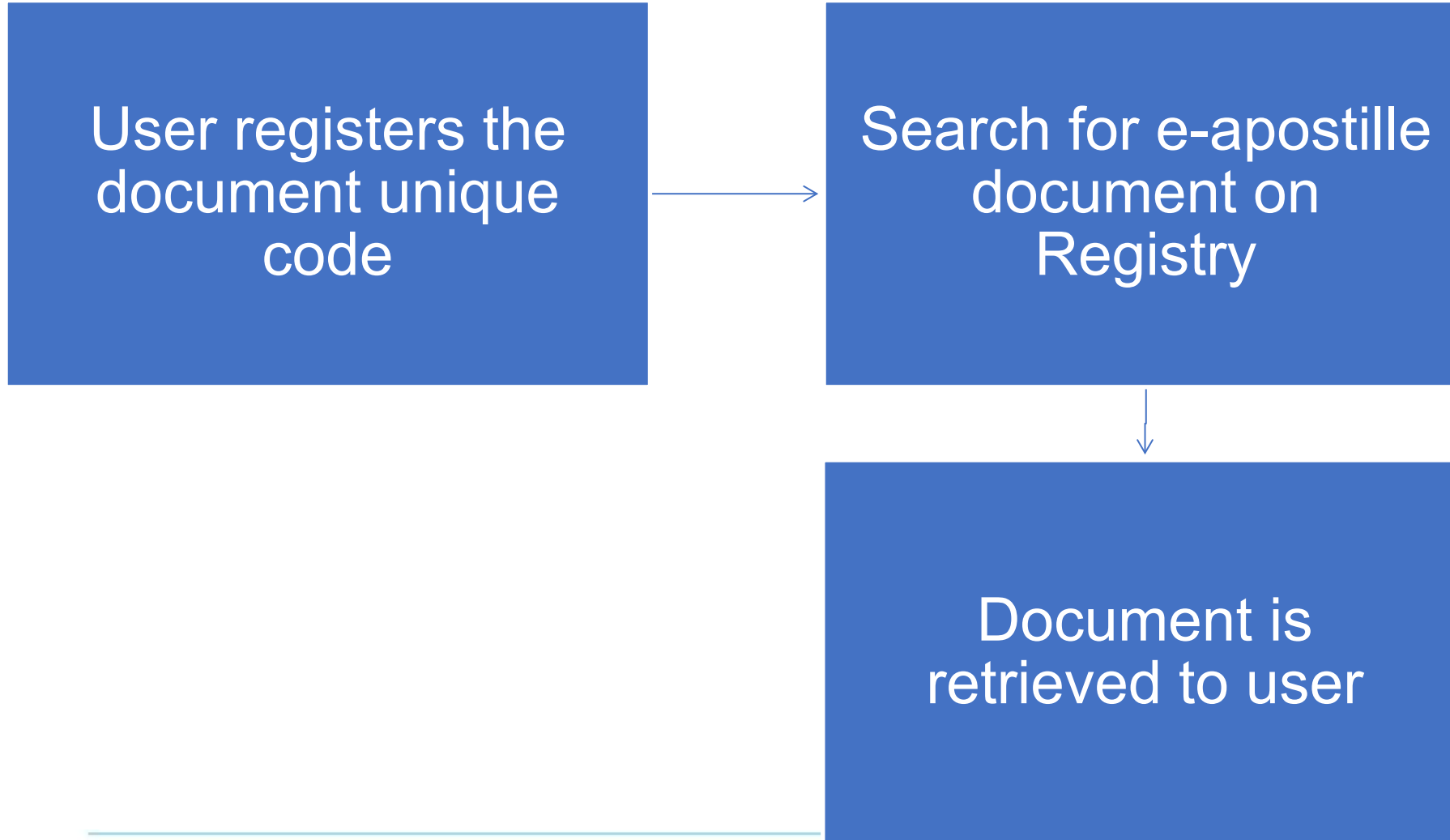


Issuing an e-apostille

e-Apostille (Convention de La Haye du 5 octobre 1961)			
1. Χώρα Country / Pays	Ελλάδα Greece Grèce		
Το παρόν δημόσιο έγγραφο This public document / Le présent acte public			
2. Υπεγράφη από Has been signed by A été signé par	A/A n/a néant		
3. Ενεργώντας με την ιδιότητα Acting in the capacity of Agissant en qualité de	A/A n/a néant		
4. Φέρει τη σφραγίδα / επίσημα Bears the seal / stamp of Est revêtu du sceau / timbre de	Του Υπουργείου Ψηφιακής Διακυβέρνησης Ministry of Digital Governance Ministère de Gouvernance Numérique		
Η βεβαίωση χορηγείται Certified / Attesté			
5. Τόπος at / à	Αθήνα Athens / Athènes	6. Ημερομηνία The / Le	20/10/2024
7. Από By / Par	A/A n/a néant	8. Με αριθμό No / Sous no	g_RE11xsQXmCpxmZHTbpIg
9. Σφραγίδα / επίσημα Seal / stamp Sceau / timbre	Επιβεβαιώνεται το γνήσιο Υπουργείο Ψηφιακής Διακυβέρνησης / Verified by the Ministry of Digital Governance, Hellenic Republic 20241020161421+03'00'		10. Υπογραφή Signature Signature
			Υπουργείο Ψηφιακής Διακυβέρνησης Ministry of Digital Governance Ministère de Gouvernance Numérique



E-apostille verification process



Verifying an e-apostille



govgr

Electronic apostillisation of The Hague (e-Apostille)

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Choose service

- Create an e-Apostille
- Verify an e-Apostille

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Welcome to the web application for Apostille verification.

Check the validity of documents digitally issued and apostilled by [gov.gr](#).

Fill in the e-Apostille number

e-Apostille number

Search

You can also scan the QR code

You will need a device featuring a camera e.g. computer, smartphone or a tablet.



Scan

Verifying an e-apostille



◀ [Back](#)

e-Apostille

View

e-Apostille Number g_RE1lxsQXmCpxmZHTbplg

e-Apostille Date 20/10/2024 16:13:15



Status

The document has been issued

Download the document

Save the pdf file on your device.

[Download](#)

Verifying an e-apostille



e-apostille documents

- Certificate of family status
- Birth certificate
- Certificate of citizenship
- Certificate of next of kin
- Birth registration certificate
