



**mObywatel**

# e-Services in Poland



Ministry of Digital Affairs  
Republic of Poland

We Make the Future

**COI**



# Public e-services

Activities of state and local governments  
for the benefit of citizens

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Meeting basic social needs

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Not for profit, but for the common good

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Online access – no need to visit the office

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# A historical outline of e-services development

## Since 2000

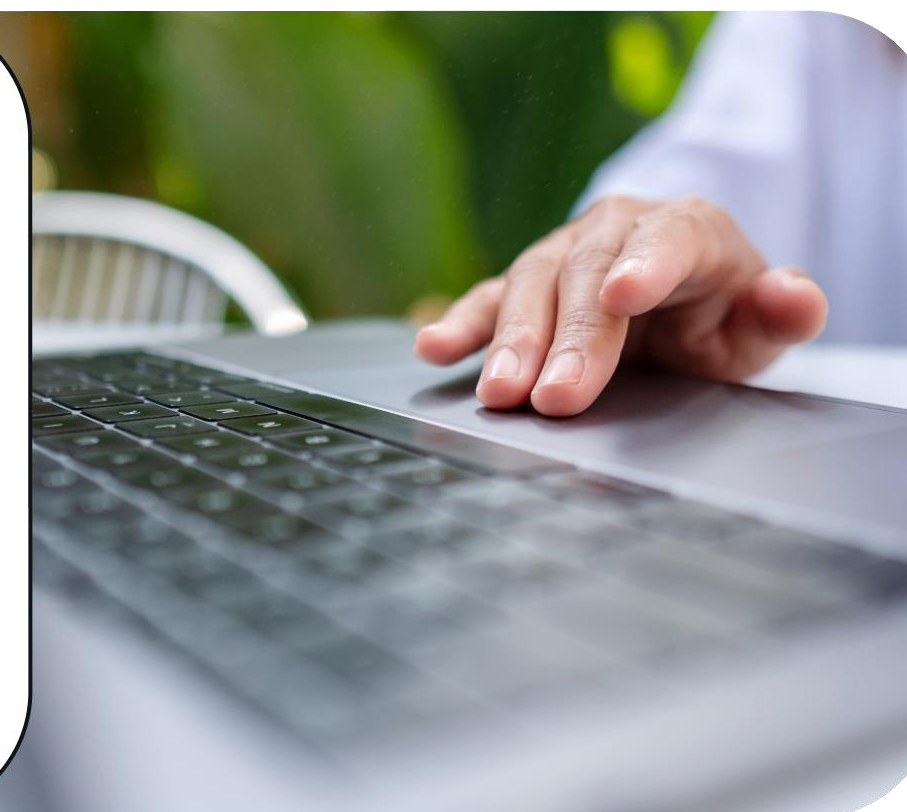
Decentralised and  
non-standardised approach  
No single service hub

## since 2008

Centralization and  
standardization attempts  
ePUAP – central  
service hub  
Other sites

## since 2019

mObywatel



# Iterative approach

## Plan

Set goals and processes



## Do

Implement processes



## Act

Engage in continuous  
process improvement actions



## Check

Monitor, evaluate  
and measure results



Deming cycle  
(PDCA)

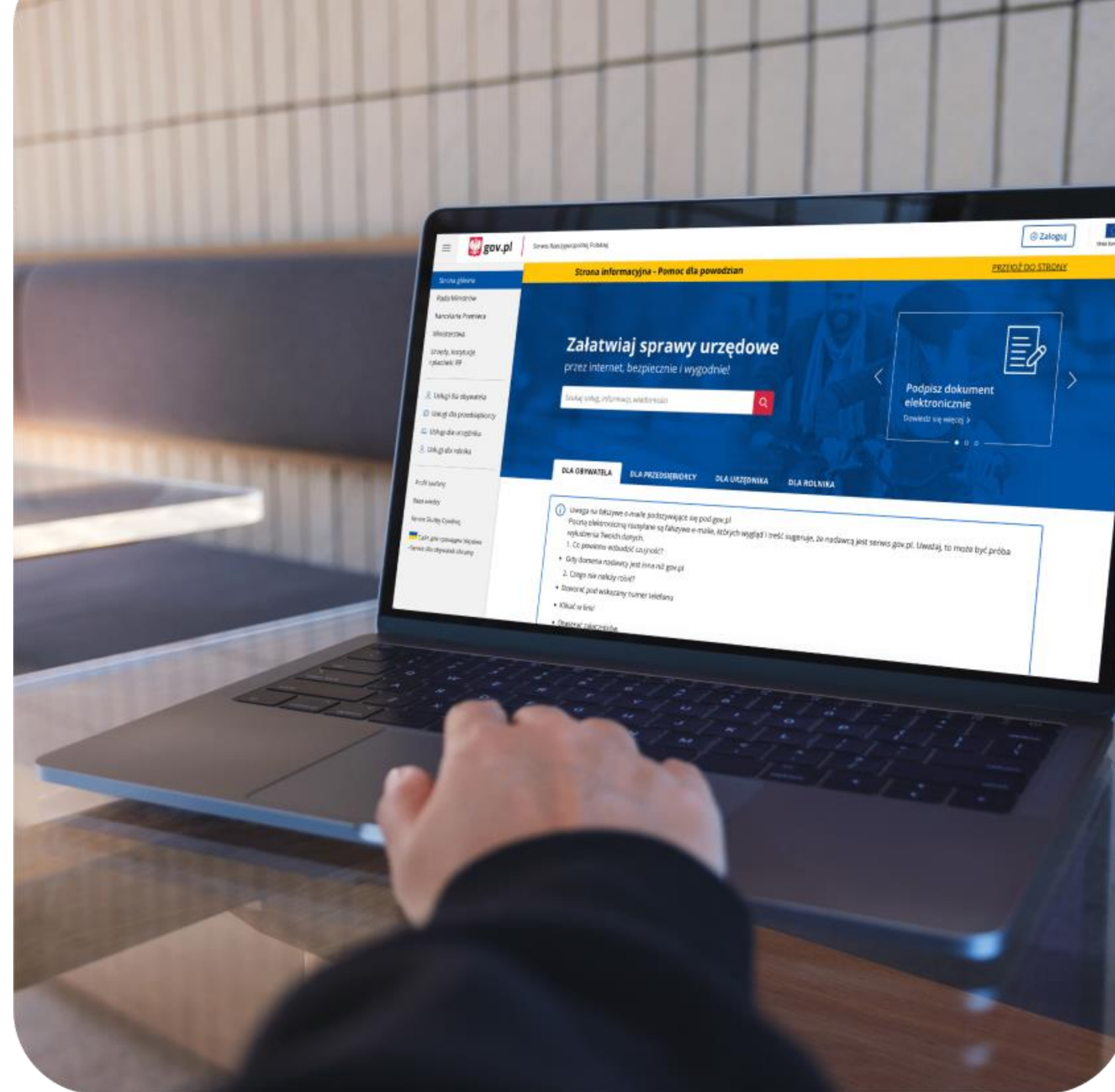


# Service Statistics

In 2024, the ePUAP platform offered **584 central services**, which were used a total of **over**

## 2,3 milion

times. In the same year, **3,418 local services** available on the platform were used **nearly 390,000 times**.



