

[eGovernment in]

Lithuania

Lietuva



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Lithuania. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2 971.905 inhabitants (2013)

GDP at market prices: 34 600.6 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 72.0 (2012)

GDP growth rate: 3.5 % (2013)

Inflation rate: 1.2 % (2013)

Unemployment rate: 11 % (2014)

Government debt/GDP: 40.5 % (2012)

Public balance (government deficit or surplus/GDP): -3.2 % (2012)

Source: [Eurostat](#)

Area: 65 000 km²

Capital city: Vilnius

Official EU language: Lithuanian

Currency: Lithuanian Litas (LTL)

Source: [Europa website](#)

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.

The Constitution of the Republic of Lithuania was adopted by referendum on 25 October 1992.

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

Percentage of households with Internet access: 65 % (2013)

Percentage of enterprises with Internet access: 100 % (2013)

Percentage of individuals using the Internet at least once a week: 71 % (2013)

Percentage of households with a broadband connection: 64 % (2013)

Percentage of enterprises with a broadband connection: 96 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 19 % (2013)

Percentage of enterprises having received orders online within the previous year: 20 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 33 %, downloading forms 25 %, returning filled forms 28 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 90 %, downloading forms 99 %, returning filled forms 99 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

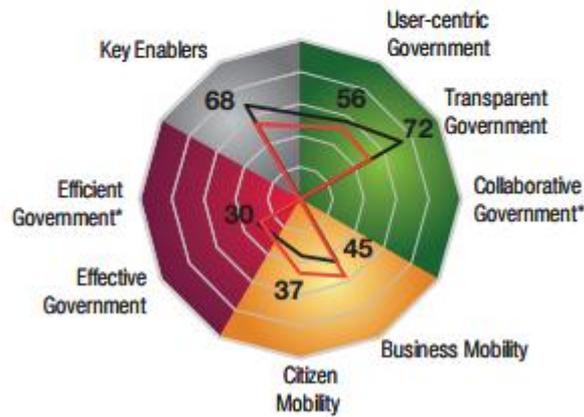
eGovernment State of Play

The spider 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 the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

E-GOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 LT
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

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.

News 2012-2001

2012

- ▶ On *27 September 2012*, the updated eGovernment gateway <http://www.epaslaugos.lt> was [launched](#).
- ▶ 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."
- ▶ On *2 January 2012*, the newly created National [SNOMED CT](#) Terminology Management Centre at the Lithuanian Medical Library officially [started](#) its activities.

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.
- ▶ 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 (*Uždarają Akcinę Bendrovę* - 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 registravimo 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.

News 2010-2001

2010

- ▶ Since the beginning of *December 2010*, the Ministry of Education and Science starts [consolidating](#) student data into a **single registry**. The registry contains personal data, school attended, programme of study and others. Universities and colleges are obliged to supply appropriate information for the registry, which, with the exception of personal data, will be made available to the public through other existing databases.
- ▶ In *November 2010*, at the meeting of the Lithuanian Customs Consultative Committee, European Commission officials introduce Lithuanian trade representatives to **electronic services** provided by the Directorate-General for Taxation and Customs Union (DG TAXUD). The audience will be introduced to the [European Customs Information portal](#), its databases and the eTraining modules, which assist traders in understanding the implementation of the EU customs legislation. The stand of DG TAXUD is located in the lobby of the Customs Training Centre so that the traders can become acquainted with the eServices on offer.
- ▶ In *October 2010*, the Ministry of Transport and Communications [issues](#) a strategic document covering the 2010-2015 period. The aim is to raise the **use of the Internet** among the population from the current figure of a bit more than 50 % of the population to around 75 %, which is close to the EU-27 average. Amongst other, the document, which is expected to gain approval by the government, proposes that public authorities should be obliged to make 90 % of their basic public services available on the Internet (as opposed to the current 60 %) by 2015.
- ▶ On *1 July 2010*, three new **eServices** are [introduced](#) by the Police Department and the State Enterprise [Regitra](#) respectively. These are the electronic notification of committed crimes, a driver's license exchange service and the registration of new vehicles.

