eGovernment in

Lithuania

Lietuva

eGovernment
eGovernment
eGovernment
eGovernment
eGovernment

Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

What's Inside

European Commission

Contents:

Country Profile

Basic Data Indicators

Basic data..

Population (1.000): 3.403,3 inhabitants

GDP at market prices: 20.621,0 million Euros (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 52,1 (2005)

GDP growth rate: 7,6% (2005)

Inflation rate: 2,7% (2005)

Unemployment rate: 8,3% (2005)

Government debt/GDP: 18,7% (2005)

Public balance (government deficit or surplus/GDP): -0.5% (2005)

Source: Eurostat

Area: 65.000 km^2

Capital: Vilnius

EU Official Languages: Lithuanian

Currency: Litas

Source: Europa website

Political Structure...............................

Lithuania is the largest of the three Baltic Republics, having declared independence from the USSR on 11 January 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, and Ministers are appointed by the President on 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.

Current Head of State: President Valdas Adamkus (elected on 27 June 2004)

Current Head of Government: Prime Minister Gediminas Kirkilas (since 6 July 2006)

Information Society indicators...

Percentage of households with Internet access: 35 % (2006)

Percentage of enterprises with Internet access: 81% (2004)

Percentage of individuals using the Internet at least once a week: 38% (2006)

Percentage of households with a broadband connection: 19 % (2006)

Percentage of enterprises with a broadband connection: 57 % (2006)

Percentage of individuals having purchased/ordered online in the last three months: 2% (2006)

Percentage of enterprises having received orders online within the previous year: 13% (2006)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 12,6 %, downloading forms 6,7 %, returning filled forms 6,1% (2006)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 68%, downloading forms 74%, returning filled 56% (2006)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Lithuania

October 2006.................................

▶ The Lithuanian Ministry of Health welcomes the completion of the first stage of the installation of a **new eHealth system** which will enable national healthcare institutions to exchange patients' health records and other vital information electronically.

▶ The Lithuanian Parliament approves plans to introduce **eVoting** systems for parliamentary elections and referendums. The Chief Elections Service, which builds on Estonia's electronic voting experience, estimates that a total of approximately LTL2 million (€580.000) will be required for the preliminary installation of the eVoting system and the carrying out of the first elections on-line. Although there were some doubts as to whether the equal treatment of all voters could be guaranteed, the key institution in this project – the Information Society Development Committee – concluded that these concerns were unfounded. The Chief Elections Service has defined the principles and steps for rolling out eVoting, and identified the advantages and challenges posed once it begins. eVoting should boost voter turnout and help enhance the development of information technologies in Lithuania. It is also likely to help reduce the costs of future elections. According to

the preliminary estimates, a data encoding device and an electronic ballot box will cost about LTL100.000 and the software will cost around LTL500.000. A further LTL1,5 million will be allocated to system maintenance, auditing and public education. The actual eVoting will be implemented using the well-developed on-line banking systems used by Lithuanian banks.

September 2006.................................

Signature of an agreement for the implementation of a project entirely supported by the EU Structural funds; the '**Patient visit Reservation System**'. The objective is to create a system that will electronically connect all reservation systems of various health care institutions and that will allow, among others, booking medical visits online. The project should be completed by September 2007.

August 2006.....................................

A seminar entitled 'Support from EU Structural Funds for the Lithuanian Information Society: Current and Future Prospects' is organised by the Information Society Development Committee (ISDC) in order to discuss the **allocation of the EU Structural Funds under the new programming period 2007-2013**. It concludes that more funds are needed for the development of **eContent** and **eServices**.

July 2006...

▶ Lithuania's Parliament Office plans to enable the citizens to file proposals, statements and complaints to the Parliament as well as to monitor their investigation online. This is implemented within the framework of the '**eParliament**'

project, supported by a budget of over LTL100.000. This is to be funded by the European Union and implemented in 2007-2009, according to the Parliament Office; the author of the project's draft.