Local services

# Services in development:

Centralised services

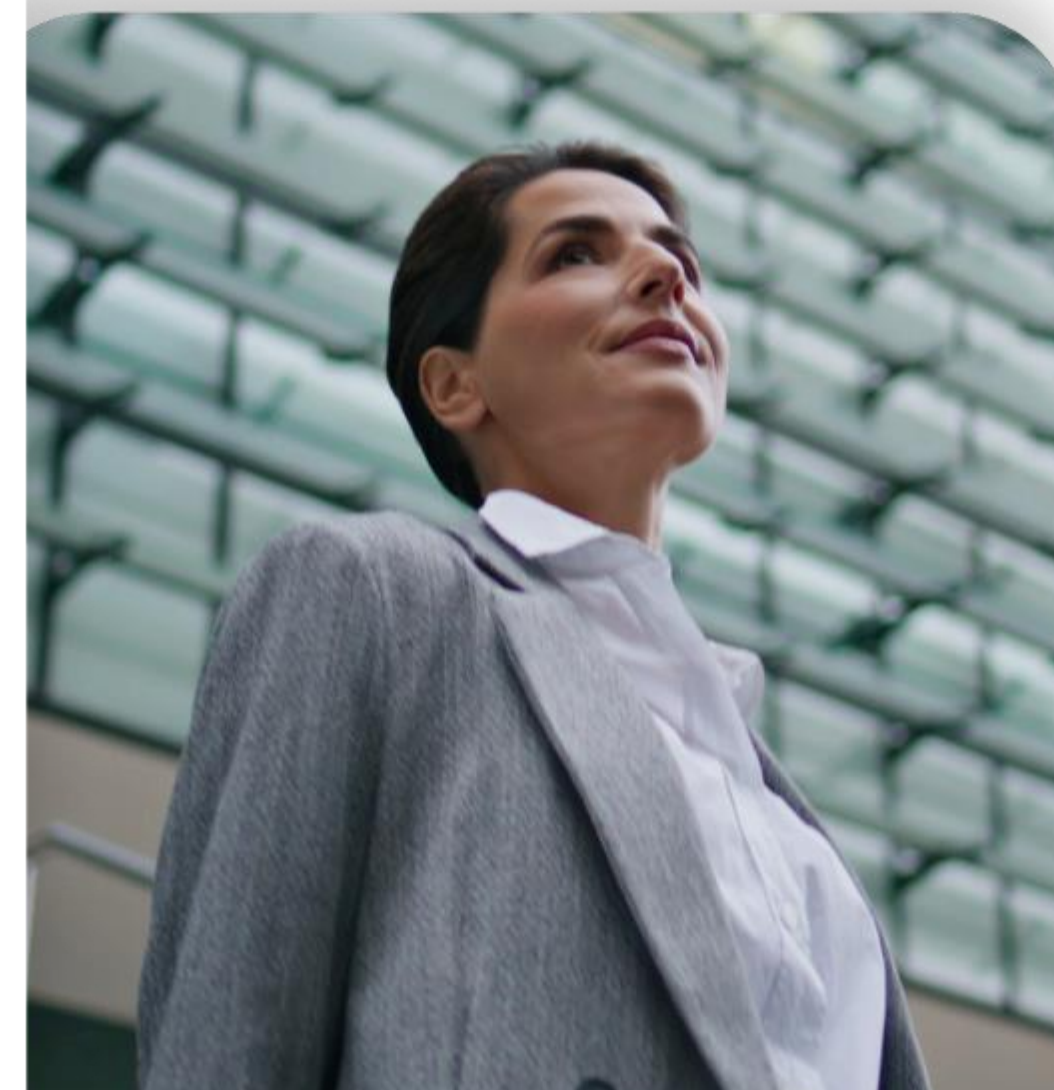
150

provided via central offices,  
such as ministries

Over

# 30 thousand electronic services

from local government units



# Life map





## Examples of centralised services:

Report your child's birth



Declare mail-in voting preference



Submit an ID card application



Check driver qualifications



Report unauthorized use of your personal data (identity theft) - **invalidate your ID card**





# The key to developing centralised services is understanding the everyday needs of citizens

Services based on best practices – standards, unified GUI

The services being developed are consistent with the WCAG approach



# E-Service Form Generator

A tool that facilitates service development and standardisation.





# E-Service Forms Generator

Integration with public registries enables the automatic completion of citizens' details when filling out forms.

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The forms are visually consistent with the [mObywatel.gov.pl](https://mObywatel.gov.pl) website and are designed for use on mobile devices.

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Access the Forms Generator via your user account within the context of the relevant entity.

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Published services will be listed in the service directory, which will be available on the [mObywatel.gov.pl](https://mObywatel.gov.pl) and [Gov.pl](https://Gov.pl) websites.