Since *July 2010*, reports on crimes, such as illegal alcohol production and trafficking, drug distribution or acts of hooliganism, public disorder and other offenses, are made via the <https://www.epolicija.lt/> website; they may be submitted either anonymously, or electronically signed on a 24 hour basis. This service is launched as part of the EU-funded project 'ePolice in Lithuania', being one of the 36 services to be implemented electronically.

During the same month, the state enterprise [Regitra](#) launches a portal for **young drivers** willing to change their license from a provisional one to a regular ten-year one. After processing, the new license is delivered by post. The regular ten-year driver's licence exchange service is not yet electronic, due to unsolved issues with photographs, signatures and medical data. Another newly launched [Regitra](#) service is the online registration of vehicles.

- ▶ On *18 June 2010*, the new national identity cards are [presented](#) on the occasion of the Workshop on **Electronic Documents** in the Public Sector held at the Lithuanian Archives Department. The cards allow holders to authenticate themselves, to sign documents by electronic means, declare online their assets, income and place of residence while furthermore use other secure government services via the '[eGovernment Gateway](#)', the national eGovernment portal, as well as in person.

- ▶ On *25 February 2010*, the Information Society Development Committee approves the 'Methodological Requirements for Monitoring of Online Electronic Services', delivered by state and local institutions.
- ▶ In *January 2010*, the state enterprise Centre of Registers and the Ministry of Justice [introduce](#) a new online service for the **registration of sole proprietorships**. The new service allows setting up and officially registering a sole proprietorship by carrying out all the procedures via the **Internet**. The necessary electronic documents and applications are automatically generated by the system. The documents to be submitted must be signed by the owner using a qualified electronic certificate.

2009

- ▶ On *28 December 2009*, the single point of contact portal www.verslovertai.lt becomes operational. Via the portal, service providers can obtain all relevant information and perform administrative formalities at a distance without the need to contact several authorities.

On *15 December 2009*, *Seimas* adopts the Law on Services. The law implements [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).

On *7 December 2009*, a financial agreement for the second phase of the Rural Area Information Technology Broadband Network (RAIN-2) is signed. The RAIN-2 will enable public institutions to connect to the RAIN network and also to build infrastructures which private companies can use to provide **broadband services** in rural and remote areas. The project is expected to be implemented in 40 months at a cost of 208.9 million *litas* (approx. € 60 500).

On *1 December 2009*, the Minister of the Interior approves the 'Recommendations on the Record of the Administrative Services Delivery'. This is a legal act which advises on how to **record administrative services** delivery, designed for all Lithuanian organisations, which deliver administrative services.

- ▶ In *August 2009*, over 8 000 users [use](#) the new version of the Lithuanian eGovernment portal '**eGovernment Gate**' - reachable via www.epaslaugos.lt and www.evaldzia.lt. Currently, the portal offers 18 public eServices. Apart from the change of address declaration, the documents and/or services delivered online via the eGovernment Gate include building permissions, criminal records, personal data certificates and the municipal services provided by Vilnius and Kaunas.
- ▶ On *3 July 2009*, a project to [modernise](#) the national Register of Criminal Offences in view to its connection to the future European Criminal Records Information System (ECRIS), is announced. The connection will prepare the transition to a fully **electronic information exchange** between Lithuania and the courts, tax administrations and law enforcement authorities of the other EU Member States.
- ▶ On *25 February 2009*, the government approves the Action Plan for 2008-2012. The Plan includes specific measures for the information and the knowledge society.
- ▶ On *16 January 2009*, the Ministry of the Interior [announces](#) that a new website focusing on best practices in Public Administration – www.vakokybe.lt – has gone live. This new site presents examples of **best government management** practices in terms of transparency, efficiency and orientation towards results.

