European
Commission

What's inside

eGovernment in

Lithuania

ISA²

Country Profile

[1]

Basic data and indicators

Basic Data

Population (1 000): 2,847,904 inhabitants (2017)

GDP at market prices: 55,377.6 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 75 (2016)

GDP growth rate: 3.8% (2017)

Inflation rate: 3.7% (2017)

Unemployment rate: 7.2% (2017)

General government gross debt (Percentage of GDP): 39.7% (2017)

General government deficit/surplus (Percentage of GDP): 0.5% (2017)

Area: 65,300 km^2

Capital city: Vilnius

Official EU language: Lithuanian

Currency: EUR

Source: Eurostat (last update: 12 February 2018)

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 four 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 Saulius Skvernelis (since 22 November 2016)

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Lithuania
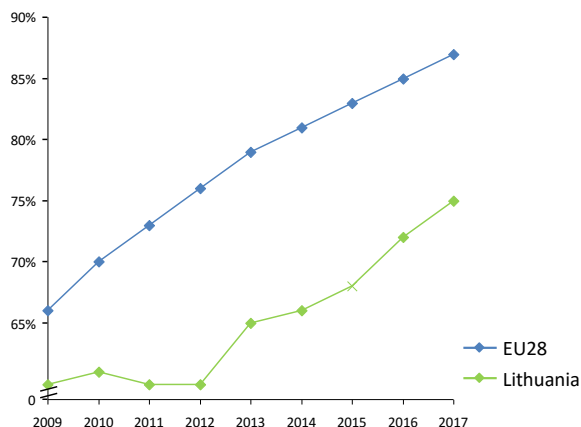
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Lithuania

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Lithuania
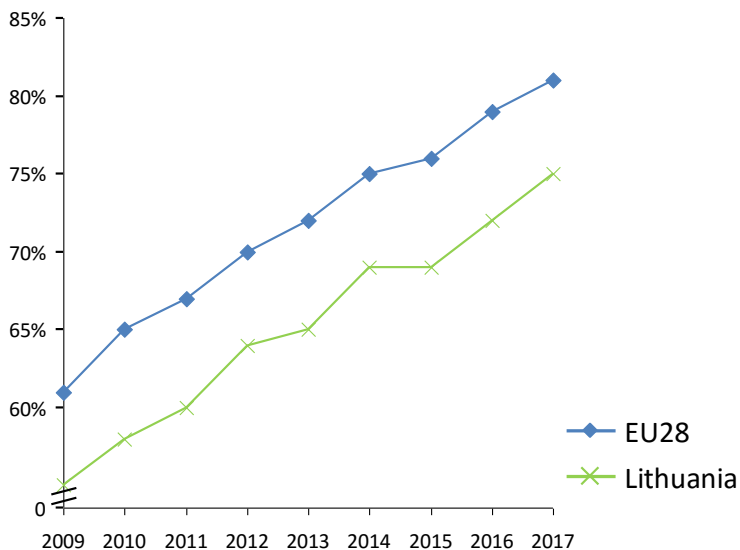
Source: Eurostat Information Society Indicators

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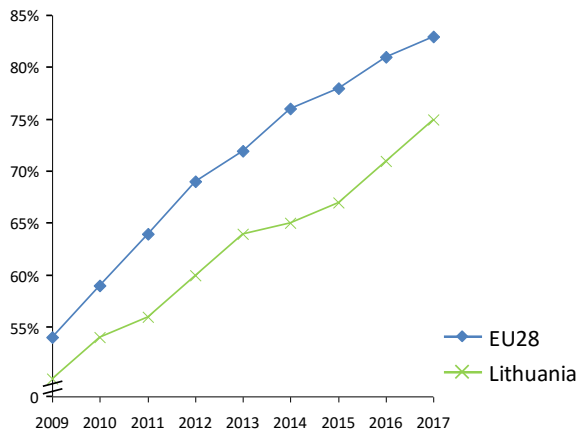
Source: Eurostat Information Society Indicators

