This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

**Population (1 000):** 2,921,262 inhabitants (2015)
**GDP at market prices:** 36,444.4 million Euros (2014)
**GDP per inhabitant in PPS (purchasing Power Standards EU 28=100):** 75 (2014)
**GDP growth rate:** 3.0% (2013)
**Inflation rate:** 0.2% (2014)
**Unemployment rate:** 10.7% (2014)
**General government gross debt (Percentage of GDP):** 40.7% (2014)
**General government deficit/surplus (Percentage of GDP):** -0.7% (2014)
**Area:** 65.300 km²
**Capital city:** Vilnius
**Official EU language:** Lithuanian
**Currency:** EUR

Source: Eurostat (last update: 18 January 2015)
Political Structure

Lithuania is the largest of the three Baltic States, having declared independence from the USSR on 11 March 1990. According to the terms of the Constitution (approved by referendum in 1992), Lithuania is a **parliamentary republic**.

The unicameral Parliament (**Seimas**) is elected every 4 years. The electoral system is mixed; 71 of the 141 members are directly elected by popular vote by single-member constituencies, and 70 are elected by proportional representation.

The Head of State is the **President of the Republic**, elected every five years (universal suffrage). Executive power is held by the **Government**, headed by the Prime Minister. The **Prime Minister** is appointed by the President and approved by the Parliament. The Ministers are appointed by the President upon the nomination of the Prime Minister.


Lithuania became a member of the European Union on 1 May 2004.

**Head of State:** President **Dalia Grybauskaitė** (elected on 17 May 2009)

**Head of Government:** Prime Minister **Algirdas Butkevičius** (appointed since 28 November 2008)
Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Lithuania compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of households with Internet access in Lithuania**

<table>
<thead>
<tr>
<th>Year</th>
<th>Lithuania</th>
<th>EU</th>
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<tr>
<td>2010</td>
<td>61</td>
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<td>100</td>
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<tr>
<td>2015</td>
<td>68</td>
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</table>

**Percentage of enterprises with Internet access in Lithuania**

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<th>Year</th>
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<tr>
<td>2015</td>
<td>68</td>
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</table>

**Percentage of individuals using the internet at least once a week in Lithuania**

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<th>Year</th>
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<th>EU</th>
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<tr>
<td>2010</td>
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<tr>
<td>2014</td>
<td>69</td>
<td>69</td>
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</tbody>
</table>

Source: Eurostat Information Society Indicators
Percentage of households with a broadband connection in Lithuania

Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Lithuania

Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Lithuania

Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Lithuania

Source: Eurostat Information Society Indicators
eGovernment in Lithuania

February 2016

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Lithuania compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in Lithuania**

![Graph 1](image1)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for obtaining information from public authorities in Lithuania**

![Graph 2](image2)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for downloading official forms from public authorities in Lithuania**

![Graph 3](image3)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for sending filled forms to public authorities in Lithuania**

![Graph 4](image4)

Source: Eurostat Information Society Indicators
eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Lithuania compared to the EU average score.

Source: eGovernment Benchmark Report 2015  

country Factsheet Lithuania

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1. eGovernment Benchmark Insight Report
2. The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).
eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

December 2015

In the course of 2015, the newly informative analytical system PASIS (which was created while implementing the project “Creation and installation of centralized public and administrative services’ system implementing the principle of single-window-system, and finished in December 2014) was connected to another public catalogue “Business gateway” and prepared for connections to “E-Government gateway” and is dedicated to store and publicly provide the centralized information about all state administrative and public services and service monitoring indicators. The legal basis for the full-scale functioning of the system is being prepared.

Furthermore, also in the course of 2015, the project “Centralized movement of services of the municipalities to the electronic space” was implemented. Its purpose is to create progressive and user-friendly municipality e-services for residents and business users and to create a system of national e-identification informational system NETAIS for identifying natural and legal persons; finished in August 2015); and integrated penal process informational system (used in order to promote and develop action cooperation between police and other institutions (finished May 2015).

January 2015

At the beginning of 2015, the transfer of successful innovation in intergenerational learning approach between the youth and senior people has started to be implemented in several European countries including Latvia. It follows the good practice from former project ‘e-Scouts- intergenerational learning circle for community’ and is being coordinated by Spanish partners.

December 2014

On 3rd December 2014, Ms Orlova present the State Information Resource Interoperability Platform (SIRIP), the country’s central eGovernment services solution, at a workshop in Brussels. As a result of the use of this solution’s feature of document management, Lithuania’s public administrations shall be able to store and track their documents and an increase in the use of e-documents that boost the electronic government services is forecasted in the upcoming monts. As of December 2014, the system offers 511 e-government services. The DMS is offered to the country’s public administrations for free.

March 2014

The government approved the proposal submitted by the Ministry of Transport and Communication concerning the transfer of funds to certain parts of the Economic Growth
Operational Programme 'Information Society for All'. The Information Society Development Committee under the Ministry of Transport and Communication manages the programme. The adjustments made to the funds already allocated for individual projects are consistent with the arrangements set out in the Economic Growth Action Programme.

January 2015

At the beginning of year 2015, the transfer of successful innovation in intergenerational learning approach between the youth and senior people has started to be implemented in several European countries including Lithuania. It follows the good practice from former project ‘e-Scouts- intergenerational learning circle for community’ and is being coordinated by Spanish partners.

September 2012

On 27 September 2012, the updated eGovernment gateway http://www.epaslaugos.lt was launched.

July 2012

In July 2012, the Lithuanian Government decided to simplify the civil status registration procedures that involve the issuance of paper-based birth, death, marriage or divorce certificates. The Minister of Justice, Mr Remigijus Šimašius said that all the decision-making institutions, which would require information about a person's civil status, will be able to obtain data directly from the Population Registry. This Minister declared that: "All the information about the civil status of individuals is stored in the registers, but for some reason authorities still ask people to provide paper documents. In the age of information technology, this kind of bureaucracy that costs time and money is not justified. People should not play the role of a postman, transferring a document from one public institution to another."

January 2012

On 2 January 2012, the newly created National SNOMED CT Terminology Management Centre at the Lithuanian Medical Library officially started its activities.

September 2011

On 7 September 2011, Lithuanian Prime Minister and Ministers put their first electronic signature on the legal acts passed by the Government, thus making another important step in eSolutions' development in Lithuania and joining the leading European States. The electronic signature system will allow the Government, while drawing and passing its legal acts, to abandon paper copies and save working time for Ministry clerks. The Government will also use the electronic signature information system ELPAS for the submission of draft Presidential decrees as well as draft laws to the Parliament (Seimas, in Lithuanian). With the introduction of the Government electronic signature information system, Lithuania joins the ranks of the leading EU Member States in this respect.
July 2011

According to a poll conducted in July 2011, 23% of Lithuanian citizens use electronic public and administrative services. In the light of these results, a campaign was launched to actively promote the use of eServices. The usage of eServices in Lithuania is below the EU average, which in 2010 stood at 41% of citizens, and which is expected to reach 50% by 2015. Ieva Žilionienė, Deputy Director of the Information Society Development Committee (Informacinės visuomenės plėtros komiteto - IVPK, in Lithuanian), said that the aim is to catch up with the EU average, and that to this end the development and improvement of eServices has been allocated a lot of money from EU structural funds and the state budget.