On *1 January 2009*, the Migration Office starts [accepting](#) applications for the new **personal identity cards** (ID cards). The cards are used to identify a person by allowing eSignatures of documents based on a qualified certificate. The new ID card has both contact and contact-less chips integrated. The contact chip will hold a person's identification certificate and a qualified certificate for eSignature, issued by the Residents' Registry Service under the Ministry of Interior.

2008

- ▶ In *October 2008*, the Lithuanian **Information Society Development Committee** (ISDC) [announces](#) plans to update and restructure the main Lithuanian eGovernment website, www.evaldzia.lt, by the end of this year. At present, the Lithuanian public institutions offer only a handful of eServices. The updated website will incorporate a data-transfer system to enable the exchange of data between different public institutions, such as the national vehicle register, the central mortgage office and others.
- ▶ In *September 2008*, within the framework of Lithuania's '[Development of the Network of Public Internet Access Points](#)' project, a total of 875 **public internet access points** (PIAPs) are established throughout the country. Implemented by the Lithuanian Ministry of Interior and financed by the European Union's Structural Fund, the project aimed at the provision of computer access and Internet services mostly to small communities in rural and remote areas of Lithuania.
- ▶ In *July 2008*, the **eNotification Delivery System** is [announced](#). The system will inform citizens of the public services provided by public institutions and local authorities. This will count as the first step in the development of an eSignature delivery system and will help facilitate eCommunications between public authorities, citizens and businesses.
- ▶ In *June 2008*, Cyprus, Latvia and Lithuania [join](#) the **INHOPE network** in the Global fight against Cyber Crime and Child Sexual Abuse Images. INHOPE is the International Association of Internet Hotlines. Its mission is to coordinate and facilitate the work of Internet hotlines in responding to illegal and harmful use of the Internet.
- ▶ In *April 2008*, a **new online service offers** online criminal record certificates to citizens. At present, only private individuals may order criminal record certificates online, by logging on to the system via their eBanking accounts.
- ▶ In *March 2008*, the Lithuanian Tax Inspectorate [introduces](#) a new improved single form for tax submissions and an online calculator of tax-free income. The new form will be pre-filled using data from the State Tax Inspectorate (STI) and expenses reported to the STI by the third parties (banks, insurance companies, computer retailers, etc.).
- ▶ In *February 2008*, the Lithuanian Chamber of Notaries and the Centre for Registries are in a position to [launch](#) the public eService for real estate operations (NETSVEP). After being online, all Lithuanian public notaries will submit data on concluded real estate deals to the Centre for Registries using their **eSignatures**. The secure NETSVEP system provides a unique signature for each public notary and contains safety checks to avoid identity theft and fraud.
- ▶ In *January 2008*, the Lithuanian Social Insurance Fund – [SODRA](#) – [introduces](#) a new online system for communicating with its clients using **certified eSignatures**. Users will be able to employ the new Electronic Servicing System for Insurers (EDAS) to find information in the SODRA databases and to submit their social insurance notifications and applications. Access to the service is limited to those whose identity has been verified via eBanking systems, or a qualified electronic certificate.

2007

- ▶ In *November 2007*, the special government-backed multi-stakeholder [eSignature Initiation Programme](#) (E3P) enables Lithuanians to [sign](#) electronically using a mobile phone with a new eSignature-compliant SIM card. Two codes protect the telephone's ID key from illegal use.
- ▶ In *October 2007*, Lithuanian landowners can find all the information on their properties and the amount of payable land tax online, on the [Electronic Declaration System](#) (EDS).
- ▶ In *September 2007*, the Ministry of Finance's Tax Inspectorate presents the [new features](#) of the **Electronic Declaration System (EDS)**. Tax returns and reports on the transactions and commercial operations of businesses can be submitted online; taxpayers also have the possibility to register for a Value Added Tax (VAT) number via the EDS.

