

**Question for written answer E-000461/2021  
to the Commission**  
Rule 138  
**Maria Spyraiki (PPE)**

Subject: Upgrading public services in Thessaloniki

The restrictions imposed as a result of the COVID-19 pandemic to protect public health (teleworking of staff, service by appointment only with a limited time for each visitor and a limited number of people served, limited access to public documents, etc.) have made it difficult for the Thessaloniki Land Registry Office to operate as normal. This has exacerbated the need to reform the public sector and to use digital technology to upgrade public services so that they can operate more efficiently. There are frequent protests by lawyers and citizens in Thessaloniki against the excessive delays that result from checking and issuing property transfer certificates, jeopardising the security of transactions.

Given that 'Horizon Europe', the EU research and innovation programme 2021-2027, finances support for research and innovation that has an impact on public services and their effectiveness, and bearing in mind that the Commission has specifically proposed modernising public authorities to meet citizens' expectations in terms of the provision, transparency, accessibility and targeting of services for citizens, can the Commission say:

1. What was the contribution of Horizon 2020, the EU's research and innovation programme, towards increasing and improving the provision of public services in Greece over the period 2014-2019?
2. What is the amount of European funding provided for in the new Horizon Europe programme (2021-2027) and how can it be used to finance public services?