

**Question for written answer E-002838/2025
to the Commission**
Rule 144
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Subject: Digital bureaucracy and systemic burden on commercial SMEs in Greece

The recent Institute of Commerce and Services/Hellenic Confederation of Commerce and Entrepreneurship survey highlighted digital bureaucracy as one of the most important sources of cost and uncertainty for commercial small and medium-sized enterprises (SMEs) in Greece. It identifies, inter alia, a lack of interoperability between public systems, technical errors, delays in software upgrades, short adaptation periods and outdated procedures (such as repeating applications for supporting documents already available to other bodies). 60 % of businesses state that they need external support to meet digital obligations (accountants, invoicing providers, etc.), while 40 % are concerned about the cost of software and skills.

In addition, there is a significant delay in payments of state aid and debts due to insufficient computerisation. At the same time, Greek retail is exposed to unfair competition from Asian digital platforms that exploit the gaps in the European framework, while Greece's 3-place drop in global competitiveness (IMD 2024) is directly related to administrative burdens.

In view of the above, the Commission is asked:

1. What guidelines or requirements exist from the EU side for digital governance and interoperability of public services?
2. Is there a plan for financial support for SMEs with the aim of covering compliance costs and upgrading digital skills?
3. Does the Commission intend to strengthen the adoption of uniform European operating standards in national digital infrastructures?

Submitted: 11.7.2025