▸ The Lithuanian government's Information Society Development Committee (ISDC) launches a call for tender of an undisclosed amount to expand and standardise the **eGovernment services offered by local authorities**.

March 2006...

The Government approves the **revised Implementation plan for the 'eGovernment Concept'**, which comprises various projects, to be implemented by various state institutions. These measures will help achieve the goals of the Concept – to increase transparency of the decision making process of executive bodies, to deliver high quality public services and to provide information to natural and legal persons more effectively using digital technologies – and its main objective – that public services which are delivered to natural and legal persons ought to be delivered via digital technologies.

June 2005...

The Government approves the **Strategy of Information Society Development**, which sets out the main tasks of the state for the development of the information society in Lithuania.

May 2005...

The State Tax Inspectorate announces 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.

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 the plan.

January 2005...

The Information Society Development Committee starts using **mobile phone-based secure electronic signatures** for its own internal usage. In case the experiment is successful the technology will be extended to other administrations.

December 2004...

The Lithuanian Parliament endorses the **Programme of the Government of the Republic of Lithuania for 2004-2008**. One of its key aims is to "encourage the development of the IT and telecommunications sector and to put the Lisbon strategy and e-action plan into practice". It also intends "to arrange for eGovernment services to be provided for both private individuals and legal entities and to link state registers and information systems into a secure public institution network".

August 2004...

Research commissioned by the Information Society Development Committee reveals that approximately **50% of all public services for citizens and business are provided via the Internet**. The most developed services are in the field of tax declaration, employment issues, social contributions, customs declarations, and statistical data presentation.

July 2004...

The Lithuanian Parliament passes a **Law Amending the Law on State Registers**. This Law establishes: the setting up, management, reorganisation and liquidation of state registers; the system of state

registers and the general principles of interaction between state registers; rights and duties of leading state register management bodies, state register management bodies, state register supervisory institutions, state register managers, state register data suppliers and recipients.

May 2004...

▸ The Information Society Development Committee publishes '**The Model of Electronic Public Services**', which aim is to provide a model for the implementation of the country's eGovernment strategy (the 'Concept') and for the transfer of all public administration services to a digital environment.

▸ A '**Pilot Project of Electronic Signature Implementation in the Public Institutions**' is launched, aimed at evaluating solutions for secure electronic document exchange within and between public administrations and to boost eGovernment progress in Lithuania.

April 2004...

▸ The Government adopts a '**Strategy for the Development of the Public Administration Sector until the year 2010**'. The use of Information Communication Technologies is one of the key aspects of the plan.

▸ The Lithuanian Parliament adopts a **Law on Electronic Communications**, whose main aim is to regulate electronic communications services and networks, associated facilities and services, use of electronic communications resources as well as radio equipment, terminal equipment and electromagnetic compatibility.

January 2004...................................

The Information Society Development Committee unveils - an Internet portal project - the '**eGate of the Government**'. The aim of the project is to unify all Lithuanian state institutions into one universal system of administration of official information, and by doing

so to provide easier and faster access to information-related activities of state institutions and to start delivering public services over the Internet.

November 2003...................................

The Government approves the **Implementation plan of the Position Paper on eGovernment (the 'Concept')**. The implementation plan comprises various projects, to be implemented by various state institutions. These measures will help achieve the goals of the Concept – to increase transparency of the decision making process of executive bodies, to deliver high quality public services and to provide information to natural and legal persons more effectively using digital technologies – and its main objective – that public services which are delivered to natural and legal persons ought to be delivered via digital technologies as of 2005 (Internet, mobile phones, etc.).

June 2003...

The Government approves the **Implementation plan of the Strategy on Creation of Integrated System of the State Registers**.

December 2002...................................

The Government approves the **Position Paper on eGovernment** (the 'Concept').

November 2002...................................