August 2011

On 2 August 2011, the Lithuanian online registration and establishment services expand to apply to joint-stock companies (Uždarąją Akcinę Bendrøvę - UAB, in Lithuanian) with more than one founder, from anywhere in the world. Previously, only joint-stock companies with a single founder could be registered electronically. The new service is produced as part of the project Legal Entities Registration eService (Juridinių asmenų registruojimo elektroninė paslauga - JAREP, in Lithuanian), run by the State Enterprise Centre of Registers (Valstybės įmonės Registrų Centras, in Lithuanian) through its Register of Legal Entities (Juridinių asmenų registras, in Lithuanian). It is expected that the new service will be as popular as the one launched through this project in 2010, which enabled the electronic registration and establishment of joint-stock companies with only a single founder, using a simple online form.

June 2011

Forty two regional projects have either successfully carried out, or are currently implementing the 'Electronic democracy' measure under priority axis 'Information society for all'. The initiative is part of the Operational Programme for Economic Growth. These regional projects, which are financed by the municipalities, have introduced ICT solutions as part of this priority measure, thus enhancing public sector transparency, accountability and quality of decision making, as well as allowing the strengthening of community and new forms of political expression.

LTL 19.5 million (approx. € 5.6 million) of EU co-funding support have been allocated for these 42 regional projects. 37 out of the 42 regional projects for the development of eDemocracy are targeted for completion in 2011. This major development programme for 2007-2013 is administered in Lithuania by the Information Society Development Committee under the Ministry of Transport and Communications.

May 2011

On 23 May 2011, the Secure idenTity acrOss boRders linKed (STORK) project, which aims to implement EU-wide interoperable electronic identities (eIDs), officially announces that Lithuania goes live in the Cross-Border Authentication Platform for Electronic Services Pilot. Pilot's scope is to enable online public services to be accessed securely by citizens of Member States using their nationally issued eID credentials, achieving, thus, more cooperation between EU Member States, via mutual recognition of their respective national eID schemes. Since November 2010, when Lithuania joined the STORK project, interconnection activity has been completed with Austria, Belgium, Finland, France, Germany, Italy, Portugal and Slovenia. The next phase of the pilot will achieve integration with Estonia and Sweden.
April 2011

More than a million people, or 32% of Lithuania's population, have participated in the 2011 Population and Housing Census online. During the period of the eCensus, 1-16 March 2011, 1,038,700 people used the eGovernment Gateway portal, managed by the Information Society Development Committee (Informacinės visuomenės plėtros komitetas - IVPK, in Lithuanian) of the Ministry of Transport and Communications. Urban dwellers were most active in this respect: 45% of the inhabitants in Vilnius, 43% in Kaunas, 38% in Šiauliai and 36% in Panevėžys and Klaipėda. Users were able to use a number of different identification methods to complete the census online, including electronic banking systems and their personal identification card with a built-in digital certificate.

February 2011

Lithuanian residents will be able to participate electronically, for the first time, in the general population and housing census. The eCensus will take place from 1 - 14 March 2011. Participation via the Internet takes place by filling a questionnaire. To aid the process, some information on housing and population will be provided by administrative sources, such as the databases of the state's Social Insurance Fund Board and the registers on population, real estate and addresses. While the eCensus remains active, participants can supplement or adjust their relevant personal data. A secure Department of Statistics website is to be accessible only between 1-14 March 2011, with identification and authentication of participants carried out via the eGovernment portals.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.
eGovernment Strategy
Main strategic objectives and principles

Information Society Development Programme 2014 – 2020: Digital Agenda for Lithuania

The Information Society Development Programme 2014 – 2020 Digital Agenda for Lithuania (which is in accordance with a Europe 2020 Initiative “Digital Agenda for Europe”) replaced the former Lithuanian Information Society Development Programme 2011 - 2019 in March 2014 and was amended in September 2015. The purpose of the programme is to define the priorities, objectives and tasks of information society development in order to maximise the advantages provided by information and the internet as a very important instrument for the use of which allows one to provide or receive economic, cultural and social activities, progressive e-services, work, access entertainment, communicate and freely express opinions.

The strategic objective of the Programme is to improve the quality of life for the Lithuanian residents as well as the business environment for companies through the use of the opportunities created by the ICTs and to increase the percentage of internet users in Lithuania to at least 85 per cent among residents, and of the high speed internet users to 95 per cent among enterprises by the year 2020. The information society must be developed on the basis of the following priorities:

Enhancement of the Lithuanian residents’ ability to use the ICTs

The first objective is to encourage Lithuanian residents to gain knowledge and skills required for successful and versatile use of the ICTs and reducing digital exclusion.

The following tasks have been defined to meet this objective:

• To enable the target groups of the Lithuanian population that until now, for different reasons, have not used computers and the internet and have had no need for them, to gain the required knowledge and apply it in various areas of activity, involving the local communities as well;
• To promote residents to become internet users able to use it’s advantages safely and effectively;
• To promote persons in studying and in training to choose specialties related to ICT.

Development of the electronic content and services and promotion of use thereof

The second objective is to create technologically advanced, public and administrative services which are proportionate to the needs of the residents and to promote the recipients to use them. The following tasks have been defined to meet this objective:

• To digitalize as much as possible administrative services, to aim to provide all of them through one access point, to develop e-services on international level, to promote residents to use them;
• To create and develop health-related e-services and ICT products;
To install ICT solutions which increase the openness of public management processes and promote more active participation in them;

To develop transport and dimensional data-related e-services and ICT products.

**Promotion of Lithuanian culture and Lithuanian language by ICT measures**

The third objective is to employ the ICTs to promote the Lithuanian culture and language creating digital content (including both written and oral forms) in accordance with society needs, to develop related digital products and e-services. The following tasks have been defined to meet this objective:

- To digitise the Lithuanian cultural heritage and use that as a basis to create publicly accessible digital products, thus ensuring preservation and spread of digital content in the cyberspace and that the spread is equal in Lithuania and the EU;
- To produce and develop publicly available Lithuanian language and grammar resources and services and to include Lithuanian language and its digital products into ICT.
- To introduce Lithuanian language digital products in the ICTs with the aim to ensure full functioning of the Lithuanian language (both in the written and oral forms) in all the areas of public life.

