

**Question for written answer E-001824/2023
to the Commission**

Rule 138

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Subject: Decline of face-to-face contact and difficulties accessing electronic administration services

Since the COVID-19 pandemic, face-to-face services have been done away with in many public authorities. Even though digitalisation is necessary and often beneficial, it is also leading to more inequality with regard to who can access services or not. In addition to unequal treatment for those who have no access to digital infrastructure, getting rid of face-to-face services also undermines individual freedom and the right to choose.

In light of the above:

1. Does the Commission have any data on the percentage of the population without regular, independent access to the technology required for electronic administration services in the Member States?
2. Does the Commission think there should be measures and mechanisms to track, oversee and monitor the new needs arising from the digital divide, in order to ensure these sections of the population without access to digital public services can access them in the same way and without discrimination?
3. What is the Commission's position regarding the need to balance the digital revolution with keeping face-to-face contact and strengthening social ties?

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