The Lithuanian Parliament approves the **Long-term Development Strategy of the State**. This strategy clearly emphasises the role of eGovernment as one of the main strategic axes for the development of public administration.

August 2002......................................

The Government approves the **Strategy on Creation of Integrated System of the State Registers**.

December 2001...................................

The Government adopts a resolution approving the '**State Information Technology Security Strategy' and its Implementation Plan**.

August 2001......................................

The Government approves the **Strategic Plan for the Development of the Information Society** for the period 2001-2004. The plan identifies four priority areas: 1. skills of Lithuanian citizens; 2. public administration; 3. electronic business; 4. Lithuanian culture and Lithuanian language.

July 2001...

The Government sets up the **Information Society Development Committee** (ISDC), with responsibility for regulation of information technologies and telecommunications, and coordination of the development of the Information Society.

June 2001...

The **eEurope+ Action Plan** for the development of the Information Society in the EU accession countries (including Lithuania) is published by the European Commission.

February 2001.....................................

The Government approves the **National Concept of Development of the Information Society**, which reinforces the importance of eGovernment.

2000 and before..................................

In 2000, the 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 its Department of Information Policy).

eGovernment Strategy

Main strategic objectives and principles

The Lithuanian eGovernment strategy is laid down in the **Position Paper on eGovernment** (the so-called 'eGovernment Concept') adopted by the Government on 31 December 2002.

Goals and Objectives...........................

The **goal** is to improve transparency of the decision making process of the executive bodies of the Republic of Lithuania, to efficiently deliver high quality public services and provide information to the public, businesses and institutions by exploiting the possibilities offered by information technology.

The **main objective** is to deliver public services, as from 2005, to the public and to the businesses of the Republic of Lithuania via digital technologies (internet, mobile phones, etc.) in the context of public services defined in the programme documents of the European Union.

Migration of public services onto the Internet will be completed in four gradually maturing phases:

▸ The first level - public online information services. An institution provides public information via the Internet.

▸ The second level - partial transactions. An institution provides to a user partially automated forms and questionnaires which may be filled in and printed by a user (i.e. to provide data to the institution).

▸ The third level - partially interacting level. A user's identity is established within a system. A user may present questions, and the institution upon a receipt of an electronic query provides answers. The service (i.e. the form), however, is delivered by non-electronic channels.

▸ The fourth level is fully interactive. The eGovernment project is completed. A user will submit a request by electronic means and will be provided with a valid electronic service.

The purpose is to bring eGovernment up to the fourth level. However, in the initial phases lots of projects will be run on a lower level due to financial, organisational and logistical reasons. By 2005, all public services, which are administered by State institutions, had to be transposed into the Internet at the aforementioned third level or be delivered by other remote means (except for public services which cannot be delivered by remote means, i.e. the public services which can only be provided in the presence of a civil servant).

Pursuant to the "One-stop" principle, both natural and legal persons will no longer be concerned with public administrative procedures as this will be carried out via the public information system with no direct participation of individuals or businesses. "One-stop" principle in practice will not mean the establishment of a centrally run public information pool.

Though relatively rare in Lithuania, the practice of phone service already exists, i.e. when phone service operators register orders, queries, etc., identify a user and deliver the service requested. Telephone communication is common and will, therefore, continue to be acceptable to the population, and especially those individuals who will have no possibilities or skills to use the internet. Therefore delivery of public services via telephone lines should be developed simultaneously with other remote access

technologies ("distance services", "electronic means" or "internet technologies" will include, where possible, delivery of public services by phone).

In developing new delivery methods for public services, the already existing and broadly accepted methods of public service delivery should remain in place. However it should be guaranteed that with a growing number of online users, the expenditure for servicing customers by common methods should be cut. Besides, common methods of service delivery may be entirely abandoned only if all existing and potential public service users have a possibility and are knowledgeable (or otherwise capable) to benefit from new methods of public service delivery.