**Encourage businesses to use ICT**

The fourth objective is encouraging businesses to use ICT. The following tasks have been defined to meet this objective:

- To increase the effectiveness and competitiveness of small and medium enterprises and to encourage them to include and use ICT in their activities;
- To develop the legal regulation of the services of information society (to create new business opportunities and conditions to better protect the rights of residents and enterprises in the digital space, contributing to the successful growth of EU digital single market’s);
- To ensure conditions for business subjects to use the information, administered by national authorities and to encourage them to develop new e-services and products.

**Development of the ICT infrastructure**

The fifth objective is to ensure a geographically consistent development of broadband electronic communication networks throughout the national territory and to promote the use of electronic communication services. The following tasks have been defined to meet this objective:

- To ensure the development of the broadband electronic communication networks in the areas where the market has failed to ensure this infrastructure development and service provision;
- To promote competition in broadband electronic communication networks market and use of broadband electronic communication services.
- To renew and develop the public internet access infrastructure of public libraries;

**To ensure the development of safe, reliable and interactive ICT infrastructure**

The sixth objective is to ensure the development of safe, reliable and interactive ICT infrastructure. The following tasks have been defined to meet this objective:

- To promote the residents to use personal identification measures in digital space, to develop solutions for personal data safety in digital space;
To ensure the optimisation of the ICT infrastructure, used by national authorities and the automatic interaction of national informational systems and registers;

To ensure the protection of very important informational infrastructure and national informative resources.

**Operational Programme for EU Structural Funds Investments for 2014 - 2020**

On 8 September 2014, a multi-fund operational programme for Lithuania, including the European Social Fund (ESF), was adopted to address the country's goals within the EU 2020 strategy. This multi-fund Operational Programme (OP) brings together several key EU investment funds aimed at helping Lithuania's economic development as well as tackling social exclusion, unemployment and vital issues like energy security.

It reflects the goals of the Europe 2020 strategy with a clear emphasis on boosting research and innovation, SME competitiveness, the shift to a low-carbon economy, the promotion of human capital, especially of young people, and the fight against poverty. Among the several thematic objectives that it covers, the ESIF thematic objective 2 and 11 are also among its key priorities. The thematic objective 2 aims to enhance access to, and use and quality of information and communication technologies (ICT), whilst the thematic objective 11 aims to enhance institutional capacity of public authorities and stakeholders and efficient public administration. Furthermore, under the umbrella of the thematic objective 11, the programme aims to improve the Lithuanian business environment by reduction of the administrative burden for businesses and improvement of the quality and efficiency of public services in general.

**Previous eGovernment Strategies**

**Strategic Business Plan (2011 - 2013)**

The Strategic Business Plan, as outlined and promoted by the Information Society Development Committee, organises and coordinates the development of information society processes towards an open, educated, constantly learning and knowledge-based society, whose members have the ability and capacity in all its activities and efficient use of modern information and electronic communication technology, development. The Plan introduces the 'Information Society Development' programme, which contributed to Lithuanian Government's priorities in 2011. It places modern governance as a prerequisite to achieve a new quality of service which will modernise government's efforts to provide quality services that meet everyone's needs in a simple and affordable manner.

The 'Information Society Development' programme is contributing to the Government of the Republic of Lithuania, by responding to three basic objectives:

- establishing a common public service Web portal, which will contribute to the development of digital content and eServices for the public administration;
- contributing to the development of ICT infrastructure, and to their widest possible use;
- ensuring the efficient coordination of information society.

The action plan is part of the Programme of the Lithuanian Government for 2008-2012. The plan comprises measures to improve eGovernment services. In particular, the plan aims to implement a series of eGovernment measures stated in the aforementioned programme. The programme generally aims for the development of ICTs so that citizens raise their living standards and businesses boost their competitiveness. The main eGovernment-related objectives of the programme are:

- modernise public administration with regard to the needs of today's society and the opportunities opened by ICTs;
- develop eGovernment services bearing in mind the needs of citizens and businesses;
- develop a legal framework for the economic regulation of the ICT market and respectively restructure the institutional system by applying common principles to adjacent market segments, i.e. the segments of electronic communication, audiovisual and other content transmitted over electronic networks, electronic signature and information society (eCommerce) services, and by concentrating regulation in the hands of a single competent authority;
- build a national base to provide the necessary interaction for safe, effective and reliable data exchange among national registers and information systems in Lithuania and across the European Union;
- adopt legislation to regulate policy, strategy and coordination of electronic information security;
- optimise the national administration system in the ICT and the information society development areas;
- ensure secure personal electronic identification and authentication;
- carry out centralised, ICT assisted modernisation of public services provided by municipalities, by establishing common requirements for electronic services;
- draft legislative amendments enabling online voting in elections and referendums;
- accelerate the transfer of public sector services to electronic media - the transfer of services has to be justified by an economic and anti-corruption effect;
- seek the assistance of the business community in the development of eGovernment services;
- encourage institutions to implement 'risk sharing' projects in which a business would undertake certain project risks;
- ensure that common technical and informational infrastructure components - when developing the information infrastructure of the public sector - are jointly developed at every institution, instead of separately. To this end, joint service centres shall be established;
- use the ICT infrastructure and competencies in the public sector for the more effective functioning of joint service centres;
- establish a cost-sharing model for institutions to use in purchasing the necessary services from other institutions;
- encourage the use of ICT in saving energy resources and ensure that ICT technologies in the public sector are acquired with energy costs in mind;
• make an inventory of all government-controlled ICT networks and services rendered within them and evaluate the productivity of state companies operating in the ICT market, including optimising their operations;
• consistently decrease ICT development disparities between urban and rural areas by developing digital TV and interactive services, in particular, in geographically remote rural areas;
• promote the introduction of digital TV technologies;
• stimulate capacities for exploitation of the opportunities provided by ICT.


The 'Implementation Plan for the eGovernment Concept', adopted in November 2003 and revised in March 2006, promoted the implementation of measures which included the structure of public administration modernisation, through a more rational allocation of functions and operations, and a more efficient use of state budget funds.


The Position Paper on eGovernment (or ‘eGovernment Concept’) adopted by the Government on 31 December 2002, lays down the Lithuanian eGovernment strategy. Its objective is to improve the delivery of public services to citizens, businesses and public administration by using digital technologies, and to help to save time and money for all. The document gives a brief outline of strategic guidelines of changes in the public administration sector once the business management model and IT have been applied and utilised. The document gives flexible opportunities for eGovernment development.

Supporting eGovernment Policy Documents

To ensure eGovernment and public administration development strategic alignment, the Lithuanian ‘Public Administration Development Strategy to 2010’ was brought up-to-date with revised, updated information covering the main strategic objectives and provisions for eGovernment in the country.

