LATVIA

Use of Internet with Public authorities

- To interact: 69%
- To download forms: 39%
- To obtain info: 69%
- To send forms: 17%

eGov State of Play indicators

- User Centricity: 88%
- Citizen cross border mobility: 72%
- Transparency: 71%
- Business cross border mobility: 99%
- Key Enabler: 72%

Good – Fair – Moderate – Insufficient

eGov services to business and citizens

- ePrescription: A new health eService was developed. It is mandatory for all doctors and pharmacies from 2018, helping to ensure easy and quick record and exchange of information between the patient and the medical practitioners.

Strategy & Legal frameworks

- Public service provision modernisation
- Third National Action Plan for OGP
- Law on the Official Electronic Address
- Personal Data Processing Law

Actors

- The Ministry of Environmental Protection and Regional Development is the leading state regulatory authority for eGovernment and the information society.

Within the Ministry, the Electronic Government Department draws up national policies in the domains of eGovernment, information society development and public information systems development.

Infrastructure

- The National Electronic Procurement system has been modified. It now uses standardised forms simplifying and reducing the administrative burden for entrepreneurs.
- The new Latvian Open Data Portal has been launched. This platform will provide a single point of access to all open government data.
- A new eHealth system has been established ensuring citizens with access to the current and historical medical data by doctors and pharmacists.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission's ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.