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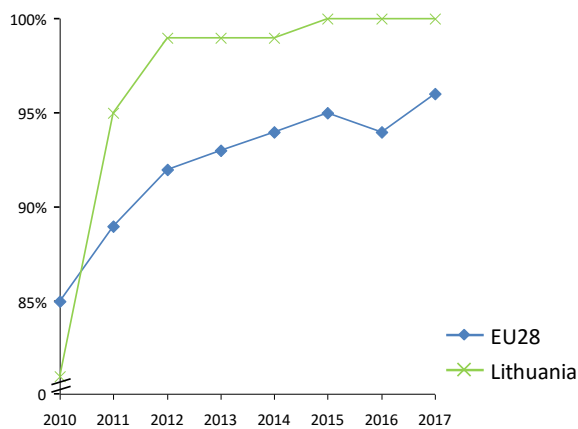
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Lithuania
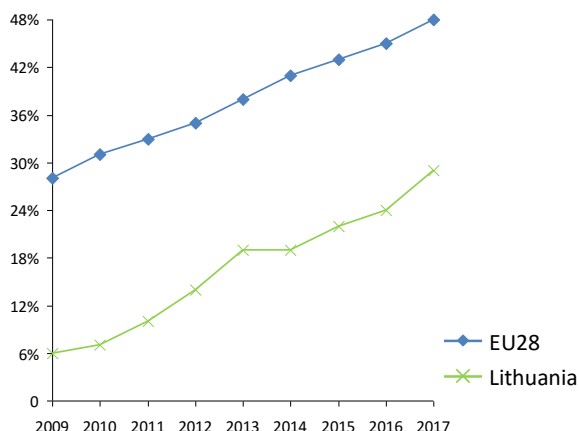
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Lithuania
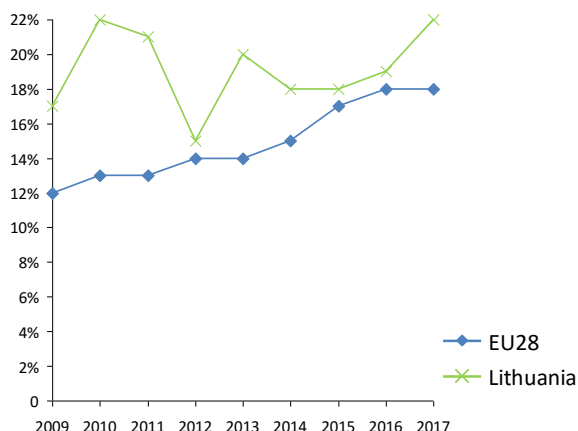
Source: Eurostat Information Society Indicators

eGovernment Indicators

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

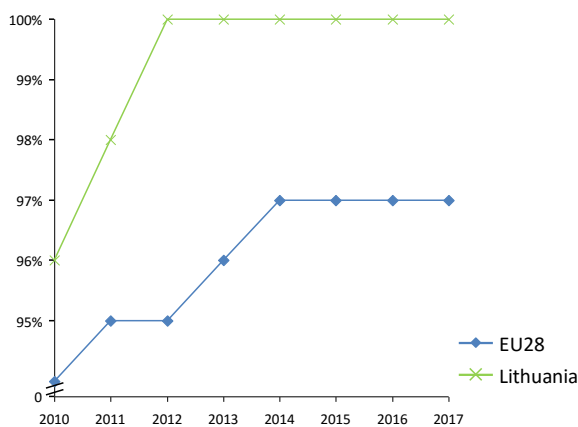### Percentage of individuals using the internet for interacting with public authorities in Lithuania
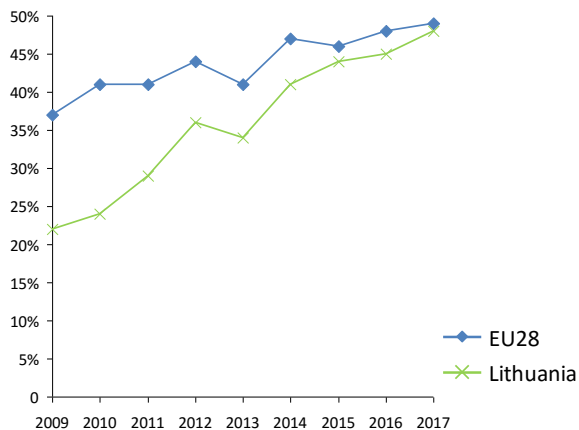
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Lithuania
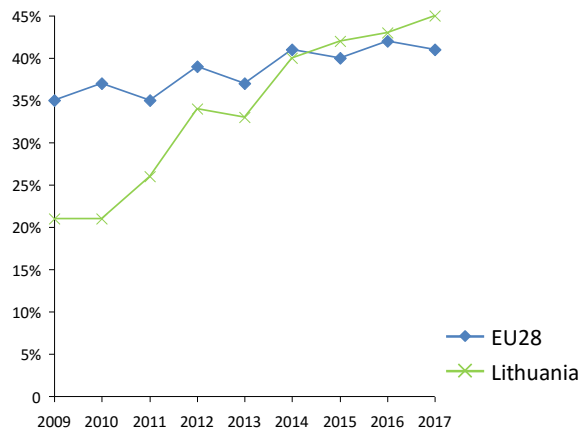
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Lithuania
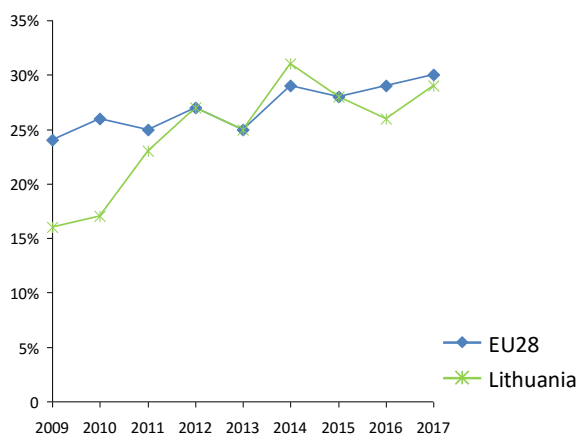
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Lithuania
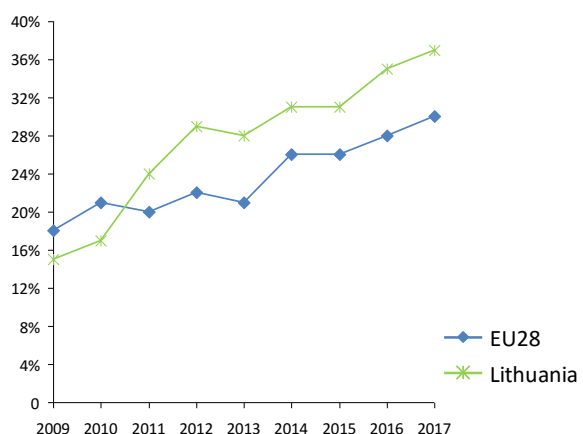
Source: Eurostat Information Society Indicators

