

Czech POINT – Leveraging postal infrastructure to extend in-person e-government services

Czech POINT (Czech Submission Verification Information National Terminal) is a national e-government initiative launched in 2007 to streamline and centralize access to a wide range of public administration services. It provides citizens and businesses with a single, convenient point of contact for obtaining official documents, verifying identities, and submitting applications – reducing bureaucratic complexity and enhancing administrative efficiency. Services available at Czech POINTs include access to official records (such as criminal or land registry extracts), conversion of documents into certified digital or printed formats, and assistance with using secure government communication tools.

To maximize reach and accessibility, Czech POINT services are embedded into a wide array of existing infrastructures, including municipal government offices, registry offices, Czech embassies for citizens living abroad, and notably, Czech Post offices. The initiative boasts more than 7,000 contact points across the country and abroad. While recent figures are limited, by 2017, 980 Czech Post branches were already hosting Czech POINT services – making the postal network the second largest host after local government offices. This strategic use of post offices has been especially valuable in ensuring geographic equity, bringing services closer to citizens in areas where municipal buildings may be scarce or far away.

The government's partnership with Czech Post leverages the postal network's trusted status, nationwide coverage, existing infrastructure, and trained staff to extend the reach of e-government. This model illustrates how integrating traditional public service infrastructure into digital transformation strategies can improve accessibility, reduce costs, and strengthen inclusive service delivery.

