

**Question for written answer E-003838/2017
to the Commission**

Rule 130

Andrey Kovatchev (PPE)

Subject: eGovernment and encouraging the use of public administrations' online services

The digitalisation of government services should help to realise the full potential of the single market, promote better exercise of citizenship, improve quality of life for citizens as well as the social and economic development of the regions, and enhance citizens' understanding of and involvement in public services. Public administrations should be open, transparent, efficient and inclusive, providing borderless and user-friendly digital public services to citizens and businesses by 2022, thereby reducing costs, barriers and administrative burdens for citizens and businesses. The transformation to digital government must be initiated at Union, Member State, regional and local level.

1. What is the Commission doing to encourage older people to use public administrations' online services?
2. What practical steps has the Commission taken to safeguard access to, and the quality of, eGovernment services for citizens who live in rural, mountainous or remote areas?
3. What measures has the Commission taken to increase people's confidence with regard to the protection of personal data?