eGovernment State of Play

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

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life events, measured for the first time). The figure below presents the development of eGovernment in Lithuania compared to the EU average score.
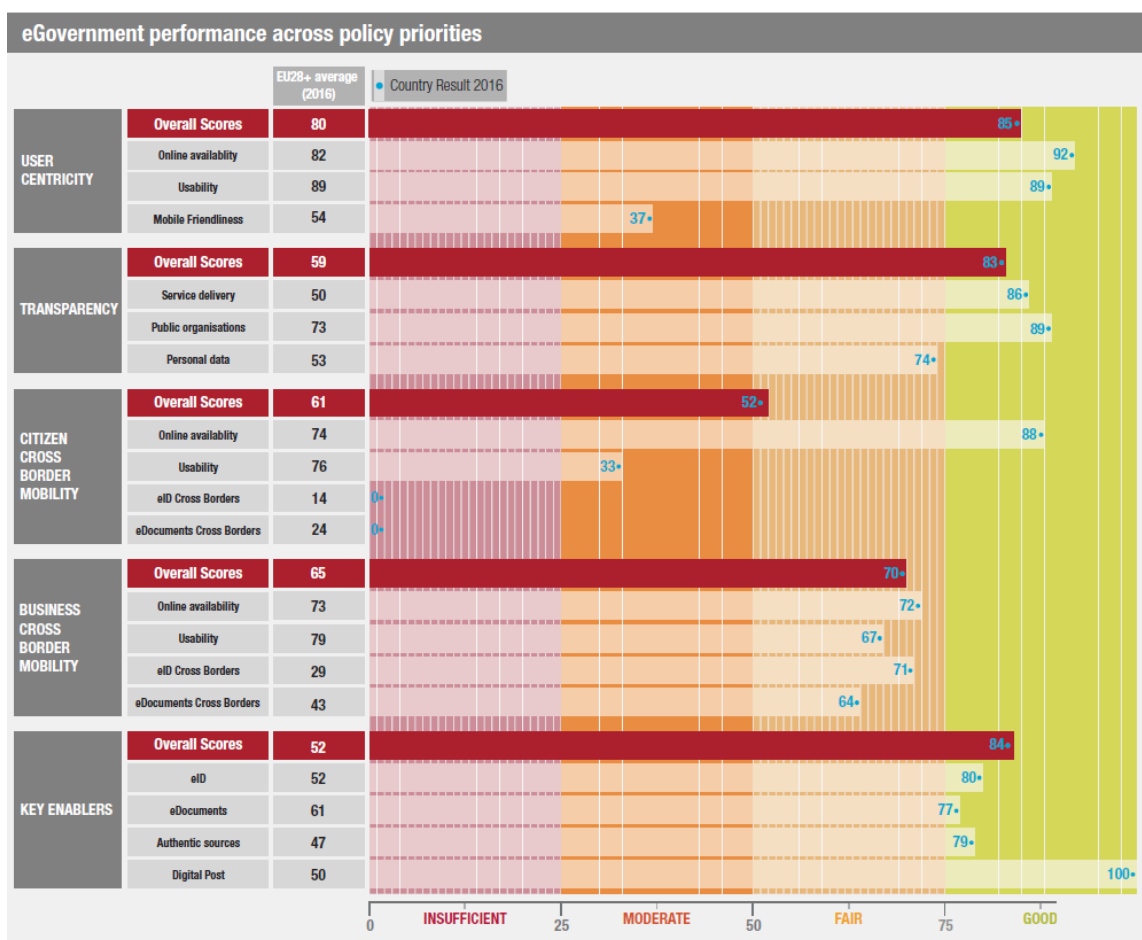
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

No changes took place in the year 2017 regarding Lithuania's eGovernment strategy.

eGovernment Legal Framework

▸ The decree for the implementation plan of the Government's programme (2016-2020) was adopted by the government on 13 March 2017. The plan encompasses creation of advanced eServices, surveillance of all public and administrative services (including user satisfaction), introduction of the eVoting system, and increase of the efficiency of business supervision institutions while reducing the burden for businesses. This context is crucial in order to further develop the online catalogue of services (PASIS).

▸ On 31 March 2017, the new amendment to the Law on Public Administration came into force, making the provision and update of information in PASIS mandatory to all public and administrative service providers.

