E-applications
A case of the Croatian Pension Insurance Institute

Croatian Pension Insurance Institute
Croatia
Summary

From 1 January 2014 the Croatian Pension Insurance Institute (CPII) introduced the electronic service Lana mirovinsko, as a web application for registration in its central database (e-applications).

This service enables the contribution payers to register with the pension insurance or change the data about a contribution payer or an insured persons, on the 24/7 basis, without coming to the CPII's counter. The user may, at any time, check on the data about the creator, sender and recipient, sending and receiving time, validity and contents of a qualifying certificate and electronic signature, and is allowed to make insight into the documentation cycle of e-application, from the creation to the archiving.

The e-application service is available at: https://lana.mirovinsko.hr.

This electronic service:

• simplifies the procedure of registration/deregistration;

• decreases the number of contribution payers who come to the CPII's counters;

• enables CPII's application procedure to be automated;

• decreases the cost of application procedure for the contribution payers;

• shortens the application time for the contribution payers;

• shortens application processing time for the CPII.

CRITERIA 1

What was the issue/problem/challenge addressed by your good practice?

The application process for entry into the pension insurance system, if applications are submitted as hard copies at the counters of the Croatian Pension Insurance Institute (CPII), is an uneconomical and slow procedure. It takes valuable time for the contribution payers and causes them certain costs. It also causes additional workload for the CPII employees working on the counters where, because of a large number of clients, their work on other tasks becomes less efficient.
CRITERIA 2

What were the main objectives and the expected outcomes?

The main objective of the project is to establish a new system, called e-applications (Croatian: e-prijave) that will eliminate deficiencies in the existing pension insurance application system and, within the framework of electronic service e-application, enable an undisturbed business process between the Croatian Pension Insurance Institute (CPII) and a service user/contribution payer, without the necessity of visiting in person an organizational unit of CPII.

We expect to achieve that all pension contribution payers apply for registration in the pension insurance system electronically, using the service that is offered on the web page.

CRITERIA 3

What is the innovative approach/strategy followed to achieve the objectives?

We used the open source technologies which are available free of charge. Their application did not cause any initial or subsequent ongoing costs for the licensing of various parts of the system. The modular approach applied during the creation of the system enabled scalability of the system, which means that the system's functionality can be extended in a fast and effective manner. The possibility to upgrade the system and implement new modules will contribute to the effectiveness of the users. The application of standardized data formats and communication protocols (XML standard, HTTPS protocol) ensures syntactic interoperability of the system, which allows effective data exchange with other information systems. This further allows a development in the area of connectibility with other information systems, according to the defined needs. Also, each contribution payer within the system is able to update his/her user profile. In that way, it is possible to collect data about the contribution payers (employers) that could subsequently be used for a simple communication between the Croatian Pension Insurance Institute and the employer.

CRITERIA 4

Have the resources and inputs been used in an optimal way to achieve the set objectives and the expected outcomes? Please specify what internal or external evaluations of the practice have taken place and what impact/results have been identified/achieved so far.

The system data are used in an optional way that enables a stable functioning of the system and system applications. There were no interruptions of operation or instability of the service since the production. The maximum system functionality has been achieved for all users. The system covers approximately 90% of the persons obliged to apply for entry into the pension insurance.
CRITERIA 5

What lessons have been learned? To what extent would your good practice be appropriate for replication by other social security institutions?

Such an e-application system is effective, accessible and user friendly. It contains all information requisite for the system usage. It enables effective registration and processing of the e-applications. The costs of registration that incur to the users are therewith reduced. The process of applying for the registration and processing of the same application is automatic and fast. The usage and exchange of the electronic documents between a contribution payer and an institution using the pension insurance data are thus ensured. It enables a detailed statistical following of the system's effectiveness and of its operation.