

**Question for written answer E-003786/2026
to the Commission**
Rule 144
Nikolaos Anadiotis (NI)

Subject: Substantial assessment of e-EFKA's digital transformation

The digital transformation of Greece's Electronic National Social Security Entity (e-EFKA), which was financed with significant resources from the Recovery and Resilience Facility, includes, among other things, the digitisation of insurance history and the development of a new integrated information system.

The relevant milestone (134a) stipulates the delivery of the projects – confirmed with an acceptance report from the relevant monitoring committee – as a criterion for completion, with completion scheduled by the end of 2025¹. Regulation (EU) 2021/241 links disbursements to the satisfactory fulfilment of agreed milestones and targets².

However, key subsystems of the new integrated information system became operational in summer 2026^{3,4}, raising a legitimate question: is the formal delivery of an IT project sufficient to assess its successful implementation, or is it also necessary to examine its actual operational functioning and effectiveness?

With this in mind, can the Commission say:

1. Beyond the delivery report, what substantive and qualitative criteria will it use to assess the full implementation of milestone 134a?
2. Will it check whether the new system was actually put into operation and provided the intended services by the milestone's scheduled completion date?
3. Does it assess, prior to disbursement, measurable outcomes such as a reduction in processing times, backlogs and service issues affecting insured persons?

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¹ https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CONSIL%3AST_12235_2026_ADD_1_REV_1.

² <https://eur-lex.europa.eu/eli/reg/2021/241/2024-03-01/eng>.

³ <https://www.e-efka.gov.gr/el/deltia-typoy/deltio-typoy-414>.

⁴ <https://www.e-efka.gov.gr/el/deltia-typoy/deltio-typoy-415>.