▸ In order to finalise the consolidation of the management of cybernetic and electronic security, an amendment to the Law on Cyber Security and the Law on Management of State Information Resources was amended on 21 November 2017. Following the amendment, the responsibilities in this field are now transferred from the Ministry of the Interior to the Ministry of Defence.

eGovernment Actors

The National Ministry of Defence is now responsible for overseeing and coordinating the cyber security strategy in Lithuania. The decision was taken by the government in order to create a single "window" for relevant stakeholders, to ensure seamless sharing of Lithuania's cyber experience with others and, finally, to strive for the best solution regarding civil-military synergies in cyber security. The Ministry of National Defence took on the role of leadership for Lithuania's overall cyber and electronic security from the beginning of 2018. A unified National Cyber Security Centre became the main computer emergency response team (CERT) that links the country's public, private, governmental and military spheres together.

eGovernment Infrastructure

The Ministry of Interior also launched a systemic examination of all information provided to the online catalogue of services (PASIS) by the public and administrative service providers, which act in the sphere of the competence of the Minister of the Interior. The descriptions were analysed and the specialists from the service providers were consulted in order to make conclusions about the quality of every service and how to improve it, with renewed service descriptions being uploaded into PASIS and the proposals of necessary legal changes assigned to the competent service providers (more than 200 service descriptions were assessed).

eGovernment Services

There were no changes in Lithuania's eGovernment services in the reporting year.

Other highlights

There were no other highlights related to Lithuania in the reporting year.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles

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

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

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

Enhancement of the Lithuanian residents' ability to use the ICTs

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

The following tasks have been defined to meet this objective:

▸ To enable the target groups of the Lithuanian population that until now, for different reasons, have not used computers and the internet and have had no need for them, to gain the required knowledge and apply it in various areas of activity, involving the local communities as well;

▸ To promote residents to become internet users able to use its advantages safely and effectively;

▸ To promote persons in studying and in training to choose specialties related to ICT.

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

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

▸ To digitalise as much as possible administrative services, to aim to provide all of them through one access point, to develop eServices on an international level, to promote residents to use them;

▸ To create and develop health-related eServices and ICT products;

▸ To install ICT solutions which increase the openness of public management processes and promote more active participation in them;

▸ To develop transport and dimensional data-related eServices and ICT products.

Promotion of Lithuanian culture and Lithuanian language by ICT measures

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

▸ To digitise the Lithuanian cultural heritage and use that as a basis to create publicly accessible digital products, thus ensuring preservation and spread of digital content in the cyberspace and that the spread is equal in Lithuania and the EU;

▸ To produce and develop publicly available Lithuanian language and grammar resources and services and to include Lithuanian language and its digital products into ICT;

▸ To introduce Lithuanian language digital products in the ICTs with the aim to ensure full functioning of the Lithuanian language (both in the written and oral forms) in all the areas of public life.

Encourage businesses to use ICT

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

▸ To increase the effectiveness and competitiveness of small and medium enterprises and to encourage them to include and use ICT in their activities;

▸ To develop the legal regulation of the services of information society (to create new business opportunities and conditions to better protect the rights of residents and enterprises in the digital space, contributing to the successful growth of EU digital single market);

▸ To ensure conditions for business subjects to use the information, administered by national authorities and to encourage them to develop new eServices and products.

Development of the ICT infrastructure

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

▸ To ensure the development of the broadband electronic communication networks in the areas where the market has failed to ensure this infrastructure development and service provision;

▸ To promote competition in broadband electronic communication networks market and use of broadband electronic communication services;

▸ To renew and develop the public internet access infrastructure of public libraries.

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

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

▸ To promote the residents to use personal identification measures in digital space, to develop solutions for personal data safety in digital space;

▶ To ensure the optimisation of the ICT infrastructure, used by national authorities and the automatic interaction of national informational systems and registers;

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

Operational Programme for EU Structural Funds Investments for 2014 - 2020

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

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

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Law on offence registries (2015)

Since 1 July 2015, a new law of the Republic of Lithuania on the offences registry (under the Lithuanian Administrative Code of 2571, 260, 272, 288, 292, 294, 299, 302, 3025, 3028, 306, 308, 309, 312, 313, 314) entered into force. The main purpose of this register is to collect all the recorded offences recorded in accordance with the administrative procedure of violations.
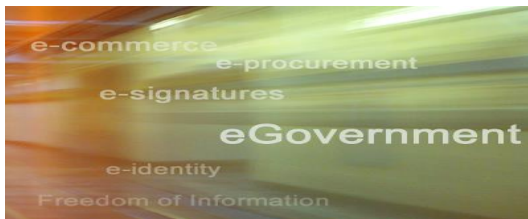
All of the registry recorded information will be available to the competent state authorities dealing with administrative offenses, and persons who have committed administrative violations, will be able to take advantage of newly developed electronic services, designed to quickly and conveniently pay fines imposed. To this end, an integrated register with the Tax Accounting Information System (MAIS) and the taxpayer e-education, counselling and information services system (Eski) has been developed.