Public information services should focus on information users. In developing new delivery methods of public services all project documents should be available within the system of information processing and submission to customers.

Queries from individuals and institutions received via electronic mail shall have the same status as posted mail, i.e. these queries have to be subject to similar procedures. A query can be left with no response provided there is no possibility to identify a sender. An applicant, upon his or her request, should be guaranteed of receiving a response via electronic mail.

In developing new public services by institutions, methods of distance service delivery should be thought over beforehand. No legal acts to be approved shall impede virtual transactions (i.e. no actual (physical) signature required and no other restrains).

Range and Priorities............................

The eGovernment vision will be implemented across institutions on all governmental and municipal levels.

Moreover, in order to avoid ineffective management automation process, the implementation of eGovernment projects will be accompanied by simultaneous enforcement of public administration reforms.

In implementing the eGovernment concept a paramount attention will be given to eGovernment projects across those institutions that carry out the functions predetermining presently and in the future the activities of other institutions or businesses as regards transposition of public services into the Internet.

Each eGovernment project has to strive at long and medium term objectives. The institutions aiming at these objectives have to report on medium term results to the institution authorised by the Government of the Republic of Lithuania and responsible for eGovernment project coordination and monitoring. If eGovernment projects financed from the budget fail to reach medium term objectives, their status and financing could be reconsidered and changed by the coordinating institution.

In addition, great attention will be given to management and control over the development and enforcement of the prioritised projects. Planning and financing of projects like these will strictly depend on the results, i.e. their implementation calendar and functional application.

Among information technology projects, the priority will be given to those projects which aim at developing and operating national system of integrated registers. Integration of information systems of the State Tax Inspectorate under the Ministry of Finance and the Board of the State Social Insurance Fund will be completed thereby making the administration and integration of social insurance contributions operational; the customs integrated information system will be installed and further developed.

Lastly, Identification systems for natural and legal persons will be developed. This will enable to establish personal identity and to communicate with the institutions with the help of information technologies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation……………………

There is currently no overall eGovernment legislation in Lithuania. However, there is a **Law on State Registers** which establishes: the setting up, management, organisation and liquidation of state registers; the system of state registers and the general principles of interaction between state registers; rights and duties of leading state register management bodies, state register management bodies, state register supervisory institutions, state register managers, state register data suppliers and recipients. The list of state registers is available at http://www.registrai.lt/.

Freedom of Information legislation……

1. **Law on Provision of Information to the Public**

Adopted in 1996 and amended in December 2000, the Law on Provision of Information to the Public establishes the procedure for obtaining, processing, and disseminating public information and the rights and responsibility of public information producers, disseminators, owners and of journalists.

2. **Law on Obtaining Information from Central and Local Government Institutions**

Enacted in January 2000 and last amended on 10 November 2005, the Law on the Right to Obtain Information from State and Local Government Institutions sets a right for persons to get information from State and municipal institutions and the conditions for exercising this right. Requests must be in writing and include the name and address of the individual asking for information. Requests must be acted on within 14 days.

Data Protection/Privacy legislation……

Law on Legal Protection of Personal Data

Adopted on 11 June 1996, and last amended on 13 April 2004. The main purpose of this Law is the protection of an individual's right to privacy with regard to the processing of personal data. It is fully compliant with the EU Data Protection Directive (95/46/EC).

eCommerce legislation…………………………

Order No. 119 on Rendering certain Information Society services, in particular Electronic Commerce, in the Internal Market

Adopted by the Minister of Economy on 10 April 2002, this Order formally transposes the provisions of the EU eCommerce Directive (Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market).

eCommunications legislation………………

Law on Electronic Communications

Adopted in April 2004, the Law on electronic communications regulates electronic communications services and networks, associated facilities and services, use of electronic communications resources as well as radio equipment, terminal equipment and electromagnetic compatibility. The Law transposes the EU's regulatory framework for electronic communications.

eSignatures legislation.........................