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# Key elements of public e-services development in Poland

Centralization

Integration

Security

Standardization

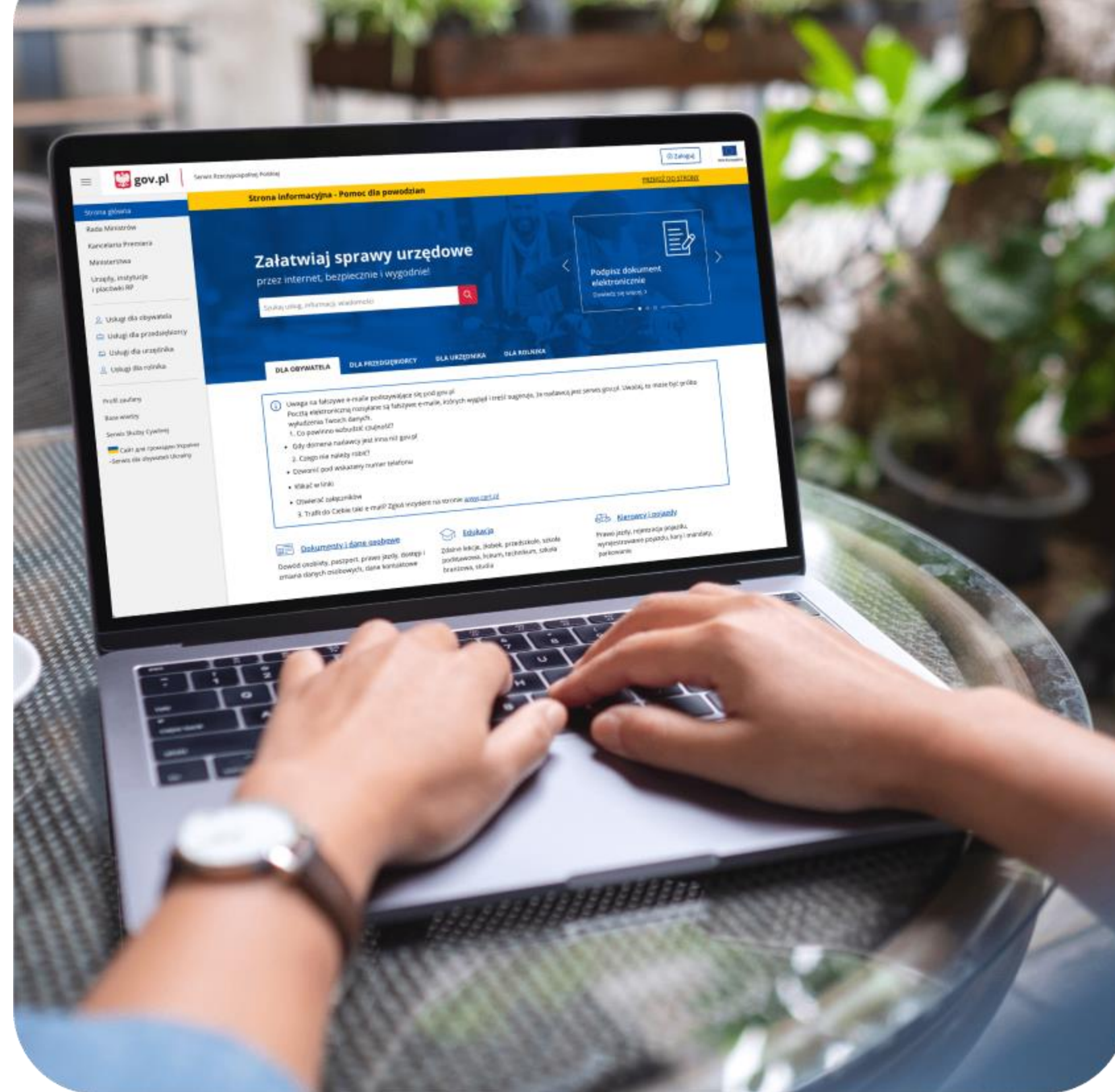
Availability

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# Gov.pl

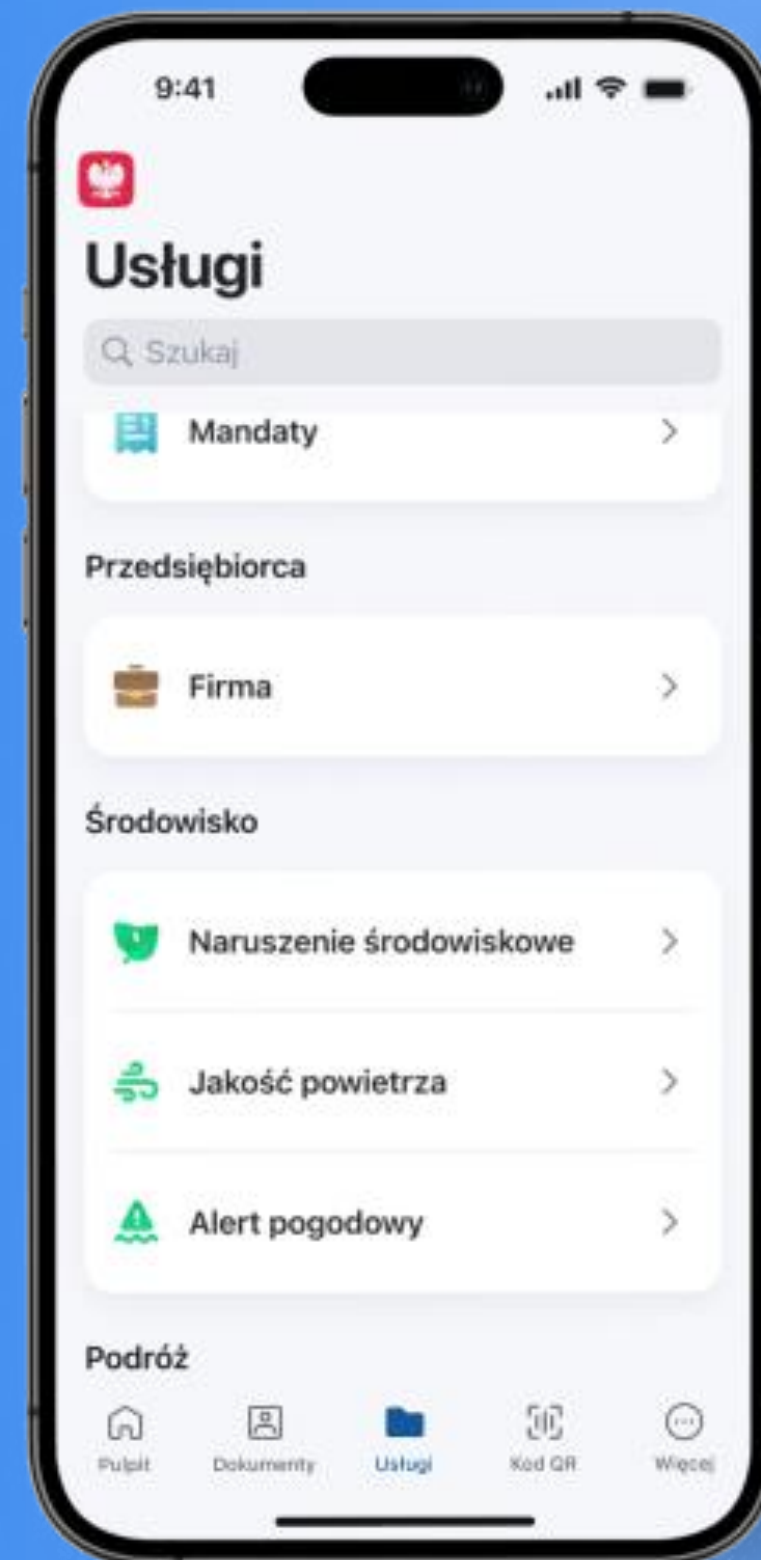
Combining information  
and service areas