During the same month, the Department of Statistics officially [launches](#) its updated user-friendly [Database of Indicators](#) which provides open access to all national and regional statistical information presented in the same format.

- ▶ In *August 2007*, six months after an internal procedure, the Lithuanian Standards Board approves the **OpenDocument standard** (ISO/IEC 26300:2006), as the [official Lithuanian standard](#).
- ▶ In *May 2007*, the Lithuanian State Border Guard Service [launches](#) on its updated website a new feature allowing citizens to report online crimes occurring on the state border. This system, based on a German scheme, is the only anonymous online information exchange available in Lithuania.
- ▶ In *April 2007*, convened by Prime Minister Gediminas Kirkilas, the Information Society Development working group (a body uniting leading IT officials and analysts from the public sector) sets out **ten strategic objectives** aimed at [propelling](#) the information society forward in Lithuania by 2009.

During the same month, 400 new sites in remote rural areas are selected to serve as [free Internet access points](#) within the framework of the **Public Hot-spot Network** ('Public Internet Access Points' – [PIAPs](#)) project financed by EU Structural Funds. This move will bring the total of such access points to 875 throughout the country, making Lithuania a European leader in this respect.

During the same month, the town of Alytus becomes the first in Lithuania to implement an [online land register solution](#) enabling residents and specialists to administrate land topographic and geodesic affairs online.

- ▶ In *February 2007*, the Lithuanian Ministry of Culture [starts](#) the implementation of a national programme to provide, within the next three years, the general public with free Internet access through digital libraries.

During the same month, the co-operation between the Lithuanian State Tax Inspectorate and the Association of Public Hotspots (APH), enabled more than 2 000 citizens to fill their tax declarations electronically at Public Internet Access Points (PIAPs). Results in [rural areas](#) are encouraging as well.

During the same period, the local Government of Alytus becomes the first authority in Lithuania to install a [wireless Wi-Fi Internet network](#), providing free access to the Internet to all local government employees and visitors to the town hall.

- ▶ In *January 2007*, the government coordination committee for the [eSignature Initiation Programme](#) (E3P) [approves](#) a uniform standard for **eSignatures** aiming to allow all potential eSignature service providers access to the agreed standard by 15 February 2007.

2006

- ▶ Since *November 2006*, Lithuanian citizens can order and pay for official certificates for the declaration of their permanent place of residence or their family status. The **new** services link to the national Citizens' Register and are available on the country's [eGovernment portal](#).

On *16 November 2006*, the Parliament of Lithuania [approves](#) the Concept of **Internet Voting** during Elections and Referendums. Online voting will be the alternative voting channel in elections and referendums.

- ▶ An agreement for the implementation of a '**Patient visit Reservation System**' project is signed in *September 2006*. The project, entirely supported by the EU Structural Funds, aims to electronically connect all reservation systems of various health care institutions and to allow booking medical visits online by September 2007.
- ▶ Lithuania starts issuing **electronic passports** in *August 2006*.
- ▶ On *21 June 2006*, the Government of Lithuania approves the Information Society Development Programme for the years 2006-2010.
- ▶ The Government approves a revised Implementation plan for the '[eGovernment Concept](#)' in *March 2006*.

- ▶ The eSignature Initiation Programme (E3P) is signed, in 2006, by the Lithuanian Prime Minister Gediminas Kirkilas with representatives of banks and communication companies and the 'Langas į ateitį' Alliance. E3P aims to enable massive use of secure electronic signature technology based on Public Key Infrastructure (PKI) in Lithuania.