Law on Electronic Signature

Passed on 11 July 2000, the Law on Electronic Signature regulates the creation, verification, and validity of electronic signatures, the rights and obligations of signature users, the requirements for certification services and certification services providers, and 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).

eProcurement legislation.........................

Law on Public Procurement

Public procurement procedures in Lithuania are currently regulated by the new version of the Law on Public Procurement (December 2005), which transposed the EU public procurement directives (Directives 2004/17/EC and 2004/18/EC) and came into force on 31 January 2006. This Law establishes the procedure for public procurement, the rights, obligations and responsibility of participants in the procurement procedures, as well as the procedure for the control of public procurement and 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) as well as the use of eAuctions or dynamic purchasing systems.

Re-use of Public Sector Information legislation (PSI)..................................

Legislation implementing Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) was prepared by a working group comprising representatives of ministries and other concerned institutions.

1. **Law on State Registers**

Lastly amended on 15 July 2004, the law on State Registers complies with the provisions of the PSI Directive. This Law defines the modalities of establishing, creating, managing, and liquidating state registers as well as the distribution and dissemination of data from such registers. A list of state registers managed as specific registers "Registru saršas" cover most data from every register. This list is available via internet: http://www.registrai.lt/. The initiative on establishing and implementing an information asset register is being considered.

2. **Law on Obtaining Information from Central and Local Government Institutions**

The 'Law on the Right to Obtain Information from State and Local Government Institutions', dated 2000, needed amendment. The PSI directive has been transposed by the 'Law on Obtaining Information from Central and Local Government Institutions' (Nr. X-383 of 10 November 2005).This law concerns the right of private companies and citizens to obtain information from central and local government and the re-use of it. It defines the rights and modalities to use the information resources of the public sector and determines the obligation of central and local government to provide this kind of information to all concerned. Lithuania has thus notified full transposition of the PSI directive.

eGovernment Actors

Main roles and responsibilities

National eGovernment.........................

Policy/Strategy

Ministry of the Interior

The Ministry of the Interior holds responsibility for formulating the state's information policy and information infrastructure strategy, as well as for coordinating IT security in the state institutions, coordinating eGovernment projects and supervising electronic service delivery. The Information Policy Department is the unit of the Ministry in charge of these different tasks.

Coordination

1. **Information Policy Department** in the Ministry of the Interior

2. **Information Society Development Committee**

The Information Society Development Committee under the Government of the Republic of Lithuania designs, arranges and co-ordinates processes aimed at the development of the Information Society in Lithuania.

Implementation

1. **Information Society Development Committee** for national infrastructure projects.

2. **Ministries and other State Institutions** for departmental projects.

Support

1. **Information Policy Department** in the Ministry of the Interior

2. **Information Society Development Committee**

3. **Infostruktūra**

Infostruktūra is a State-owned company created in 1992, which provides IT infrastructure and services to central and local government. In particular, Infostruktūra has created and maintains the computer network of State institutions (VIKT).

Audit/Assurance

National Audit Office of the Republic of Lithuania

The mission of the National Audit Office of the Republic of Lithuania is to help the Nation manage and use property, funds and other resources wisely, to assist Parliament in the execution of Parliamentary control, to promote the highest standards in financial management in the public sector, and to promote efficient public services.

Data Protection

State Data Protection Inspectorate

The Inspectorate promotes data protection, supervises processing of personal data and contends with violations, strives to ensure protection of the rights of

a data subject and forms propitious conditions for individuals to appeal to the Inspectorate, when they would like to complain about the actions of the data controller or to consult on the rights of data subject.

Regional & Local eGovernment............

Strategy

Strategic responsibility for eGovernment at regional and local level lies with individual County and Municipal Authorities.

Coordination

Ministry of the Interior

Implementation

All 10 Counties and 60 Local Authorities of the Republic of Lithuania.