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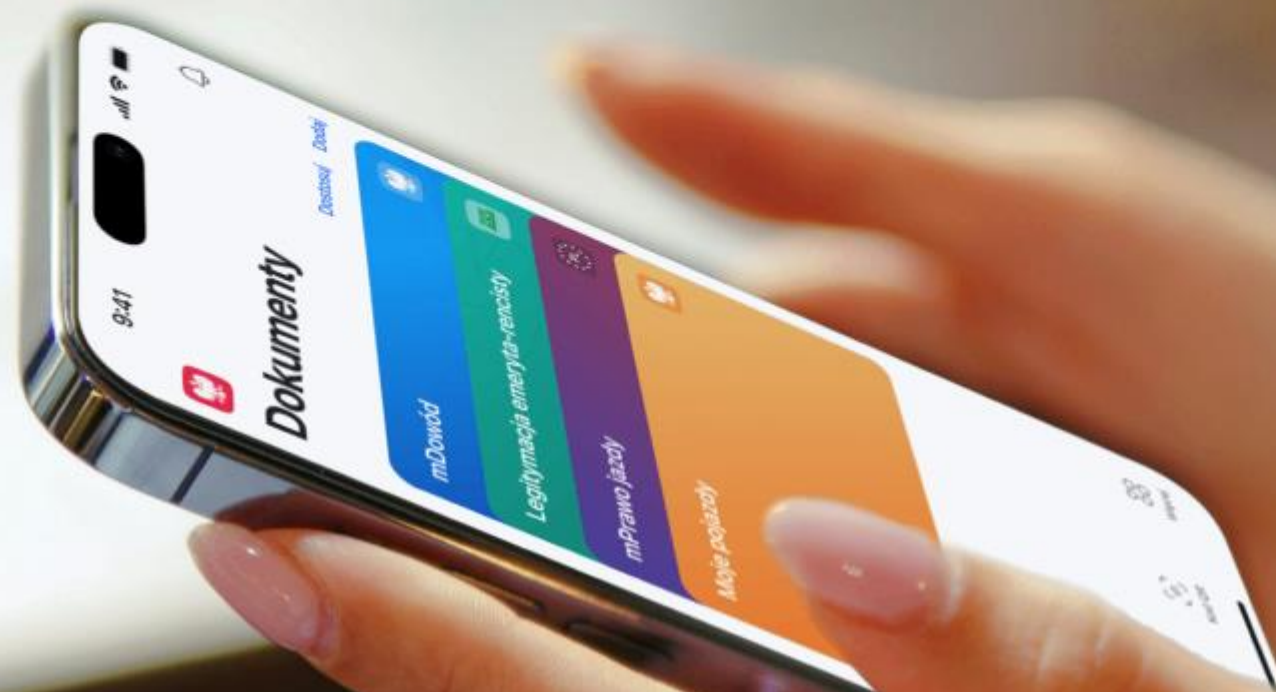
All key services available  
in the **mObywatel** app







**mObywatel**



# mObywatel

Success story of the Polish public mobile application



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| One App. Many Services.