Decree on the implementation plan of the eGovernment programme

The decree for the implementation plan of the Government programme (2016-2020) was adopted by the government on 13 March 2017. Most eGovernment-related goals are in the section 3.2 of the decree 'Modernisation of public and administrative services and expansion of the information society'. It encompasses the creation of advanced eServices, surveillance of all public and administrative services (including user satisfaction), introduction of the eVoting system, and increase of the efficiency of business supervision institutions while reducing the burden for businesses. This context is crucial for the need to develop the online catalogue of services (PASIS) further (as stressed earlier, it could include creation of the integrated (complex) services, ensuring surveillance of public and administrative services, also assessing the electronic identification level needed and ensuring the English translation for the descriptions of the most relevant services).

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.

The Law on Public Administration

On 31 March 2017 the new amendment to the Law on Public Administration came into force, making providing and updating the information in PASIS mandatory to all public and administrative service providers. On 5 July 2017 the rules of this information system were amended by an order from the Minister of Interior. In connection with this change, on 11 July 2017, a new description regarding the delivery of the information to PASIS (to service providers) was adopted.

Articles 6, 7 and 8 of the new law contain provisions regarding digital public services. All public institutions are now required by law to provide detailed descriptions of their services on their own website as well as in the respective digital service portal (PASIS), and to also include the link to the digital service portal on their websites. This will allow for better monitoring of the quality and availability of digital services at the national level. The law also provides a new, clearer definition of digital public services.

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).

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.

The Law on Management of State Information Resources (2011)

The aim of this Law is to ensure proper creation, management, disposal, use, supervision, interaction, planning, financing, and protection of the state information resources. This Law shall establish:

1. Types of the state information resources;

2. Formation and implementation of the state information resources policy;

3. Activities of the State Information Resources Management Council and authorised persons of data management;

4. Rights, duties, and responsibility of the managers of registers and state information systems, administrators of registers and state information systems, natural and legal persons of the Republic of Lithuania, natural and legal persons of the EU Member States and (or) European Economic Area states, entities not having the status of a legal person, their branches and representative offices providing data, information, documents and (or) their copies to and receiving it from the registers and state information systems;

5. Main principles for creation and management of the state information resources;

6. Planning of creation and management of the state information resources;

7. Interaction platform of the state information resources;

8. Assessment of management and protection of information technology tools used to process information managed by the institution while performing its statutory functions;

9. Financing of expenses incurred during the creation, management and supervision of the state information resources.

The law was last amended on 21 November 2017 by a decree, which now transfers the remaining responsibilities in the field of resource management from the Ministry of the Interior fully to the Ministry of National Defence.

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.

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.

eInvoicing Legislation

The European standard on electronic invoicing was published and came into force just in the end of 2017 in Lithuania. Currently Lithuania is in progress of transposing Directive 2014/55/EU into national law.

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 the Right to Receive Information from State and Local Authorities and Institutions, (2016)

The transposition of Directive of the European Parliament and of the Council 2013/37/EU amending Directive 2003/98/EC on the Re-Use of Public Sector Information (PSI) into the national law the amendments of the Law on the Right to Receive Information from State and Local Authorities and Institutions was adopted (Nr. XII-2666, October 11, 2016). The Law has increased the scope of information intended for re-use, including libraries, museums and archives that account for a significant part of the public sector information resources, in particular upon the increase in digital materials as a result of implementation of digitalisation projects, therefore, these cultural heritage resources have a huge innovation potential for re-use in such sectors as education and tourism. The new Law establishes the conditions for the open licence to use the public sector information based on the *Creative Commons License*, which enables an information recipient to publish the information received, without obtaining an institution's consent, by any method including making it public online or by means of other electronic communications networks, reproducing it in any format or by any method, translating it into other languages, adapting, processing or re-making otherwise, distributing or providing (transmitting) to third parties otherwise. These activities would be subject to minimal requirements only, for example, the requirement to specify the source and date of the information received. The Law establishes the use of open electronic data formats in the provision of data. In order to facilitate the information re-use, the access to the public sector databases and the metadata contained therein will be provided through a single access point – the public sector data portal.

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.

Eimutis Misiūnas
Minister of the Interior

Contact details:
Ministry of the Interior
Šventaragio str. 2,
01106 Vilnius
Tel.**:** + 370 5 271 7200
Fax.:+ 370 5 271 8551
E-mail: eimutis.misiunas@vrm.lt
Source: http://www.vrm.lt/

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.

E-Government and Security Policy Division
It is authorised to participate in 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. Its main responsibilities regarding eGovernment are to ensure interoperability and to coordinate the implementation of eGovernment projects and the provision of electronic public services. Besides shaping the eGovernment strategy and the relevant legislation, the Department is now also responsible for coordinating and monitoring the implementation of public policy in the field of eGovernment and of information technology security (since January 2018 the information technology security coordination role was undertaken by the Ministry of National Defence). Furthermore, it coordinates the participation of Lithuania in the European public administration authorities, including local and regional administrations and the European Union institutions of interoperability solutions in the programme.

