



# **Institute for Communication & Dignity**

## **MANIFEST – DIGITAL STATE 2030**

### **Cornerstones of an Accessible, Efficient and Human-Centred Democracy**

#### **1. Introduction**

A modern state stands or falls with its ability to communicate effectively.

In the course of digitalisation, Germany has left important opportunities unused and today struggles with an unstable mixture of inherited analogue structures and incomplete digital modernisation.

This manifesto outlines four practical steps to transform Germany into an accessible, secure and human-centred digital state.

#### **2. Digital Basic Infrastructure for Every Household – Universal, Free and Secure**

##### **Why it is necessary**

A democratic state can only function effectively if its citizens can be reached reliably.

Today, internet access is an essential public infrastructure, comparable to electricity or water.



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## The Proposal

- Establish a nationwide fibre-optic network across Germany.
- Separate network infrastructure from service providers.
- Provide free basic internet access for every citizen.
- Ensure accessible access without technical barriers.
- Make use of public funding that has already been approved but remains underutilised.

## Expected Benefits

- Faster and more efficient public administration.
- Reliable communication between authorities and citizens.
- Digital participation for all members of society.
- Reduced dependence on private service providers.
- Greater resilience against crises and cyberattacks.

## 3. State-Operated Accessible Communication System ("eGovConnect")

A centralised, tamper-resistant and accessible government communication system designed to reach every household.

## Core Principles

- A single, unified mailbox for every citizen.
- Completely free of charge.
- Access exclusively through the electronic identity card (eID).
- Every delivery is digitally recorded and legally documented.
- Fully accessible for people with disabilities and other access needs.



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## Why it is Needed

Communication through private delivery providers is not always reliable.

Official documents are often delivered in the same manner as advertising mail.

Deadlines for appeals or responses may expire before citizens become aware that a document has been delivered.

With a state-operated digital mailbox:

- no lost official notices,
- no legal presumptions of delivery without actual receipt,
- no misdeliveries,
- no unnecessary data leaks,
- no exposure of sensitive personal information.

## 4. Electronic Delivery as a Legally Binding Government Act

A democratic state should not delegate the delivery of legally binding official documents to private service providers.

## The Solution

- Official administrative decisions and notifications should be delivered exclusively through the state-operated digital mailbox.
- Every delivery should include an unambiguous confirmation of receipt, including the time of delivery, IP verification, and eID authentication.
- Strengthen the rule of law through reliable and verifiable communication.
- Protect sensitive personal data from unnecessary exposure.



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## Benefits for Public Administration

- Documents can be delivered within seconds.
- Response times can be reduced from weeks to hours.
- Billions of euros can be saved in postal and delivery logistics.
- Citizens can respond immediately, with legally documented proof of submission and receipt.

## 5. Embracing and Utilising the Reality of Modern E-Mail Communication

Digital communication has made us faster and more efficient.

This is particularly evident in written correspondence with ministries, public authorities, and ombuds institutions.

### Example

As I have experienced personally, official correspondence from ministries often reaches me by e-mail, allowing me to respond within hours in a legally valid and documented manner.

This speed represents a significant democratic advantage.

However, such communication must also become secure, legally reliable, and fully accessible.

Therefore, the state should establish:

- a secure government-operated e-mail infrastructure,
- binding standards for digital signatures,
- clear communication protocols,
- accessible document layouts,
- and mandatory response standards and timeframes.



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The reality of e-mail communication demonstrates a simple fact:

**Fast communication is already possible. What is missing is a coherent legal framework and a reliable system.**

## 6. Conclusion

The state must once again place the citizen at the centre of its digital infrastructure — not the administration, not IT service providers, and not bureaucracy.

The **Digital State 2030** is:

- accessible,
- efficient,
- legally reliable,
- secure,
- human-centred,
- transparent,
- and resilient.

It is time for a modernisation that strengthens democracy, reduces administrative burdens, and protects the rights and dignity of citizens.

Digital transformation must not become an end in itself. Its purpose is to improve communication, enable participation, and ensure that every citizen can engage fully in public life.

A modern democracy requires modern infrastructure. The Digital State 2030 offers a framework for achieving this goal while preserving the values of openness, accessibility, and human dignity.

**Communication is Dignity.**

Neustadt am Rübenberge, 27 November 2025