The necessary front and back office electronic services for the implementation of eGovernment objectives and goals are contained in the Action plan of ‘Public Administration Development for 2007 - 2010’. The plan implements the aforementioned Public Administration Development Strategy to 2010, by including actions to:
• improve the quality and accessibility of electronic public services and information for citizens and legal entities;
• use safe ICT in public institutions’ decision-making processes.

The online provision of public services is based on two main strategic objectives:

The first strategic objective is to provide the highest possible public services according to the sophistication model. Primary attention should be paid to those public services which have an interoperable character, are pan-European, and most of all, are needed by citizens and legal entities. The public services should:
• be widely used (popular open source technologies should be employed);
• save time and money for the users;
• be accessible via a variety of channels.
The second strategic objective is to provide legal acts which reorganise public administration processes so as to use modern ICT in decision-making and thus raise public services’ quality, reduce the administrative burden, and offer transparency and effectiveness.

This objective lays importance on issues such as:

- the implementation of the one-stop-shop principle in all public administrations;
- the application of eDemocracy via the legalisation of electronic voting and the implementation of certain eVoting projects.
**eGovernment Legal Framework**

Main legal texts impacting on the development of eGovernment

**eGovernment Legislation**

**Law on offence registries (2015)**

Since 1st July 2015, a new law of the Republic of Lithuania on the offences registry (under the Lithuanian Administrative Code of 2571, 260, 272, 288, 292, 294, 299, 302, 3025, 3028, 306, 308, 309, 312, 313, 314) entered into force. The main purpose of this register is to collect all the recorded offences recorded in accordance with the administrative procedure of violations.

All of the registry recorded information will be available to the competent state authorities dealing with administrative offenses, and persons who have committed administrative violations, will be able to take advantage of newly developed electronic services, designed to quickly and conveniently pay fines imposed. To this end, an integrated register with the Tax Accounting Information System (MAIS) and the taxpayer e-education, counselling and information services system (Eski) has been developed.

**Recommendations on the Record of the Administrative Services Delivery (2009)**

The legal act was brought by the Minister of the Interior on 1 December 2009. It lays down procedures for recording administrative services delivery and is applicable to all Lithuanian public administrations which deliver such services.

**Public Administration Act (1999)**

The Law aims at creating the necessary legal preconditions for the implementation of the provisions of the Constitution of the Republic of Lithuania, according to which all public institutions serve the people. In this context, it lays down the definition of public administration bodies and their system, their operating principles, the administrative regulation of public services and administrative and institutional framework of internal administration, as well as administrative procedures for examination and the burden of dealing with personal requests and complaints.

**Law No X-239 amending Article 19 of the Public Administration Act (2005)**

The law, passed on 9 June 2005, provides the basis for the exchange of electronic documents between the state and municipal institutions, and the public. It stipulates that requests submitted by citizens via electronic means have to be signed using an electronic signature. Furthermore, all answers of state institutions towards citizens shall be signed by the Head of the public administration institution concerned, or a person authorised, by means of an 'advanced eSignature', in the sense of the EU Directive on a 'Community framework for electronic signatures' (1999/93/EC).
Freedom of Information Legislation

**Law on Provision of Information to the Public** (1996)
Adopted in 1996 and last amended in September 2006, the law establishes the procedure for obtaining, processing and disseminating public information, while also establishing the rights and responsibilities of public information producers, disseminators, owners and journalists.

**Law on Obtaining Information from Central and Local Government Institutions** (2000)
Enacted in January 2000 and last amended on 10 November 2005, the law sets a right for persons to receive information from the state and municipal institutions, and also sets the conditions for exercising this right. The law states that requests for information may be presented by electronic means provided that it is possible to identify the requesting person. All written documents, including electronic documents, must be signed. Documents presented to the applicant by electronic means are granted the same value as that of written documents, provided that the security of the text is ensured and that it is possible to establish the identity of the signatory. Requests must be acted upon within 14 days.

Data Protection/Privacy Legislation

**Law on Legal Protection of Personal Data** (1996)
The law on Legal Protection of Personal Data was adopted on 11 June 1996 and last amended on 1 January 2009. Its main purpose is the protection of an individual’s right to privacy with regard to the processing of personal data. The law is fully compliant with the EU Data Protection Directive (95/46/EC).

eSignatures Legislation

**Law on Electronic Signature** (2000)
Passed on 11 July 2000, the law regulates the creation, verification and validity of electronic signatures, the rights and obligations of signature users, the requirements for certification services and certification service providers, as well as the rights and functions of the institution of electronic signature supervision.

It is compliant with the EU Directive on a 'Community framework for electronic signatures' (1999/93/EC). The concept of a 'secure eSignature' stated in Lithuanian law is identical to the notion of an 'advanced eSignature' referred to in the Directive. An amendment to the law on electronic signature was adopted in 2002, which establishes that, in all cases, an electronic signature shall have the legal power of a hand-written signature, provided that the signature users reach an agreement among themselves. In this way, the notion of a 'contractual electronic signature' was introduced in Lithuanian law. eSignature is also admissible as evidence before a court of law. The law does not include any specific requirements for the use of electronic signatures in the public sector.

**Law on Identity Cards of the Republic of Lithuania** (2001)
Adopted in 2001, the law regulates the purpose of the ID card, procedures for its issuance, change and usage, as well as the data to be recorded on it. The law was amended in June 2008 with reference to the fact that the personal identity card shall be used for electronic personal identification and for signing electronic documents.
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eCommerce Legislation

Law on Services (2009)

On the 15 December 2009, Seimas adopted the law on Services. The law was adopted to implement Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on Services in the Internal Market (OJ 2006 L376/36). The law aims to simplify procedures and formalities that service providers need to comply with. In particular, it requires that unjustified and disproportionate burdens be removed so that the establishment of a business and the cross-border provision of services are facilitated. The law also strengthens the rights of the recipients of such services and prohibits discriminatory conditions based on the nationality or the place of residence of the service recipient, such as discriminatory tariffs.


The law was adopted in May 2006 to ensure implementation of EU Directive 2000/31/EC on certain legal aspects of information society services, in particular on electronic commerce in the Internal Market (‘eCommerce Directive’). The main purpose is to establish legal grounds for the regulation of the provision of information society services. The law lays down requirements for the information provided and the conclusion of agreements by electronic means, regulates the responsibilities, rights/duties and activities of service providers and, furthermore, establishes the means of dispute resolution.