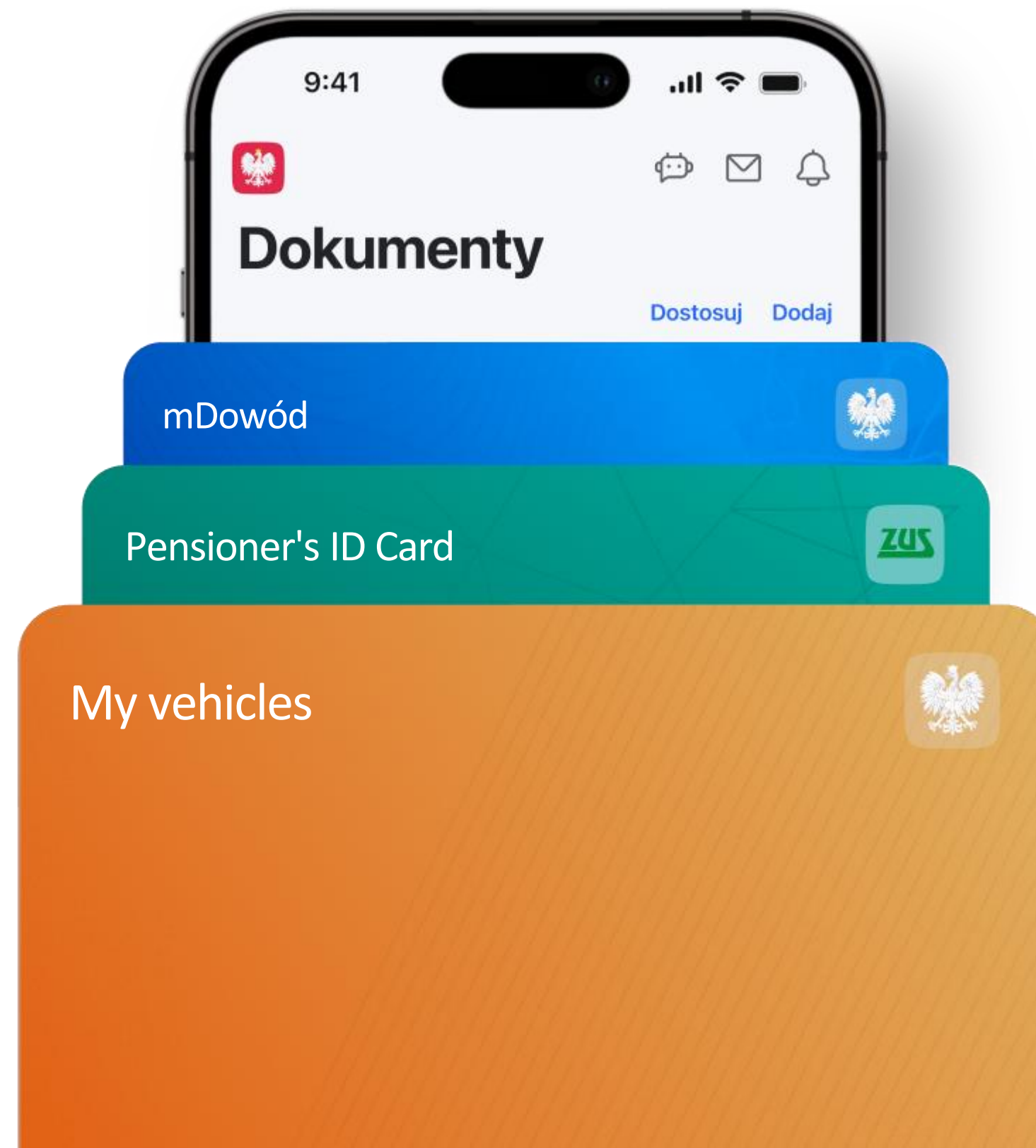
# mObywatel serves as

a citizen's assistant

catalogue of ready-to-use e-services

wallet for digital documents.

*With mObywatel, communication with public offices have become faster, more efficient, and convenient.*





# Legal milestone for digital identity

In 2023, the law in Poland was amended to equate a traditional plastic ID card with a document in a mobile application.

Despite being on the market for over six years, the mObywatel app was not as widely recognised as we would have wished.

We saw a solution in making changes to the law, with regards to the mobile ID.





**mObywatel**

| One App. Many Services.

## mObywatel in numbers



**1M**

unique logins to the  
application per day



**13**

new services  
this year

User Ratings

**4.8**

in Google Play  
and App Store

Over

**10M**

users of the mObywatel app



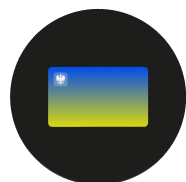
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### Diia.pl

An electronic document for Ukrainian citizens who crossed the border after 24 February 2022.



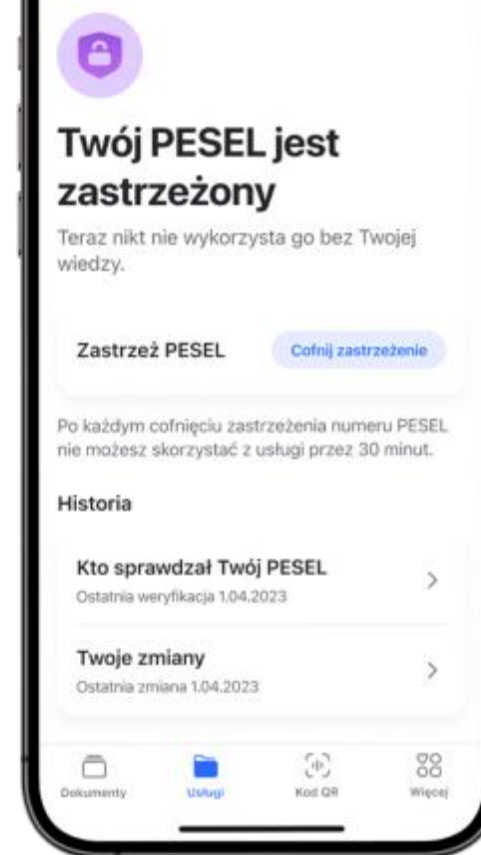
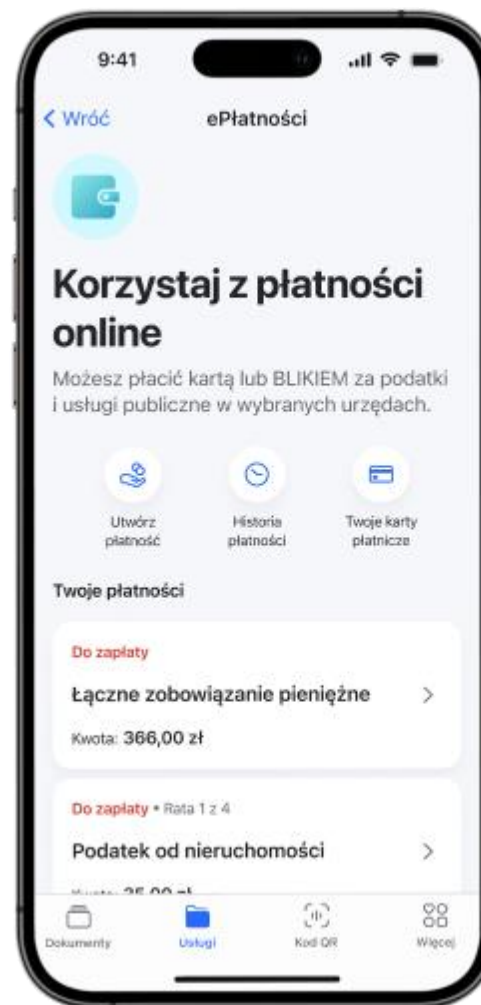
### Block PESEL service

Every citizen can block their PESEL number, thus ensuring the protection of their personal data.



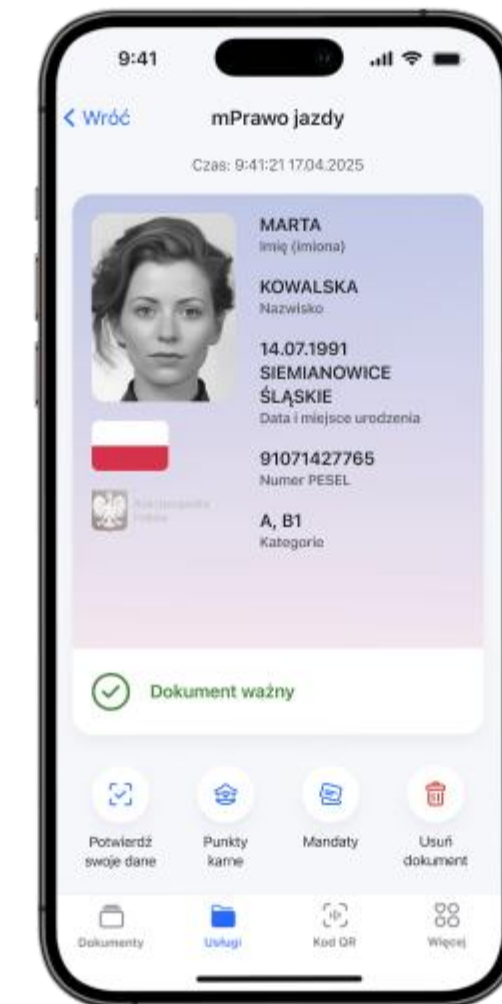
### Mobile driving license

An electronic version of the traditional document on our phone which we can use as soon as we pass the driving test.



