

**Question for written answer E-002872/2017
to the Commission**
Rule 130
Viorica Dăncilă (S&D)

Subject: On-line services

According to statistics, 20% of users claim to experience difficulties when attempting to complete common administrative formalities on-line. That proportion rises to 27% in cases of people with no direct internet access. This is because EU citizens, and especially the elderly, are not comfortable following digital procedures. Furthermore, many of the more vulnerable members of society cannot call on their family for assistance (e.g. in the form of on-line mandates), and one in four people have problems finding government information on-line. At the same time, there are income-group-based differences as regards use of the e-government system.

Despite all this, governments are considering creating digital public spaces to make widespread use of IT systems for all administrative formalities, and many local communities are worried about the impact of these initiatives.

How will the Commission support the efforts of local and regional authorities to ensure that these services are available to all members of the public, regardless of where they live?