Dr. Vytautas Krasauskas
Acting Head of the E-Government and Security Policy Division

Contact details:
E-Government and Security Policy Division
Ministry of the Interior
Šventaragio str. 2,
LT-01510 Vilnius
Tel.: + 370 5 271 7370
Fax.: + 370 5 271 8551
E-mail: vytautas.krasauskas@vrm.lt
Source: http://www.vrm.lrv.lt/

Information Society Development Committee

The Committee is a body under the Ministry of Transport and Communications, which coordinates processes related to the development of information society in the country. The Committee is also responsible for the coordination of state information resources development and the provision of cloud computing services.

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.

Evaldas Serbenta
Director of the Information Technology and Communications Department

Contact details:
Information Technology and Communications Department
Ministry of the Interior
Šventaragio str. 2,
01510 Vilnius
Tel.: + 370 5 271 7240
Fax.:+ 370 5 271 8921
E-mail: ird@vrm.lt
Source: http://www.ird.lt/

Vytautas Juršėnas
Chief specialist of the E-Government and Security Policy Division

Contact details:
eGovernment and Security Policy Division
Ministry of the Interior
Šventaragio str. 2,
LT-01510 Vilnius
Tel.: + 370 5 271 8463
Fax.: + 370 5 271 8915
E-mail: vytautas.jursenas@vrm.lt
Source: http://www.vrm.lrv.lt/

Implementation

Information Society Development Committee

The Committee is responsible for the management and development of central digital government enablers, ensuring the management of cross-sectorial IT services.

Ministry of the Interior E-Government and Security Policy Division

Ministry of the Interior's E-Government and Security Policy Division 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.

Ministry of National Defence

At the beginning of 2015, Lithuania took the steps deemed necessary to create a national cybersecurity system and its management. Appropriate legislation was passed, responsible institutions were selected to manage various aspects of security (electronic information security, cyber security, personal data security etc.) and military and civilian responsibilities were apportioned. However, after several years of operation of such legal and institutional system, Lithuanian authorities concluded that the functions of the country's institutions responsible for cyber and electronic security are overlapping and that the public sector's financial resources and cyber security personnel were deployed inefficiently.

Lithuanian government decided to consolidate all cyber responsibilities under the Ministry of National Defence in order to create a single "window" for everyone, to ensure the sharing of Lithuania's cyber experience with others and, finally, to strive for the best solution regarding civil-military synergies in cyber security. In order to finalise consolidation of the management of cyber security and electronic security, amendments to the Law on Cyber Security and the Law on Management of State Information Resources were made and adopted on 21 November 2017. The Ministry of National Defence took on the role of leadership for Lithuania's overall cyber and electronic security from the beginning of 2018. A unified National Cyber Security Centre became the main computer emergency response team (CERT) that links Lithuania's public, private, governmental and military spheres together.

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. Municipalities belong to counties which since 2010 are territorial, but not administrative units.

Implementation

Counties and Municipal Authorities

All 60 municipalities of the Republic of Lithuania implement eGovernment initiatives and projects within their respective areas of competence. Municipalities belong to counties which since 2010 are territorial, but not administrative units.

Support

Infostruktūra [21]

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 Infrastructure

Main eGovernment infrastructure components

Portal

eGovernment Gateway

State Information Resources Interoperability Platform (SIRIP) is the main public interoperability platform, created and managed by the Information Society Development Committee.

SIRIP consists of two main parts:

▸ Data exchange platform;

▸ Central electronic services portal eGovernment gateway.

Launched in January 2004, and massively revamped in 2015, the **eGovernment Gateway** portal intends to offer a one-stop-shop to public information and services for citizens and businesses. Also, services are categorised by important life events. The eGovernment Gateway includes links to public information and public services by redirecting citizens and businesses to appropriate websites of public authorities. In 2016 the portal has provided access to over 610 eServices.

PASIS

The 'System for interoperability among public administration institutions' information systems' (PASIS) 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'*, *'Registrų 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.

PASIS

Lithuanian Government launched an online catalogue containing public and administrative services available to citizens at national and regional level. The platform is being constantly updated with new services.

State Information Resources Interoperability Platform (SIRIP) is created and managed by the Information Society Development Committee. It is a system created to deliver centralised access to public services. It is a convenient electronic platform that offers an easy way for public administrations to design, deliver and manage eServices. It is also a universally accessible virtual space where these services can be applied for.

SIRIP provides a possibility to determine the identity of the service recipients in a flexible, safe and reliable way. System users can connect using a mobile or electronic signature, EU identity card or electronic banking systems. It also enables recipients to pay for services in a safe and convenient manner through different payment methods, while allowing external systems to perform and administer them in the SIRIP space. Payment processing is simplified by payment intermediary services as well as institutions don't need to conclude separate payment agreements with each bank.

SIRIP web portal is not only a way to access but also a convenient tool for designing eServices. With the integrated development environment, process building becomes a straightforward procedure that does not require advanced programming skills. Public service providers can request form, data structure, process and integration interface creation without leaving the comfort of SIRIP environment. The platform also provides access to services designed using SIRIP as well as external systems.

Solutions enable the heads of legal entities to authorise their employees to perform certain actions in the electronic space.