2005

- ▶ In *June 2005*, the government approves the Strategy of Information Society Development, which sets out the state's main tasks for the development of the Information Society in Lithuania.
- ▶ The State Tax Inspectorate announces in *May 2005* that 20 % of tax returns for 2004 have been submitted online using the **electronic tax declaration system** ([Elektroninio Deklaravimo Sistema - EDS](#)), introduced in 2004, vs. only 5 % a year earlier.
- ▶ In *February 2005*, the Government approves the [Implementation plan 2005–2006 of the Long Term Strategy of Public Administration Development until the year 2010](#). Electronic service delivery represents a key aspect of this plan.
- ▶ In *January 2005*, the Information Society Development Committee under the Government of the Republic of Lithuania starts using mobile phone-based **secure electronic signatures** for its own internal use. Should the experiment be successful, the technology is to be extended to other administrations as well.

2004

- ▶ In *December 2004*, the parliament endorses the **Programme of the Government** of the Republic of Lithuania for 2004-2008. Its key aims are to encourage the development of the IT and telecommunications sector, to put the Lisbon strategy and the eAction plan into practice and to arrange for eGovernment services to be provided for both private and legal entities.
- ▶ In *August 2004*, a study commissioned by the Information Society Development reveals that approximately 50 % of all public services for citizens and businesses are provided via the Internet. The most developed services are those of tax declaration, employment issues, social contributions, customs declarations and statistical data presentation.
- ▶ In *July 2004*, the Lithuanian Parliament adopts a [Law Amending the Law on State Registers](#). It regulates the set-up, management, reorganisation and liquidation of state registers, the general principles of interaction between state registers and the rights and duties of leading state register management bodies, supervisory institutions, data suppliers and recipients.
- ▶ The Information Society Development Committee publishes the 'Model of Electronic Public Services' in *May 2004*. The aim is to provide a pattern for the implementation of the country's eGovernment strategy (the 'Concept') and the transfer of all public administration services to a digital environment.
- ▶ In *April 2004*, the government adopts a 'Strategy for the Development of the Public Administration Sector until the year 2010'. The Lithuanian Parliament passes a [Law on Electronic Communications](#) which regulates electronic communications services and networks, associated facilities and services, the use of electronic communications resources as well as radio equipment, terminal equipment and electromagnetic compatibility.

During the same month (*April 2004*), the government adopts regulations on the setting up and the legitimisation of state information systems.

2003

- ▶ In *November 2003*, the Government approves an Implementation Plan for the eGovernment Concept intended to help to achieve the delivery of public services via digital technologies, as of 2005.

- ▶ The Government approves an Implementation plan for the Strategy on the Creation of the **Integrated System of the State Registers** in *June 2003*.
- ▶ In *April 2003*, the Government approves general requirements for websites of state institutions.

2002

- ▶ At the end of *December 2002*, the Government approves the [Position Paper on eGovernment](#) (known as the '**eGovernment Concept**') which lays down the Lithuanian eGovernment strategy.
- ▶ The Lithuanian Parliament approves the Long-term **Development Strategy of the State** in *November 2002*. It clearly emphasises the role of eGovernment as one of the main strategic axes for the development of Public Administration.
- ▶ The Government approves the Strategy on the Creation of the **Integrated System of State Registers** in *August 2002*.

2001

- ▶ In *December 2001*, the Government adopts a resolution approving the '[State Information Technology Security Strategy](#)' and its Implementation Plan.
- ▶ In *August 2001*, the Government approves the [Strategic Plan for the Development of the Information Society](#). Covering the period 2001-2004, the plan identifies four **priority areas**: skills for citizens, public administration, electronic business and Lithuanian culture and language.
- ▶ In *July 2001*, the government sets up the Information Society Development Committee (ISDC), with the responsibility for regulating information and communications technologies, as well as coordinating the development of the Information Society.
- ▶ In *February 2001*, the Government approves the National Concept of Development of the Information Society; the document places increased importance to eGovernment.