The law also protects the freedom to provide information society services towards a party established outside the country. Restrictions may apply on certain cases, such as intellectual property rights, freedom of choice of law applicable to a contract, and others.

eCommunications Legislation


Adopted in April 2004 and last amended in March 2009, the law regulates electronic communications services and networks, associated facilities and services, the use of electronic communications resources (including radio and terminal equipment) and electromagnetic compatibility. This law transposes the EU regulatory framework for electronic communications.

eProcurement Legislation

Law on Public Procurement (2006)

Public procurement procedures in Lithuania are currently regulated by the new version of the old law on public procurement (1996), which came into force on 31 January 2006, and transposed the EU public procurement directives, namely Directive 2004/17/EC, which coordinates the procurement procedures of entities operating in the water, energy, transport and postal services sectors; and Directive 2004/18/EC, which coordinates the procedures for the award of public works contracts, public supply contracts and public service contracts. This Law establishes the rights, obligations and responsibility of participants in the procurement process, as well as the procedure for the control of public procurement and the settling of disputes. It contains provisions regulating the use of electronic means in public procurement procedures (data communication and storage for electronic notification and submission of tenders), and the use of eAuctions and dynamic purchasing systems.
Re-use of Public Sector Information (PSI)

**Law on Obtaining Information from Central and Local Government Institutions** *(2005)*

The original law of 2000 was amended to comply with the PSI Directive *(2003/98/EC)*. The amended law (Nr. X-383 of 10 November 2005) transposes the Directive and regulates the right of private companies and citizens to **obtain information** from central and local government and to **re-use** it. It defines the modalities for the use of public sector’s information resources and determines the obligation of central and local government to provide this type of information to all those concerned.

**Law on State Registers** *(1996)*

Lastly amended on 15 July 2004, the law defines the modalities of establishing, creating, managing and liquidating state registers, as well as the distribution and dissemination of data from such registers. The law complies with the provisions of the **PSI Directive**. A list of state registers managed as specific registers *(Registru saršas)* covers most data from every register. This list is available via the Internet at **www.registrai.lt**, an initiative on establishing and implementing an information asset register under consideration.
eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Interior
The Ministry of the Interior is heavily involved in the information society policy development. More specifically, the Ministry's priority is to form state policy in the field of public administration, including eGovernment, which is seen as a means to synchronise and modernise the administration. It is part of the Ministry's responsibilities to prepare draft laws and other legal acts on the system of public administration subjects to promote administrative regulation and to render administrative services.

Public Administration Policy Department
The Department and its Public Administration Policy Division operating under the Ministry of the Interior took the role of former eGovernment Policy Division in July 2015. It is authorised to shaping public policy in the field of eGovernment and information technology security. Furthermore, it is responsible for developing relevant legislation in the field of eGovernment.

Coordination

Ministry of the Interior
Besides forming state policy in the field of public administration, the Ministry and its various administrations are responsible to coordinate and implement the relevant policies. More specifically, the Ministry coordinates the implementation of administrative policy of the rendering of public services with eGovernment being a crucial constituency.

Besides shaping the eGovernment strategy and the relevant legislation, the new Division is also responsible for coordinating and monitoring the implementation of public policy in the field of eGovernment and of information technology security. Furthermore, the Division, which operates under the Ministry of the Interior, coordinates the participation of Lithuania in the European public administration authorities, including local and regional administrations and the European Union institutions of interoperability solutions in the programme.

Public Administration Policy Department
The department, which operates under the Ministry of the Interior, has coordinated the information society policy field since November 2009. Its main responsibilities regarding eGovernment are to ensure interoperability and to coordinate the implementation of eGovernment projects and the provision of electronic public services. Its Public Administration Policy Division also assumed functions of the former eGovernment Policy Division in July 2015. Besides shaping the eGovernment strategy and the relevant legislation, the Department is now also responsible for coordinating and monitoring the implementation of public policy in the field of eGovernment and of information technology security. Furthermore it coordinates the participation of Lithuania in the European public administration authorities, including local and regional administrations and the European Union institutions of interoperability solutions in the programme.
**Information Society Development Committee**

The Committee is a body under the government, which coordinates processes related to the development of information society in the country. The Committee is also the state institution responsible for the supervision of electronic signature. Among other functions, it oversees the use of electronic signatures and electronic documents in state institutions, and administers the provision of certification services to these institutions.

**Information Technology and Communication Department**

The Department under the Ministry of the Interior was established in 1994, reorganising and merging the Information Office, the Office of Communications and the Communications Unit. The Department is responsible for coordinating communication activities in the telecommunications network (VRTT), which covers the whole territory of Lithuania.

**Implementation**

**Information Society Development Committee**

The Committee is responsible for the implementation of national infrastructure projects, including that of electronic signatures.

**Public Administration Policy Department**

The Public Administration Policy Department, under the Ministry of the Interior, is responsible for the implementation of strategic ICT projects, such as the establishment of the Public Internet Access Points (PIAPs) and the eID infrastructure. Prior to November 2009, these and other similar projects were the responsibility of the now obsolete 'Information Policy Department' of the ministry.

**Ministries and other State Institutions**

Ministries and other state institutions are responsible for implementing eGovernment projects, such as front and back office services, pertinent to their respective areas of competence.

**Support**

**Infostruktūra**

*Infostruktūra* is a state-owned company, created in 1992, which provides IT infrastructure and services to central and local governments. The company has created and maintained networks such as the State Institutions Computer Network (SICN) and the Secure State Data Communications Network (SSDCN).

**Information Society Development Committee**

The Committee is responsible for technical support, maintenance and development of the 'Gates of eGovernment' portal and the inter-institutional exchanges system.

**Audit/Assurance**

**National Audit Office of Lithuania**

The mission of the office is to assist in the management and use of funds and other resources to support the parliament in the execution of parliamentary control and to promote efficient public services.
Data Protection

**State Data Protection Inspectorate**

The inspectorate safeguards data protection, supervises processing of personal data, and oversees cases of violation. It ensures that data controllers, providers of public communications networks and publicly available electronic communications services comply with the requirements of the law. Individuals can appeal to the inspectorate, which also provides consultation on the rights of data owners.

Regional & Local eGovernment

**Policy/Strategy**

**Counties and Municipal Authorities**

Strategic responsibility for eGovernment at regional and local levels lies with each individual county and municipal authority.

**Coordination**

**Counties and Municipal Authorities**

Regional and local eGovernment initiatives are coordinated by each individual county and municipal authority.

**Implementation**

**Counties and Municipal Authorities**

All 10 counties and 60 municipalities of the Republic of Lithuania implement eGovernment initiatives and projects within their respective areas of competence.

**Support**

**Infostruktūra**

*Infostruktūra* is a state-owned company, which provides IT infrastructure and services to central and local governments.

**Association of Local Authorities in Lithuania (ALAL)**

The association is a non-profit organisation, in the form of a legal entity, which represents the common interests of its members - i.e. local authorities - to all authorities of the state, and to foreign and international organisations of local authorities. ALAL has limited power to coordinate eGovernment initiatives in all municipalities.