### Payments

Convenient check of our financial obligations towards public offices. Quick payment via BLIK.



**mObywatel**

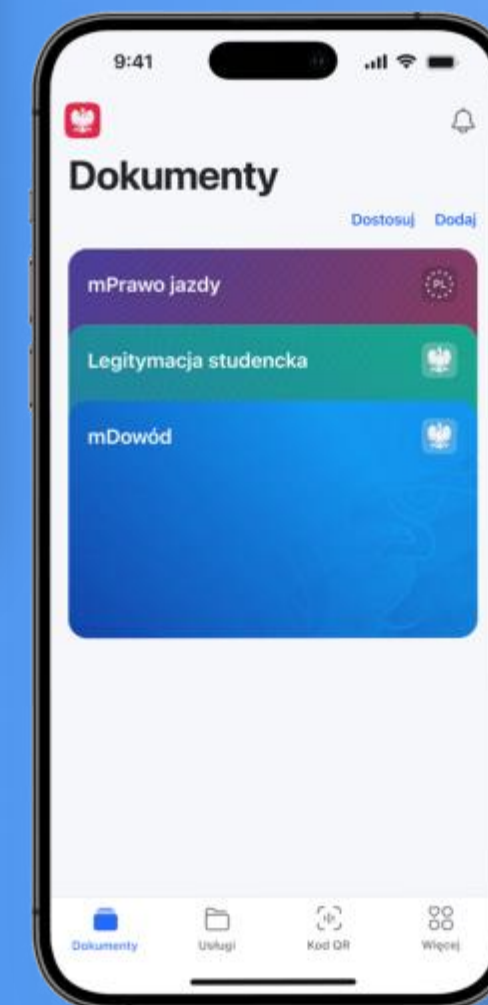
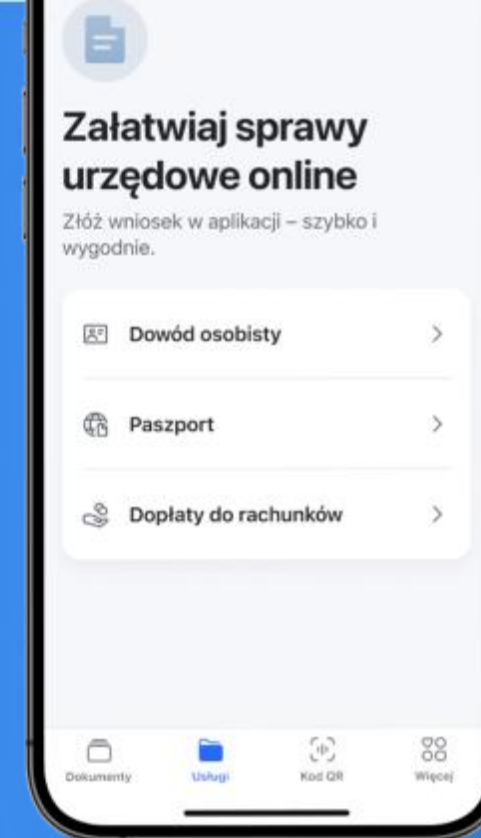
| One App. Many Services.

# We have implemented around 40 services, documents, and functionalities.

Thanks to a wide range of documents and services, citizens can handle official matters quickly directly from their mobile phone.

The application offers access to digital versions of documents and various functions, simplifying interactions with public administration.

Furthermore, it enhances the overall efficiency and convenience of managing personal affairs on-the-go.





# Opening up to the commercial market

Thanks to the mObywatel law, commercial entities can easily and efficiently establish cooperation with the Ministry of Digital Affairs.

Currently, the largest companies in the financial and insurance industries, as well as identity verification entities, are using the mObywatel application.



Identity verification using the mObywatel application is becoming a market standard for remote verification of personal data. This will lead to greater adoption of eIDAS 2.0 regulations in Poland.

mObywatel

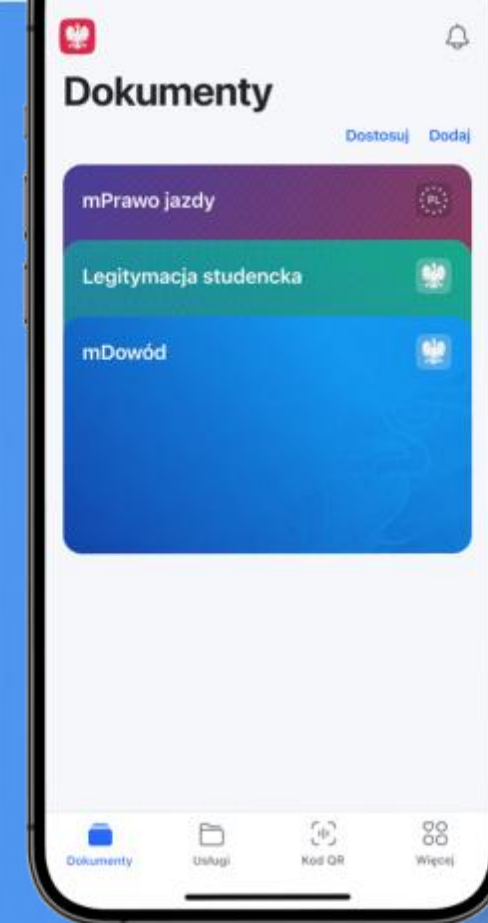
| One App. Many Services.

# mObywatel is a modern and secure application.



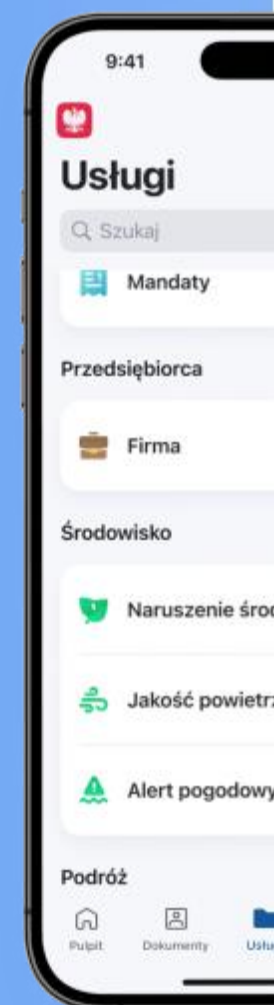
We are gradually moving beyond the legacy code and are rewriting our application.