News 2000 and before

- ▶ In *2000*, all responsibility for the State Information Policy is transferred from the Ministry of Public Administration Reforms and Local Authorities to the Ministry of the Interior, in particular to its Department of Information Policy.

eGovernment Strategy

Main strategic objectives and principles



Lithuanian Information Society Development Programme 2011-2019

The purpose of the [programme](#) is to define the priorities, objectives and tasks of information society development in order to maximise the social and economic advantages provided by information and communication technologies,

primarily the internet as a very important instrument for economic and social activities, the use of which allows one to provide or receive 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 by the year 2019. The information society must be developed on the basis of the following priorities:

Enhancement of the Lithuanian residents' ability to use the ICTs

The objective is to encourage Lithuanian residents to gain knowledge and skills required for successful use of the ICTs and to become involved in the information society, to improve their quality of life and to reduce social 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;
- ▶ To reduce the inconsistency between the demand and supply of ICT specialists with the aim to achieve the average of ICT sector employees in the European Union;
- ▶ To establish flexible learning conditions of a new quality in order to enable personalised life-long teaching and learning in the cyberspace.

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

The first objective is to encourage the residents to use online public and administrative services, and to ensure the quality of data transmission and the infrastructure of functioning search systems, thus contributing to the development of e-democracy. The following tasks have been defined to meet this objective:

- ▶ To maximise the transfer of public and administrative services into the electronic medium, thus ensuring integrated reorganisation of service provision, to achieve centralised provision of services, and to encourage public sector authorities to procure the ICT resources as services;
- ▶ To inform the residents about access to the legal information published on the internet, to encourage them to submit comments and proposals on-line and thus influence government decisions.

The second objective is to employ the ICTs to promote the Lithuanian culture and language. 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;
- ▶ 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.

The third objective is to promote the development of e-business. The following tasks have been defined to meet this objective:

- ▶ To encourage small and medium businesses to adopt and use ICTs in order to improve the efficiency and competitiveness of their operations by way of financial assistance;
- ▶ To create favourable conditions for e-business development, i.e. to revise legal documents and provide legal certainty that would increase consumer confidence, reduce national regulatory barriers and guarantee consumer rights protection.

Development of the ICT infrastructure

The first 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 upgrade the public internet access infrastructure of libraries;
- ▶ To encourage competition on the broadband electronic communications market, to enhance the effectiveness of market regulation, and to make efforts to provide all Lithuanian residents with access to the internet at a speed higher than 30 Mbps by the year 2020.

The second objective is to ensure the safety and reliability of the cyberspace, to increase public and business confidence in the cyberspace. The following tasks have been defined to meet this objective:

- ▶ To develop and support a common infrastructure of public authorities and bodies that would guarantee reliable personal identification and verification in the cyberspace;
- ▶ To create an infrastructure for the management of electronic documents, thus ensuring the authenticity, integrity and preservation of electronic documents.

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 Lithuanian Government Programme (2008-2012)

Action Plan of the Lithuanian Government Programme (2008-2012)

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:

- ▶ develop a Lithuanian Information and Knowledge Society Development Strategy 2009-2015;
- ▶ 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.

Implementation Plan for the eGovernment Concept (2004-2008)

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.

Position Paper on eGovernment: The eGovernment Concept (2002-2004)

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

[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.

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.

[Law on Information Society Services](#) (2006)

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

[Law on Electronic Communications](#) (2004)

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 sąrašas*) 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.

eGovernment Policy Division

The Division, operating under the Ministry of the Interior, was established in May 2011. It is [authorised](#) with 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.

eGovernment Policy Division

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.

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.

eGovernment Who's Who

Main eGovernment decision-makers and executives

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eGovernment executives



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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 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. 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.

2. 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.