**Audit/Assurance**

**National Audit Office of Lithuania**

The mission of the office is to assist in the management and the use of funds and other resources to support the parliament in the execution of parliamentary control and to promote efficient public services.
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eGovernment Infrastructure

Main eGovernment infrastructure components

**Portal**

**eGovernment Gateway**

Launched in January 2004, and massively revamped in 2008, the **eGovernment Gateway** portal intends to offer a one-stop-shop to public information and services for citizens and businesses. It includes links to public information and public services by redirecting citizens and businesses to appropriate websites of public authorities. Other services are tools for electronic personal identification, centralised access to the electronic public services, online payment for the requested services and online tracking of the service provision process. User’s identification in the portal can be enabled via eBanking systems, the national identity card, eSignature certificates or mobile signatures from certain operators. The available services multiply on occasion. For the time being, there are twenty two services available for **citizens**, and nineteen services for **businesses**. The 'System for interoperability among public administration institutions' information systems' (PAIISIS) enables state and municipal institutions, establishments and companies to provide electronic public services under the one-stop-shop principle. It furthermore allows centralised authentication of a person and subsequent payment for the delivered service using a secure inter-institutional data exchange.

**Networks**

**Secure State Data Communications Network** (SSDCN)

The SSDCN provides secure nationwide communication services for public institutions in Lithuania. SSDCN is the **national network** (national domain) for the EU’s pan-European administrative network TESTA, built on the basis of the State Institutions Computer Network (SICN), was originally developed between 1994-1998. The state enterprise 'Infostruktūra', supervised by the Ministry of the Interior, is the service provider for SSDCN. The SSDCN network currently covers all Lithuania and connect 487 state institutions plus another 396 institutions on a dial-up connection (the latter include health centres, libraries, etc.). All main state registers are also connected to the SSDCN.

**eIdentification/eAuthentication**

**eSignature**

Since January 2009, the Residents' Register Service under the Ministry of the Interior has been issuing qualified certificates for the national eID cards. There are three certification authorities (CAs) issuing **qualified certificates** in Lithuania: JSC 'Skaitmeninio sertifikavimo centras', 'Registru centras' (State enterprise 'The Centre of Registers') and 'Gyventojų registro tarnyba prie VRM' (The Residents' Register Service). eSignatures created with the help of certificates of other CAs in the EU are also accepted. Certain Lithuanian commercial entities use qualified certificates issued by the Estonian CA AS 'Sertifitseerimiskeskus'.

Since November 2007, it has been possible to sign documents electronically using a mobile phone with a new eSignature-compliant SIM card. Those who wish to take advantage of the mobile eSignature need to replace their SIM card and sign an eIdentity agreement. Two
codes, known only to the user, protect the ID key contained in the telephone from illegal use.

**ePassports**

Pursuant to EU Council regulation no. 2252/2004 on standards for security features and biometrics in passports and travel documents issued by the Member States, on 8 August 2008, Lithuania started issuing passports containing biometric data (facial image), secured by basic access control. The body in charge of personalising and organising the printing of such travel documents is the Personalisation of Identity Documents Centre under the Ministry of the Interior.

**eProcurement**

[Central Public Procurement Portal](#)

The Central Public Procurement portal provides fundamental functionalities (user authorisation system, content management, statistical and analytical functionality). It also allows for the centralised online publication of tender notices and includes eCatalogues. The 'Central Project Management Agency' (CPMA) acts as the central purchasing body in Lithuania. In August 2008, the Public Procurement Office implemented a central information system for public procurement. The system enables procuring institutions to organise the entire procurement life-cycle online and enables suppliers to take part in the tender process via the one-stop-shop portal.

**Other infrastructure**

[Network of Public Internet Access Points (PIAPs)](#)

In 2008, the project 'Development of Public Internet Access Points' (PIAPs) was completed. It was financed by the EU Structural funds and the Lithuanian Government, and implemented by the Ministry of the Interior. This has brought the total of such access points to 875 throughout the country, making Lithuania a European leader in this respect. The PIAPs were mostly established in regions with poor communication infrastructure. The centres operate in the most frequently visited institutions in rural areas, such as schools, libraries and, community centres, providing access to the Internet and electronic content to all societal groups. They also serve as the ICT education, consultation and knowledge centre. The network of PIAPs is integrated into a single administrative system.
eGovernment Services for Citizens
Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries—avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. Travel
2. Work and retirement
3. Vehicles
4. Residence formalities
5. Education and youth
6. Family
7. Consumers

1. Travel

Passenger rights, documents you need

ePassport
Responsibility: Ministry of Interior
Website: http://www.dokumentai.lt/
Description: Pursuant to EU Council regulation no. 2252/2004 on standards for security features and biometrics in passports and travel documents issued by the Member States, on 8 August 2008, Lithuania started issuing passports containing biometric data (facial image), secured by basic access control. The body in charge of personalising and organising the printing of such travel documents is the Personalisation of Identity Documents Centre under the Ministry of the Interior.

Money and charges

VAT refunds and excise duties
Responsibility: Central Government, Lithuanian Customs under the Ministry of Finance
Website: http://www.cust.lt/
Description: Customs declarations can be submitted via the Electronic declaration system ‘ASYCUDA’. In some cases, a paper declaration form has to be submitted.
2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices
Responsibility: Central Government, Lithuanian Labour Exchange under the Ministry of Social Security and Labour
Website: http://www.ldb.lt/en/Information/Pages/default.aspx
Description: The website enables job seekers and employers to advertise and browse CVs and job vacancies. Job seekers register themselves in the website. In their email, they can receive job offerings and more electronic services.

Professional qualifications

Lithuanian law online (incl. information on the regulated professions)
Responsibility: Seimas of the Republic of Lithuania, Office of the Seimas
Website: http://www3.lrs.lt/n/eng/DPaieska.html
Description: Lithuania law online portal provides access to full text of the Lithuanian laws, in English, including legal acts adopted by Seimas and subordinate institutions, national government, municipalities, courts, and many other institutions, the 1992 Lithuanian Constitution, and the Civil Code and Labour Code.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment
Responsibility: Central Government, State Tax Inspectorate
Website: http://deklaravimas.vmi.lt/
Description: An electronic, declaration system, enables electronic filing of all tax returns - income tax returns, corporate tax returns, VAT returns - and also provides multiple ways to fill-in and submit declarations and notification on the status of declarations.

Unemployment benefits
Responsibility: Central Government, Lithuanian Labour Exchange under the Ministry of Social Security and Labour with its 46 local Labour Exchange offices
Website: http://www.ldb.lt/en/Information/Pages/default.aspx
Description: A person must register oneself in an appropriate Labour Exchange office by submitting the relevant documents in order to obtain unemployment benefits. The registered unemployed can register themselves in the website of the Lithuanian Labour Exchange and can view the list of their unemployment allowances.