Support

1. **Information Society Development Committee**

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

The Association of Local Authorities in Lithuania (ALAL) is a non-profit organisation, having the rights of a legal person, representing the common interests of its members - local authorities - in all institutions of state authorities and government, as well as foreign and international organisations of local authorities.

Audit/Assurance

National Audit Office of the Republic of Lithuania

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment...

Name: Raimondas Šukys

Job title: Minister of the Interior

Picture:

Contact details:

Ministry of the Interior of the Republic of Lithuania

Šventaragio str. 2

LT-01106 Vilnius

Lithuania

Tel.: +370 5 2717200

E-mail: raimondas.sukys@vrm.lt

Source: Ministry of the Interior

Head of eGovernment (i.e. head of eGovernment agency/directorate)...................

Name: Raimundas Malaiška

Job title: Director of Information Policy Department, Ministry of the Interior

Picture: No picture available

Contact details:

Ministry of the Interior of the Republic of Lithuania

Šermukšnių str. 4a

LT-01106 Vilnius

Lithuania

Tel.: +370 5 271 73 50

E-mail: raimundas.malaiska@vrm.lt

Source: Ministry of the Interior, Information Policy Department

Head of eGovernment (i.e. head of eGovernment agency/directorate)

Other eGovernment executives...

Name: Aurimas Matulis

Job title: Director, Information Society Development Committee

Picture:

Contact details:

Information Society Development Committee

Gedimino ave. 56

LT-01110 Vilnius

Lithuania

Tel.: +370 5 266 51 60

E-mail: a.matulis@ivpk.lt

Source: Information Society Development Committee

Other eGovernment executives

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal...

eGate of the Government

Launched in January 2004, the Lithuanian eGovernment portal offers a one-stop shop to public information and services for citizens and businesses. It serves to redirect citizens and businesses to the appropriate website of public administrations.

Network...

VIKT - Secure Computer Network of the State Institutions

Launched in January 2004, the Lithuanian eGovernment portal offers a one-stop shop to public information and services for citizens and businesses. It serves to redirect citizens and businesses to the appropriate website of public administrations.

eIdentification infrastructure.................

There is currently no central eIdentification infrastructure in Lithuania. However, the Government's Position Paper on eGovernment (the 'Concept'), adopted in December 2002, foresees the development of an electronic identification and authentication system.

A group of experts has been initiated to develop a strategy for an electronic identification system which is likely to include electronic ID cards for citizens containing personal data, social insurance details and medical records. However, the elaboration of a robust electronic signature infrastructure in the back office has been given priority in order to support the exchange of electronic documents in the public sector. The ultimate objective is to ensure that all public institutions move to electronic document exchange by the end of 2007. No e-ID cards have been issued yet but is expected that in the future the Lithuanian government will refocus on the development of such cards.

Following the E.U Regulation on standards for security features and biometrics in passports and travel documents issued by Member States. (No 2252/2004) and since 28 August 2006, Lithuania has launched the issuance of passports with biometric data, i. e. facial image biometric data entered in the integrated electronic stickers of passports. Electronic sticker integrated in the second half of data page consists of microprocessors containing memory (chip) and antenna. Cover pages of such passports will be imprinted with special symbol indicating that passport contains electronic media. Since 1 May 2005 passports with biometric data in electronic stickers have been issued to diplomats. Moreover, as of August 2006, every citizen who submits a request to issue or to replace a passport of the Republic of Lithuania will also be issued an electronic passport. Pursuant to the aforementioned EU regulation on biometric passports, the Lithuanian government is also planning to introduce fingerprints biometric data into the electronic passports by 2008.

eProcurement infrastructure.................