Safe storage of citizens' data is our priority. In order to protect users' data, we use data encryption, security certificates, biometrics, and two-step identity verification. We respect the right to privacy of our users and always ask for minimum data.



We are changing the entire architecture of the application and the technological platform in line with current trends and challenges.

We use the microservice infrastructure and independent application modules to implement changes faster and safer.



# We have modified our way of working and switched to agile methodologies, more adequate to the dynamic business environment.

We constantly develop mObywatel and take care of its quality.

We provide application updates to citizens every two weeks.

We keep improving the existing functionalities.

We deliver new features iteratively and improve them on an ongoing basis.



# The voice of citizens matters to us.

We design for our citizens, so potentially for over 30 million people.

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Citizens have been involved in working on the application from the very beginning. Their feedback is the basis for changes.

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That is why

- *we talk to them regularly*
- *we research their needs*
- *we respond to their opinions.*

More than  
**9 000 citizens**  
participated in  
quantitative studies

**300 hours**  
of interviews  
with citizens

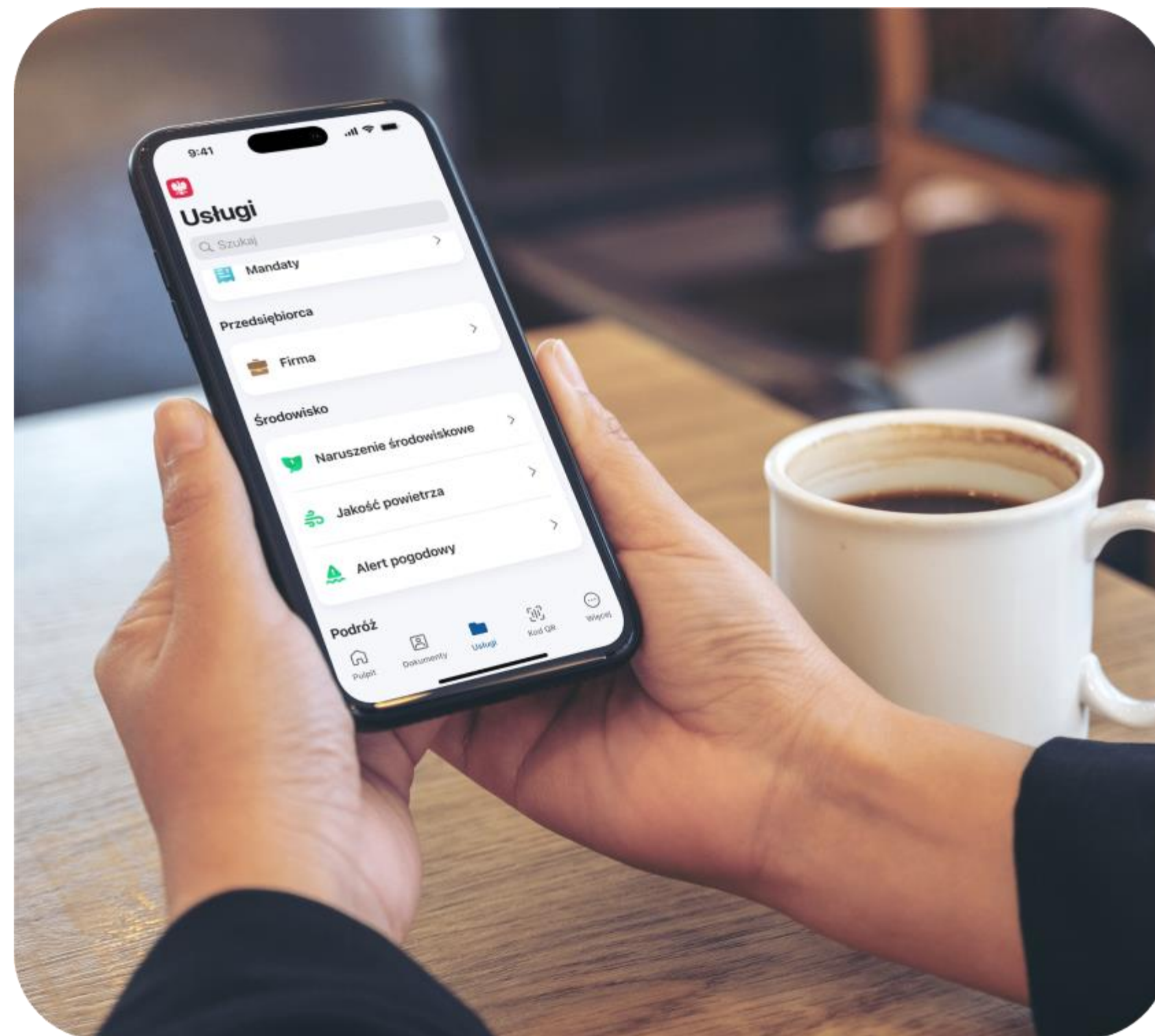
# How do we encourage users to install the application and use it actively?

**Gathering citizens proposals** for new functions and documents allows our citizens to feel like co-authors of the application.

**Regular communication** about everything that changes in the application both in the app and on social media.

**Quick response** to user errors and frequent application updates with continuous feature improvements.

**Public backlog** that shows what we are currently working on and what we will be released in the future.



# New in mObywatel

In 2025, we plan to significantly expand our application with new services and documents. We plan to develop services that align with citizens' life events. We have identified key areas, so-called "life moments," such as education, work, parenthood, and changes in marital status.