3. Vehicles

Driving licence

Driver’s licence
Responsibility: Central Government, State enterprise 'Regitra'
Website: http://www.regitra.lt/
Description: The employee of Regitra fills the application form. An applicant only needs to sign the application. An applicant must however bring other necessary documents to the appropriate Regitra’s office. Young drivers can apply to change their provisional licences with regular ten-year licences electronically. Delivery is by post.

Insurance

**Third-party insurance**

**Responsibility:** Austrian telephone directorate Herold

**Website:** [http://www.herold.at/](http://www.herold.at/)

**Description:** A third-party car insurance is compulsory in Austria and can be arranged via an insurance broker or an insurance company. All the insurance companies are listed in the aforementioned online telephone directory.

Registration

**Car registration (new, used, imported cars)**

**Responsibility:** Central Government, State enterprise 'Regitra'

**Website:** [http://www.regitra.lt/](http://www.regitra.lt/)

**Description:** An application form is filled by the employee of 'Regitra'. An applicant must however provide the necessary documents. For new cars, dealers can register them online.

4. Residence (and other) formalities

Documents and formalities

**Certificates (birth, marriage): request and delivery**

**Responsibility:** Central Government (Resident's Register Service under the Ministry of the Interior) / Local authorities


**Description:** Some municipalities present application forms, which are common for all municipalities.

**Conviction/Non-conviction Certificate**

**Responsibility:** Local Government (Municipalities) – Criminal Records Authority

**Website:** [https://www.epaslaugos.lt/portal/service/184/43?searchId=71cff370-6903-4aff-a745-cc97672d6433](https://www.epaslaugos.lt/portal/service/184/43?searchId=71cff370-6903-4aff-a745-cc97672d6433)

**Description:** Facility enabling natural persons upon authentication submit a request electronically in order to receive Certificate regarding information on natural person which is contained at the Departmental Register of Suspected, Accused and Convicted persons.

**Declaration to the police (e.g. in case of theft)**

**Responsibility:** Central Government, Police Department under the Ministry of the Interior


**Description:** Electronic notification is available via email, but then the declaration must be re-filled in writing at the police station. An electronic notification system for illegal Internet/digital activities is available on the website of the Cyber Police. Furthermore, the Lithuanian State Border Guard Service’s website provides a service allowing citizens to report crimes
occurring on the country’s borders by using an anonymous tip-off system. Reports on various crimes and offences can be made via the https://www.epolicija.lt/ website.

**ePassport**

- **Responsibility:** Ministry of Interior
- **Website:** [http://www.dokumentai.lt/](http://www.dokumentai.lt/)
- **Description:** Pursuant to EU Council regulation no. 2252/2004 on standards for security features and biometrics in passports and travel documents issued by the Member States, on 8 August 2008, Lithuania started issuing passports containing biometric data (facial image), secured by basic access control. The body in charge of personalising and organising the printing of such travel documents is the Personalisation of Identity Documents Centre under the Ministry of the Interior.

**Housing (building and housing, environment)**

- **Responsibility:** Central Government (The State Territorial Planning and Construction Inspectorate under the Ministry of Environment) / Regional authorities/Local authorities
- **Website:** [www.planuojustatyti.lt](http://www.planuojustatyti.lt)
- **Description:** Persons can obtain building or renovation permission through the ‘Infostatyba’ information system. Permissions have not yet become digital. Most municipalities offer forms to download.

**Waste (e-ASTA: Waste management and accounting of electronic data reporting system)**

- **Responsibility:** Environmental Protection Agency
- **Website:** [http://www.gamta.lt/](http://www.gamta.lt/)
- **Description:** Waste management system is available as an eService in Lithuania.

### 5. Education and youth

#### School, university

**Enrolment in higher education/university**

- **Responsibility:** Education Exchange Support Foundation, Central government, Ministry of Education and Science
- **Website:** [http://www.studyinlithuania.lt/en](http://www.studyinlithuania.lt/en)
- **Description:** The portal ‘Study in Lithuania’ is a non-commercial national portal for higher education studies. The aim of the website is to inform future students, their parents and other stakeholders about education system in Lithuania, its higher education institutions and their study programmes, migration procedures, admission requirements, available funding/scholarships, and other related items.

**Public libraries (availability of catalogues, search tools)**

- **Responsibility:** Central Government/Regional authorities/Local authorities
  [http://www.elibrary.lt/](http://www.elibrary.lt/)
Description: The Lithuanian Integral Library Information System enables users to search and request books. The system is still under development and will involve many more Lithuanian public libraries in counties and municipalities.

Student grants
Responsibility: Central Government (The Ministry of Education and Science), Higher education institutions
Description: Higher educational institutions are independent entities which have their own rules of awarding grants (with the exception of social grants) to their students. The amount of social grants is the same in all higher education institutions and is prescribed by law. Usually students receive grants from their higher education institutions through banks.

Researchers

Information and assistance to researchers
Responsibility: EURAXESS Lithuania
Website: http://www.euraxess.lt
Description: EURAXESS Lithuania provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)
Responsibility: Central Government/Regional authorities/Local authorities
Description: The Lithuanian Integral Library Information System enables users to search and request books. The system is still under development and will involve many more Lithuanian public libraries in counties and municipalities.

Research funding support
Responsibility: Research Council of Lithuania, The State Studies Foundation (state budgetary institutions), Education Exchanges Support Foundation, Agency for Science, Innovation and Technology (MITA), etc.
Description: Information on available funding opportunities for the researchers is enlisted on the web portal EURAXESS Lithuania. Several funding options are available.
6. Family

Children, couples

Certificates (birth, marriage): request and delivery
Responsibility: Central Government (Resident's Register Service under the Ministry of the Interior) /Local authorities
Website: http://www.gyvreg.lt; http://www.lsa.lt/index.php?336399381
Description: Some municipalities present application forms, which are common for all municipalities.

Child allowances
Responsibility: Central Government (The Ministry of the Social Security and Labour) / Local Government
Description: Information and forms to download.

7. Consumers

Other

Network of Public Internet Access Points
Responsibility: TBA
Website: http://www.yipt.lt/cms/app
Description: The project that was accomplished in 2008 brought a total of 875 point to the country, making Lithuania a leader in this respect. These areas are particularly in the regions with poor communication infrastructure.
### eGovernment Services for Businesses

#### Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the **Your Europe initiative** that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

---

### 1. Start and grow

**Start-ups, European Company**

**Business Gateway Lithuania**

**Responsibility:** [Point of Single Contact](http://www.verslovartai.lt/), Public Institution Enterprise Lithuania

**Website:** [http://www.verslovartai.lt/](http://www.verslovartai.lt/)

**Description:** Any relevant business information for providing services and trading products in Lithuania can be accessed through the **Point of Single Contact's** (PSC) website Business Gateway. The website has a safe Message-box (described below) which enables businessmen to send online their requests for obtaining permits to perform their activities and communicate directly with the competent authorities. PSC responds to the queries about the requirements applied to products or about competent authorities through the distant communication means: the website's information system.