There is currently no central eProcurement infrastructure in Lithuania, where public procurement is organised on a decentralised basis. An official central database of public procurement is maintained by the Public Procurement Office, enabling public bodies to register and introduce notices electronically. A central electronic public procurement portal is currently under development, whose functionalities will comply with the requirements of the new EU public procurement directives. The first phase of the portal will include fundamental portal functionality (user authorisation system, content management, statistical and analytical functionality), notifications and tender

information publishing, and eCatalogues. Further development phases will follow, and the portal is expected to reach full functionality by 2008.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Lithuania.

eGovernment Services for Citizens

Availability and sophistication of e-Services for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *General Secretariat of Commerce*).

The 12 services for citizens are as follows:

1. Income Tax Declaration

2. Job Searches by labour Offices

3. Social Security Contributions

4. Personal Documents

5. Car Registration

6. Application for Building Permission

7. Declaration to the Police

8. Public Libraries

9. Certificates (birth, marriage) Request and Delivery

10. Enrolment in Higher Education

11. Announcement of moving (change of address)

12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, State Tax Inspectorate
Website:	http://deklaravimas.vmi.lt/
Sophistication stage:	4/4
Description:	An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Social Security and Labour, Lithuanian Labour Exchange
Website:	http://www.ldb.lt/
Sophistication stage:	4/4
Description:	The Lithuanian Labour Exchange website enables job seekers and employers to advertise and browse CVs and job vacancies.

3. Social security benefits

a. Unemployment Benefits

Responsibility:	Central Government, Ministry of Social Security and Labour, Lithuanian Labour Exchange
Website:	http://www.ldb.lt/
Sophistication stage:	1/4
Description:	Information only.

b. Family allowances

Responsibility:	Central/Local Government, State Social Insurance Fund Board, Local Authorities
Website:	http://www.sodra.lt/
Sophistication stage:	2/4
Description:	Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N/A

Website: N/A

Sophistication stage: N/A

Description: This service is not relevant for Lithuania. There is no need for Lithuanian residents to ask for any reimbursement. Costs for some medicine are covered by mandatory health insurance and Lithuanian residents pay only part of cost for such medicine, which is not reimbursed. Pharmacies register every such purchase and provide appropriate information to the State Patient Fund and are directly reimbursed.

d. Student grants

Responsibility: Central Government, Higher education institutions

Website: http://www.aikos.smm.lt/

Sophistication stage: 3/4

Description: Information and forms to download. Students get grants from their higher education institutions through the banks directly without filling any forms. Supported students can get social grants by filling an application (some higher education institutions present an application forms in their website) and bringing appropriate documents.

4. Personal documents (passport and driving licence)

a. Passport

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

Website: http://www.migracija.lt/

Sophistication stage: 2/3

Description: Information and forms to download. Passport applications are handled by local police branches. The Ministry of the Interior, together with the Migration Department, the Residents' Register Service, the Personalisation of Identity Documents Centre and the Klaipeda municipality, is implementing a project on "the transfer of the service for personal documents (passport) to an electronic environment" (feasibility study), which is supported by EU Structural funds and will last until the 4th quarter of 2006.

b. Driving license

Responsibility:	Central Government, State enterprise "Regitra"
Website:	http://www.regitra.lt/
Sophistication stage:	3/3
Description:	Information only. Driving licence applications are processed by "Regitra", which then passes applications to police branches that issue driving licences.

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

Responsibility:	Central Government, State enterprise "Regitra"
Website:	http://www.regitra.lt/
Sophistication stage:	1/4
Description:	Information only. State enterprise "Regitra" is implementing a project on "the integration and transfer of car registration services to an electronic environment" (feasibility study), which is supported by EU Structural funds.

6. Application for building/planning permission

Responsibility:	Central Government/Regional authorities/Local authorities
Website:	http://www.vtpsi.lt/
Sophistication stage:	1-2/4
Description:	Information only. A Building/Planning Permission and Construction Supervision Information System will be designed, implemented and legalised for issuing building/planning permissions electronically by the end of 2007.

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

Responsibility:	Central Government, Ministry of the Interior, Police Department
Website:	http://www.policija.lt/
Sophistication stage:	1/3
Description:	Information only. Electronic notification is available via e-mail, 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.