- Marriage registration certificate
- Civil partnership registration certificate
- Death registration certificate
- Copy of higher education degree
- Digital transcript of a secondary or high school diploma
- Transcript of a vocational High School diploma



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Documents that can be electronically apostilled

The online application for the issuance of an e-apostille is provided for specific types of gov.gr documents that bear a unique verification identification number and an electronic seal of the Ministry of Digital Governance. Currently, issuance of an e-apostille can only be done on documents:

- that you have self-issued from gov.gr or
- that have been issued by a Citizen Service Centre (KEP) / Municipality / Consulate upon application made by you in person and if your TIN number has been registered. These documents must have been issued from 13/10/2023 onwards.

Gov.gr documents that have been issued following an electronic gov.gr application to a Citizen Service Centre (KEP) are not eligible for e-apostille. The documents that can be electronically apostilled (e-apostilled) are the following:

1. [Certificate of family status](#)
2. [Birth certificate](#)
3. [Certificate of citizenship](#)
4. [Certificate of next of kin](#)
5. [Birth registration certificate](#)
6. [Marriage registration certificate](#)
7. [Civil partnership registration certificate](#)
8. [Death registration certificate](#)
9. [Copy of higher education degree](#)
10. [Digital transcript of a secondary or high school diploma](#)
11. [Transcript of a vocational High School diploma](#)

More types of documents that can be e-apostilled will be added in the near future, and you will be able to keep up to date with any changes to the procedure on this website.

Next steps

- Make available for electronic apostillisation more gov.gr documents
- Extend the e-apostille issuing application to documents outside gov.gr



Thank you

Andreas Dimitriou
Director of Gov.gr Coordination Agency
Ministry of Digital Governance



HELLENIC REPUBLIC
Ministry of Digital Governance

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