

(English version)

**Question for written answer E-002838/25
to the Commission
Galato Alexandraki (ECR)
(11 July 2025)**

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of interoperability between public systems, technical errors, delays in software upgrades, short adaptation periods and outdated procedures (such as repeating applications for supporting documents already available to other bodies). 60% of businesses state that they need external support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

**Answer given by Executive Vice-President Virkkunen on behalf of the European Commission
(11 September 2025)**

The Commission has established guidelines and frameworks to support digital governance and interoperability of public services.

The European Interoperability Framework ⁽¹⁾ provides a common approach to ensure seamless digital public services across the EU.

The Commission works with Member States to promote the adoption of these guidelines in the context of the implementation of Regulations (EU) 2024/903 ⁽²⁾ and 2018/1724 ⁽³⁾, and promotes the application of the Once-Only Principle.

The strategy on Common European Data Spaces ⁽⁴⁾ and the Interoperable Europe Board ⁽⁵⁾ aim to enhance interoperability by recommending solutions, standards and specifications for the public and private sector.

The Technical Support Instrument ⁽⁶⁾, the Recovery and Resilience Facility ⁽⁷⁾, and the Connecting Europe Facility ⁽⁸⁾ also contribute to modernising administrative processes and improving interoperability.

As announced in its simplification agenda ⁽⁹⁾, the Commission aims to further reduce digital administrative burdens through the upcoming Digital Simplification Package, including a proposal for a Digital Omnibus ⁽¹⁰⁾, the new European Business Wallet ⁽¹¹⁾ and the new Data Union Strategy ⁽¹²⁾.

⁽¹⁾ https://ec.europa.eu/isa2/eif_en/.

⁽²⁾ Regulation (EU) 2024/903 of the European Parliament and of the Council of 13 March 2024 laying down measures for a high level of public sector interoperability across the Union (Interoperable Europe Act).

⁽³⁾ Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012 (Text with EEA relevance).

⁽⁴⁾ <https://digital-strategy.ec.europa.eu/en/policies/data-spaces>.

⁽⁵⁾ <https://interoperable-europe.ec.europa.eu/collection/governance-board>.

⁽⁶⁾ https://commission.europa.eu/funding-tenders/find-funding/eu-funding-programmes/technical-support-instrument/technical-support-instrument-tsi_en.

⁽⁷⁾ https://ec.europa.eu/economy_finance/recovery-and-resilience-scoreboard/digital.html.

⁽⁸⁾ https://hadea.ec.europa.eu/programmes/connecting-europe-facility_en.

⁽⁹⁾ https://commission.europa.eu/document/download/8556fc33-48a3-4a96-94e8-8ecacef1ea18_en?filename=250201_Simplification_Communication_en.pdf.

⁽¹⁰⁾ As anticipated in the communication on the Single Market Strategy, https://single-market-economy.ec.europa.eu/single-market/strategy_en.

⁽¹¹⁾ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14663-European-Business-Wallet-digital-identity-secure-data-exchange-and-legal-notifications-for-simple-digital-business_en.

⁽¹²⁾ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14541-European-Data-Union-Strategy_en.

Over 200 European Digital Innovation Hubs ⁽¹³⁾, created through the Digital Europe Programme ⁽¹⁴⁾, offer businesses digital tools to boost competitiveness and modernise their operations.

Within the Greek network ⁽¹⁵⁾, notably the digiGOV-innoHUB ⁽¹⁶⁾ develops next-generation public services using advanced digital technologies and open-source solutions.

The Commission has initiated a revision ⁽¹⁷⁾ of Regulation (EU) No 1025/2012 ⁽¹⁸⁾, which will also seek to improve the standards development process and contribute to the timely delivery of standards in support of EU policy and legislation.

⁽¹³⁾ <https://digital-strategy.ec.europa.eu/en/policies/edihs>.

⁽¹⁴⁾ <https://digital-strategy.ec.europa.eu/en/activities/digital-programme>.

⁽¹⁵⁾ <https://european-digital-innovation-hubs.ec.europa.eu/edih-catalogue/countries/greece>.

⁽¹⁶⁾ <https://digi.gov.innohub.gr/en/>.

⁽¹⁷⁾ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14511-Standardisation-Regulation-revision_en.

⁽¹⁸⁾ Regulation (EU) No 1025/2012 of the European Parliament and of the Council of 25 October 2012 on European standardisation, amending Council Directives 89/686/EEC and 93/15/EEC and Directives 94/9/EC, 94/25/EC, 95/16/EC, 97/23/EC, 98/34/EC, 2004/22/EC, 2007/23/EC, 2009/23/EC and 2009/105/EC of the European Parliament and of the Council and repealing Council Decision 87/95/EEC and Decision No 1673/2006/EC of the European Parliament and of the Council Text with EEA relevance.