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

Responsibility:	Central Government/Regional authorities/Local authorities
Website:	http://www.libis.lt/, http://www.elibrary.lt/
Sophistication stage:	4/4
Description:	The Lithuanian Integral Library Information System enables users to search and request books. It is still being developed and will involve more and more Lithuanian public libraries in counties and municipalities.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Local authorities
Website:	N/A
Sophistication stage:	0-1/3
Description:	Information mostly. Some municipalities offer forms for download. The Ministry of the Interior, together with the Residents' Register Service and the Jurbarkas municipality, is implementing a project on "the transfer of the service for certificates (birth, marriage) to an electronic environment" (feasibility study), which is supported by EU Structural funds.

10. Enrolment in higher Education/University

Responsibility:	Central Government, higher education institutions
Website:	http://www.lamabpo.lt/
Sophistication stage:	3/4
Description:	General information about the application procedure to enter one of the 16 Lithuanian universities, forms to download and availability of applying request for enrolment in higher Education/university.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of the Interior, Migration Department
Website:	http://www.migracija.lt/
Sophistication stage:	2/3
Description:	Information and forms to download. The Ministry of the Interior, together with the Residents' Register Service and the Jurbarkas municipality, is implementing a project on "the transfer of the service for announcement of moving (change of address) to an electronic environment" (feasibility study), which is supported by EU Structural funds.

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

Responsibility:	Central Government, Ministry of Health
Website:	http://www.sam.lt/
Sophistication stage:	1/4
Description:	Information only. There is no centralised system of health related online services, bit some health institutions provide online services such as appointment bookings. The Ministry of Health has prepared a project 'Doctors advice via telephone' which is being tested.

Source: With the exception of Service no. 11, the online sophistication ratings are in agreement with the report *'Online Availability of Public Services: How is Europe Progressing?'*, carried out for the European Commission in June 2006.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises *(see: eGovernment indicators for benchmarking eEurope)*.

The 8 services for businesses are as follows:

1. Social security contributions for employees

2. Corporation Tax: declaration, notification

3. VAT: declaration, notification

4. Registration of a new company

5. Submission of data to statistical offices

6. Customs declaration

7. Environment-related permits

8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, State Social Insurance Fund Board
Website:	http://www.sodra.lt/
Sophistication stage:	3/4
Description:	The State Social Insurance Fund Board has developed an application based on open source software, which helps companies to build up a report about their employees' social contributions. Reports are sent by e-mail and are struck automatically into a central database.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, State Tax Inspectorate
Website:	http://deklaravimas.vmi.lt/
Sophistication stage:	4/4
Description:	An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about 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/
Sophistication stage:	4/4
Description:	An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about 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.registrucentras.lt/
Sophistication stage:	2/4
Description:	Information and forms to download.

5. Submission of data to statistical offices

Responsibility:	Central Government, Lithuanian Department of Statistics (Statistics Lithuania)
Website:	http://www.std.lt/
Sophistication stage:	3/3
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
Website:	http://www.cust.lt/
Sophistication stage:	4/4
Description:	An electronic declaration system operates in the biggest territorial customs of Lithuania. It makes it possible for traders to deliver declarations via the Internet by making a contract with territorial customs.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Environmental Protection Agency
Websites:	http://aaa.am.lt/
Sophistication stage:	1/4
Description:	Information only

8. Public procurement

Responsibility:	Central Government, Public Procurement Office
Website:	http://www.vpt.lt/
Sophistication stage:	4/4
Description:	Information available. Registered users can publish tenders in the website of the Public Procurement Office. A central electronic public procurement portal is currently under development, which will be introduced in phases.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?', carried out for the European Commission in June 2006.

European Commission - IDABC eGovernment Observatory

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

http://ec.europa.eu/idabc/egovo

European Commission