3. Social security benefits

a. 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.

b. Child allowances

Responsibility: Central Government (The Ministry of the Social Security and Labour) / Local Government

Website: <http://www.socmin.lt>; <http://www.lsa.lt/index.php?336399381>

Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N/A

Website: <http://www.vlk.lt/Puslapiai/PageNotFoundError.aspx?requestUrl=http://www.vlk.lt/vlk/en/>

Description: This service is not relevant to Lithuania. The State Patients' Fund of the Ministry of Health coordinates the activities of five territorial patients' funds. Their main function is to cover fully or partly the cost of personal health care services provided to Lithuanian residents. Each patient can freely choose a health care institution and pay a fraction of the cost of the medicines prescribed. In certain cases, this can amount to no payment at all. In this manner, patients do not need to claim for reimbursement at a later stage. Those health care institutions, however, which do not have contracts with the Patients' Fund are not entitled to the resources of the Compulsory Health Insurance Fund; patients receiving such medical services must pay the full cost.

d. Student grants

Responsibility: Central Government (The Ministry of Education and Science), Higher education institutions

Website: <http://www.smm.lt/en/index.htm>;
http://www.aikos.smm.lt/aikos/svietimo_ir_mokslo_institucijos.htm

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.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, the Migration Department under the Ministry of the Interior

Website: <http://www.migracija.lt/index.php?-484440258>

Description: Persons do not need to fill in any application form - the necessary actions are carried out by the employee of the migration office. A person should however submit the appropriate documents (an old passport, a marriage certificate and a birth certificate) and a payment check.

b. 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.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, State enterprise 'Regitra'

Website: <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.

6. Application for building permission

Responsibility: Central Government (The State Territorial Planning and Construction Inspectorate under the Ministry of Environment) / Regional authorities/Local authorities

Website: www.planuojastyti.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.

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

Responsibility:	Central Government, Police Department under the Ministry of the Interior
Website:	http://www.policija.lt/ ; http://www.pasienis.lt/
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.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government/Regional authorities/Local authorities
Website:	http://www.lrkmlt/go.php/lit/English ; http://www.libis.lt/lang.do?language=en ; 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.

9. 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.

10. Enrolment in higher education/university

Responsibility:	Central Government, Association of Lithuanian higher institutions for the common organisation of students enrolment (LAMAbpo) and other higher education institutions, which do not belong to LAMAbpo
Website:	http://www.lamabpo.lt/ ; http://www.aikos.smm.lt/aikos/svietimo_ir_mokslo_institucijos.htm
Description:	Firstly, school graduates have to register on LAMAbpo's ISAS system which is designed for entrants to higher education institutions, belonging to LAMAbpo. It is necessary to indicate the name, surname, personal code and e-mail for registration. The given username enables entrance to the ISAS system and filling in an application form. The prospective students are notified about enrolment results by e-mail.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Local Authorities
Website:	http://www.lsa.lt/index.php?336399381 ; http://www.epaslaugos.lt/
Description:	A person can announce a change of residence through the eGovernment Gateway portal, where, in addition, a certificate confirming the change can be ordered and paid for. A person can also announce the change of address when s/he moves to a foreign country for more than 6 months.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government (Ministry of Health)/Regional/Local
Website:	http://sergu.lt ; http://www.zalgirioklinika.lt ; http://www.santa.lt http://www.kmuk.lt ; http://www.rvpl.lt
Description:	The service provided depends on the hospital or health centre. In hospitals and health centres, which have joined the eHealth information system NESS, the service offers two-way interaction features.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. 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.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, State Tax Inspectorate
Website:	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.

3. VAT: declaration, notification

Responsibility:	Central Government, State Tax Inspectorate
Website:	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.

4. Registration of a new company

Responsibility:	Central Government, State Enterprise Centre of Registers
Website:	http://www.kada.lt
Description:	Information and forms to download.

5. 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.

6. Customs declarations

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.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government (Ministry of Environment)/Regional
Website:	http://www.am.lt/VI/index.php
Description:	Some paper forms to download are available.

8. Public procurement

Responsibility:	Central Government, Public Procurement Office
Website:	http://www.vpt.lt/ ; https://pirimai.eviesieji.pirkimai.lt/login.asp?B=PPO&target=&timeout
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.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is an initiative by the Directorate General for Communications Networks, Content and Technology.

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