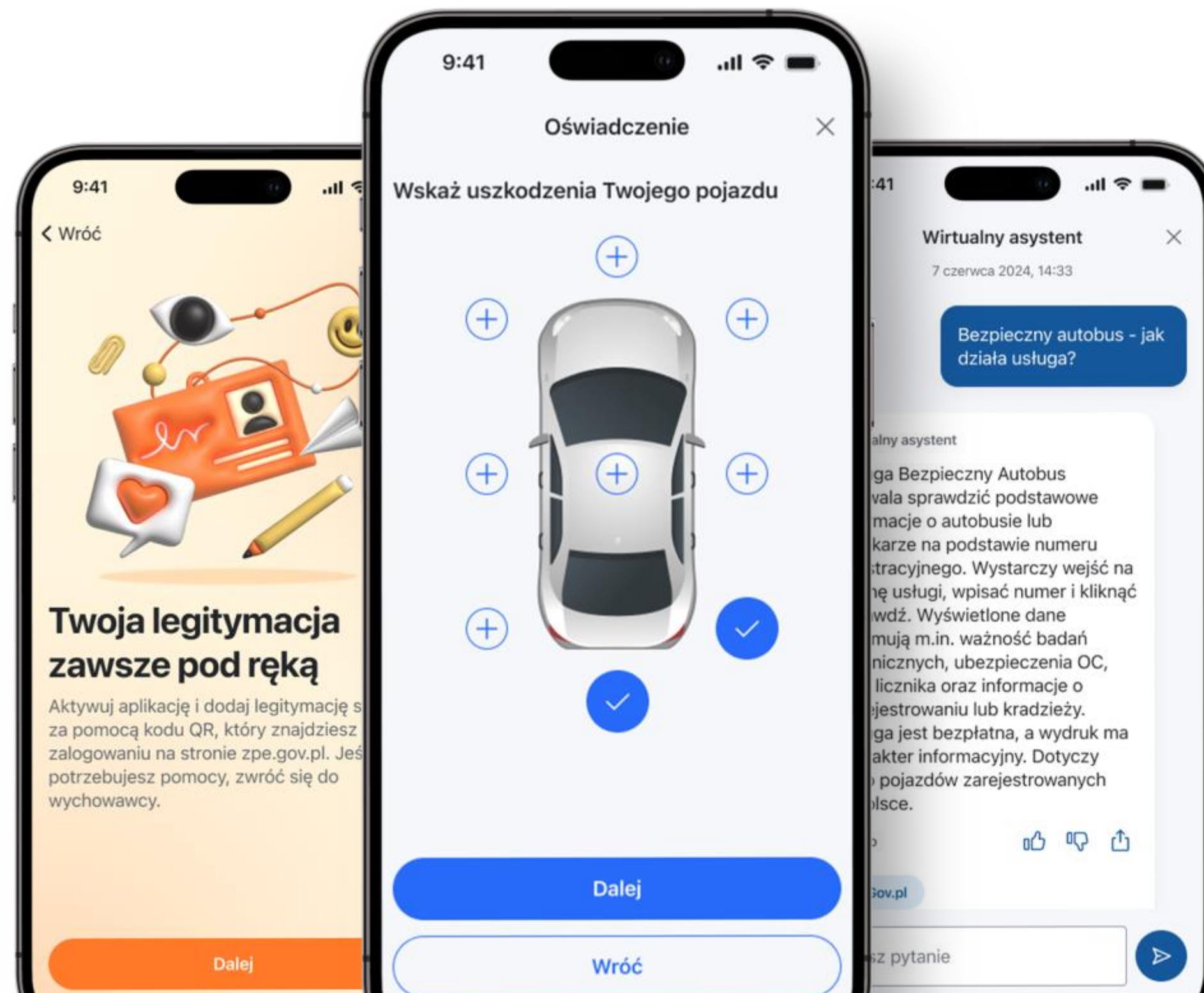
## September

**mStłuczka:** digital reporting on car collisions

**mObywatel junior:** digital school IDs for students

## December

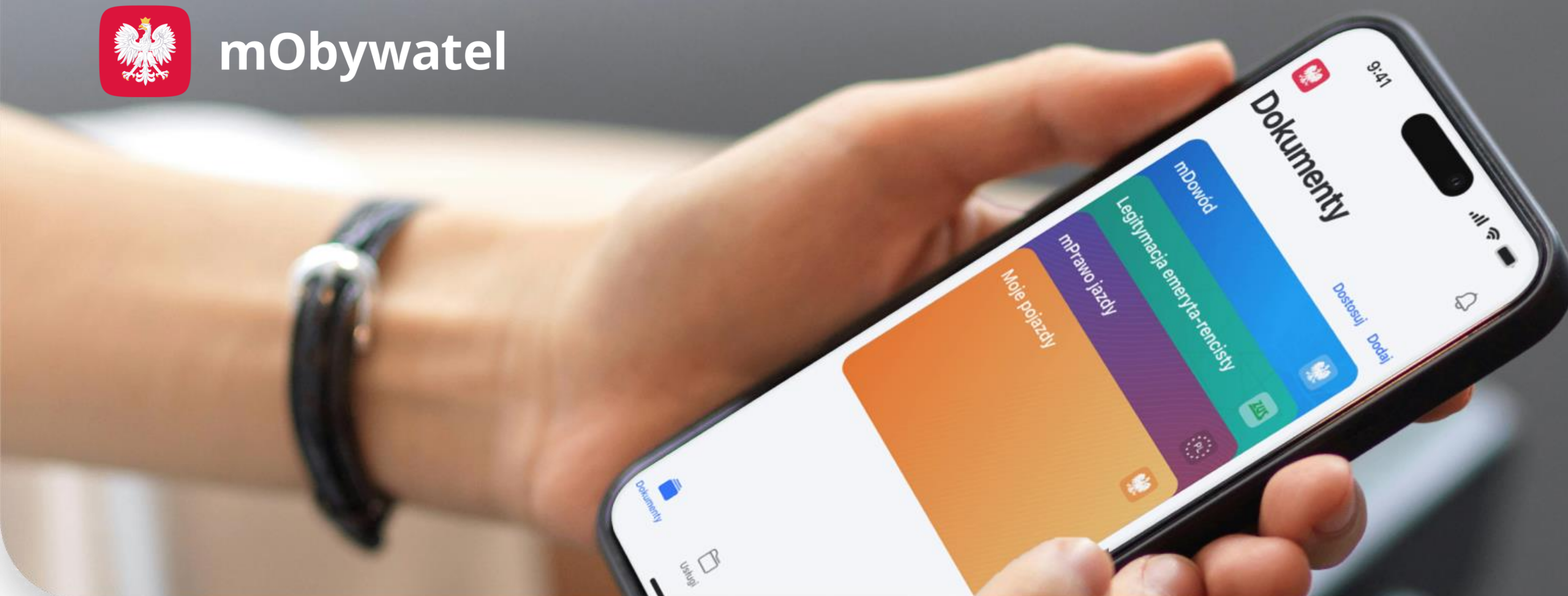
**Virtual Assistant:** AI-powered help inside the app







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**Thank you for your attention!**