**Message Box of Business Gateway**

**Responsibility:** Government agencies (national and municipal)

**Website:** [https://messagebox.verslovartai.lt/sso/signin/foreignEn](https://messagebox.verslovartai.lt/sso/signin/foreignEn)

**Description:** Message Box is a secure e-mail system that enables users to exchange digital messages with Lithuanian government agencies at national and municipal level. Message Box is intended for use by entrepreneurs based in the European Economic Area (EEA) - including Lithuania - who provide their services in Lithuania. It also provides the businessmen with an opportunity to submit applications and other necessary documents for acquiring operational permits from state and local authorities online.
Registration of a new company I
Responsibility: Central Government, State Enterprise Centre of Registers
Website: http://www.kada.lt
Description: Information and forms to download.

Registration of a new company II
Responsibility: Register of Legal Entities
Website: http://www.registrucentras.lt/index_en.php
Description: When starting a business, it is necessary to consult it with the State Tax Inspectorate, and register the company with the Register of Legal Entities. The entire establishment process will take approximately 13 working days.

Starting own business (information)
Responsibility: State Tax Inspectorate
Website: http://www.vmi.lt/en/
Description: All information about individual activity certificates, business certificates, business registration procedures, operating income, deductions, accounting management, income declaration, etc., is available on the State Tax Inspectorate’s site (Tax Information Centre phone 8 700 55882 or 8 5 255 31 90, short No 1882).

Intellectual property rights

Intellectual property search
Responsibility: Patent Information Centre (PIC)
Website: http://www.tb.lt/PIC/PIC.htm
Description: PIC is a depository library of industrial property documents, official publications, literature and periodicals on industrial property of Lithuania, foreign countries and international organizations, the centre of publishing of patent documentation and patent information services in Lithuania.

Patent, trademark and design registration
Description: Herein are represented forms required for legal procedures with national or European patents and trademark and design registrations in the Republic of Lithuania.

Annual accounts
Submission of data to statistical offices
Responsibility: Central Government, Lithuanian Department of Statistics (Statistics Lithuania)
Website: http://estatistika.stat.gov.lt/
Description: The website of the Lithuanian Department of Statistics provides electronic forms for the submission of statistical data. Furthermore, it enables the economic entities sampled for statistical surveys to produce and submit statistical data to Statistics Lithuania electronically and receive
information about the progress with their processing.

2. VAT and customs

**VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds**

**VAT: declaration, notification**

Responsibility: Central Government, State Tax Inspectorate

Website: [http://deklaravimas.vmi.lt/](http://deklaravimas.vmi.lt/)

Description: An electronic declaration system has been available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification on the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

**Excise duties**

**Corporate tax: declaration, notification**

Responsibility: Central Government, State Tax Inspectorate

Website: [http://deklaravimas.vmi.lt/](http://deklaravimas.vmi.lt/)

Description: An electronic declaration system has been available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: corporate tax returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification on the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

**Reporting imports/exports**

**Customs declarations (e-Customs)**

Responsibility: Central Government, Lithuanian Customs under the Ministry of Finance

Website: [http://www.cust.lt/](http://www.cust.lt/)

Description: Customs declarations can be submitted via the Electronic declaration system ‘ASYCUDA’. In some cases, a paper declaration form has to be submitted.

3. Selling abroad

**Competition rules, unfair contract terms, consumer guarantees, defective products**

**Lithuania law online**

Responsibility: Seimas of the Republic of Lithuania, Office of the Seimas

Website: [http://www3.lrs.lt/n/eng/DPaieska.html](http://www3.lrs.lt/n/eng/DPaieska.html)

Description: Lithuania law online portal provides access to full text of the Lithuanian laws, in English, including legal acts adopted by Seimas and subordinate institutions, national government, municipalities, courts, and many other institutions, the 1992 Lithuanian Constitution, and the Civil Code and Labour Code.
4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees
Responsibility: Central Government, the State Social Insurance Board under the Ministry of Social Security and Labour
Website: http://www.sodra.lt; https://draudejai.sodra.lt/lt
Description: Social security declarations can be submitted through EDAS (Electronic Insurers Service System), by signing them with a secure eSignature.

Posting abroad
Posting abroad
Responsibility: State Labour Inspectorate of the Republic of Lithuania
Website: http://www.vdi.lt/English/VDI_English.aspx
Description: The webportal of the State Labour Inspectorate of the Republic of Lithuania provides information and legislation on the posting of the workers.

Health and safety
Web portal of Labour Inspectorate
Responsibility: State Labour Inspectorate of the Republic of Lithuania
Website: http://www.vdi.lt/English/VDI_English.aspx
Description: The website of the Labour Inspectorate of the Republic of Lithuania contains all necessary information in regards to the organisation and legislation related to the safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms in Lithuania
Responsibility: Statybos produkcijos sertifikavimo centras (SPSC) under Ministry of Construction and Urban Development (currently Ministry of Environment)
Website: http://www.spsc.lt/cms/index.php
Description: The main goal of SPSC is to provide services of certification of construction products, assessment of consistency of performance, testing and assessment of internal production control upon clients’ applications. Several assessment, attestation and certification related documents are available on the web portal.
### Chemicals (REACH)

**REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk**

- **Responsibility:** Environmental Protection Agency
- **Website:** [http://www.gamta.lt/](http://www.gamta.lt/)
- **Description:** The Environmental Protection Agency is responsible for the helpdesk for REACH and CLP. Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key information regarding the chemicals legislation in Lithuania on this webpage or via their e-mail or telephone contacts as enlisted on the portal.

### 6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

**Public procurement / eProcurement**

- **Responsibility:** Central Government, Public Procurement Office
- **Description:** The Central Public Procurement Portal provides fundamental portal functionalities (user authorisation system, content management, statistical and analytical functionality). It also allows for centralised online publication of tender notices and includes eCatalogues. The pilot version of the portal has been available since September 2008, gradually expanding the functionality of the electronic public procurement system. The system has now become the national platform and its use is mandatory for all contracting authorities.

### 7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

**Environment-related permits (incl. reporting)**

- **Responsibility:** Central Government (Ministry of Environment)/Regional
- **Website:** [http://www.am.lt/VI/index.php](http://www.am.lt/VI/index.php)
- **Description:** Paper forms available for download.
European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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