It is easy to use the tool offering a range of electronic services. For example, a service implemented by SIRIP ensures functionality of collection, management and storage of electronic documents, enabling budgetary institutions with a small organisational structure to manage documents easily.

A centralised software licence management service is a tool implemented by SIRIP designed for the management of software licences by state institutions. This is the way it provides a content management service to institutions through the My Government portal.

SIRIP created the structure and transferred into electronic space the 65 most important services provided by the country's municipalities and 29 services and 111 electronic applications for provision of services to 14 state institutions.

The implemented solutions guarantee a convenient and easy receipt of services of the state and municipal institutions by residents, businesses and foreign nationals. It increases transparency and efficiency of state and municipal institutions, agencies and companies while new electronic services reduce time and costs for design, provision and service receipt.

The SIRIP portal is common to nearly all important public and administrative services in Lithuania. Services can be combined or complex, accessible to a user in one click.

A multifunctional, continuously improved, user-friendly SIRIP system allows quick new electronic services and ensures mutual accessibility between governmental institutions and residents.

SIRIP currently unites 200 institutions, access to over 610 services and more than 1.5 million unique visitors. To find out more information visit the SIRIP website.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The groups of services for citizens are as follows:

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

1. Travel

Passenger rights, documents you need

ePassport

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

Money and charges

VAT refunds and excise duties

Responsibility:	Central Government, Lithuanian Customs under the Ministry of Finance
Website:	http://www.cust.lt/
Description:	Customs declarations can be submitted via the Electronic declaration system 'ASYCUDA'. In some cases, a paper declaration form has to be submitted.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad [26]

Job search services by labour offices

Responsibility: Central Government, Lithuanian Labour Exchange under the Ministry of Social Security and Labour

Website: http://www.ldb.lt/en/Information/Pages/default.aspx

Description: The website enables job seekers and employers to advertise and browse CVs and job vacancies. Job seekers register themselves in the website. In their email, they can receive job offerings and more electronic services.

Professional qualifications

Lithuanian law online (incl. information on the regulated professions)

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

Website: http://www3.lrs.lt/n/eng/DPaieska.html

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

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, State Tax Inspectorate

Website: http://deklaravimas.vmi.lt/

Description: An electronic, declaration system, enables electronic filing of all tax returns - income tax returns, corporate tax returns, VAT returns - and also provides multiple ways to fill in and submit declarations and notification on the status of declarations.

Unemployment benefits

Responsibility: Central Government, Lithuanian Labour Exchange under the Ministry of Social Security and Labour with its 46 local Labour Exchange offices

Website: http://www.ldb.lt/en/Information/Pages/default.aspx

Description: A person must register oneself in an appropriate Labour Exchange office by submitting the relevant documents in order to obtain unemployment benefits. The registered unemployed can register themselves in the website of the Lithuanian Labour Exchange and can view the list of their unemployment allowances.

3. Vehicles

Driving licence

Driver's licence

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

Website: http://www.regitra.lt/

Description: The employee of *Regitra* fills the application form. An applicant only needs to sign the application. An applicant must however bring other necessary documents to the appropriate *Regitra's* office. Young drivers can apply to change their provisional licences with regular ten-year licences electronically. Delivery is by post.

Registration

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.

4. Residence (and other) formalities

Documents and formalities

Certificates (birth, marriage): request and delivery

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

Website: http://www.gyvreg.lt; http://www.lsa.lt/index.php?336399381

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

Conviction/Non-conviction Certificate

Responsibility: Local Government (Municipalities) – Criminal Records Authority

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

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

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

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

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.

Housing (building and housing, environment)

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

Website: www.planuojustatyti.lt

Description: Persons can obtain building or renovation permission through the *'Infostatyba'* information system. Permissions have not yet become digital. Most municipalities offer forms to download.

Waste (eASTA: Waste management and accounting of electronic data reporting system)

Responsibility: Environmental Protection Agency

Website: http://www.gamta.lt/

Description: Waste management system is available as an eService in Lithuania.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Education Exchange Support Foundation, Central government, Ministry of Education and Science

Website: http://www.studyinlithuania.lt/en

Description: The portal 'Study in Lithuania' is a non-commercial national portal for higher education studies. The aim of the website is to inform future students, their parents and other stakeholders about the education system in Lithuania, its higher education institutions and their study programmes, migration procedures, admission requirements, available funding/scholarships, and other related items.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional authorities/Local authorities

Website: http://www.lrkm.lt/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.

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.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Lithuania

Website: http://www.euraxess.lt

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional authorities/Local authorities

Website: http://www.lrkm.lt/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.

Research funding support

Responsibility: Research Council of Lithuania, The State Studies Foundation (state budgetary institutions), Education Exchanges Support Foundation, Agency for Science, Innovation and Technology (MITA), etc.

Website: http://www.lmt.lt/, https://www.vsf.lt/en, http://www.smpf.lt/en, http://www.mita.lt/

Description: Information on available funding opportunities for the researchers is enlisted on the web portal EURAXESS Lithuania. Several funding options are available.

6. Family

Children, couples

Certificates (birth, marriage): request and delivery

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

Website: http://www.gyvreg.lt; http://www.lsa.lt/index.php?336399381

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

Child allowances

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

Website: http://www.socmin.lt/en/home.html;
http://www.lsa.lt/index.php?336399381

Description: Information and forms to download.

7. Consumers [30]

Other

Network of Public Internet Access Points

Responsibility: TBA

Website: http://www.vipt.lt/cms/app

Description: The project that was accomplished in 2008 brought a total of 875 points to the country, making Lithuania a leader in this respect. These areas are particularly found in the regions with poor communication infrastructure.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Public contracts**

7. **Environment**

1. Start and grow

Start-ups, European Company

Business Gateway Lithuania

Responsibility: [Point of Single Contact](#), Public Institution Enterprise Lithuania

Website: http://www.verslovartai.lt/

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

Message Box of Business Gateway

Responsibility: Government agencies (national and municipal)

Website: https://messagebox.verslovartai.lt/sso/signin/foreignEn

Description: Message Box is a secure e-mail system that enables users to exchange digital messages with Lithuanian government agencies at national and municipal level. Message Box is intended for use by entrepreneurs based in the European Economic Area (EEA) - including Lithuania - who provide their services in Lithuania. It also provides the businessmen with an opportunity to submit applications and other necessary documents for acquiring operational permits from state and local authorities online.

Registration of a new company I

Responsibility: Central Government, State Enterprise Centre of Registers

Website: http://www.kada.lt

Description: Information and forms to download.

Registration of a new company II

Responsibility: Register of Legal Entities

Website: http://www.registrucentras.lt/index_en.php

Description: When starting a business, it is necessary to consult it with the State Tax Inspectorate, and register the company with the Register of Legal Entities. The entire establishment process will take approximately 13 working days.

Starting own business (information)

Responsibility: State Tax Inspectorate

Website: http://www.vmi.lt/en/

Description: All information about individual activity certificates, business certificates, business registration procedures, operating income, deductions, accounting management, income declaration, etc., is available on the State Tax Inspectorate's site (Tax Information Centre phone 8 700 55882 or 8 5 255 31 90, short No 1882).

Intellectual property rights

Intellectual property search

Responsibility: Patent Information Centre (PIC)

Website: http://www.tb.lt/PIC/PIC.htm

Description: PIC is a depository library of industrial property documents, official publications, literature and periodicals on industrial property of Lithuania, foreign countries and international organisations, the centre of publishing of patent documentation and patent information services in Lithuania.

Patent, trademark and design registration

Responsibility: The State Patent Bureau of the Republic of Lithuania

Website: http://www.vpb.gov.lt/index.php?l=EN

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

Annual accounts	[33]

Submission of data to statistical offices

Responsibility: Central Government, Lithuanian Department of Statistics (Statistics Lithuania)

Website: http://estatistika.stat.gov.lt/

Description: The website of the Lithuanian Department of Statistics provides electronic forms for the submission of statistical data. Furthermore, it enables the economic entities sampled for statistical surveys to produce and submit statistical data to Statistics Lithuania electronically and receive information about the progress with their processing.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, State Tax Inspectorate

Website: http://deklaravimas.vmi.lt/

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

Excise duties	

Corporate tax: declaration, notification

Responsibility: Central Government, State Tax Inspectorate

Website: http://deklaravimas.vmi.lt/

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

Reporting imports/exports	

Customs declarations (e-Customs)

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

Website: http://www.cust.lt/

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

3. Selling abroad [34]

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

Lithuania law online

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

Website: http://www3.lrs.lt/n/eng/DPaieska.html

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

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, the State Social Insurance Board under the Ministry of Social Security and Labour

Website: http://www.sodra.lt; https://draudejai.sodra.lt/lt

Description: Social security declarations can be submitted through EDAS (Electronic Insurers Service System), by signing them with a secure eSignature.

Posting abroad

Posting abroad

Responsibility: State Labour Inspectorate of the Republic of Lithuania

Website: http://www.vdi.lt/English/VDI_English.aspx

Description: The webportal of the State Labour Inspectorate of the Republic of Lithuania provides information and legislation on the posting of the workers.

Health and safety

Web portal of Labour Inspectorate

Responsibility: State Labour Inspectorate of the Republic of Lithuania

Website: http://www.vdi.lt/English/VDI_English.aspx

Description: The website of the Labour Inspectorate of the Republic of Lithuania contains all necessary information in regard to the organisation and legislation related to the safety and health at work.

5. Product requirements

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

Commercial and industrial norms in Lithuania

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

Chemicals (REACH)

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

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

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility:	Central Government, Public Procurement Office
Website:	http://www.vpt.lt/; https://pirkimai.eviesiejipirkimai.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.

7. Environment [6]

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

Environment-related permits (incl. reporting)

Responsibility: Central Government (Ministry of Environment)/Regional

Website: http://www.am.lt/VI/index.php

Description: Paper forms available for download.

European Commission

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

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Mr. Vytautas Juršėnas, Chief specialist of Public Administration Policy Division, Ministry of the Interior of the Republic of Lithuania, Lithuania.

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