

Country Profile
Highlights
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What's inside

eGovernment in



Latvia

ISA²

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Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

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The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

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

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 1,950,116 inhabitants (2017)

GDP at market prices: 26,856.6 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 65 (2016)

GDP growth rate: 4.5% (2017)

Inflation rate: 2.9% (2017)

Unemployment rate: 8.7% (2017)

General government gross debt (Percentage of GDP): 40.1% (2017)

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

Area: 64,562 km²

Capital city: Riga

Official EU language: Latvian

Currency: EUR

Source: [Eurostat](#) (last update: 15 February 2018)

Political Structure

Latvia is a **parliamentary republic**. Legislative power is held by a unicameral [Parliament](#) (*Saeima*), which consists of 100 deputies elected in general, equal, direct, secret and proportional elections for a four-year period (proportional system; universal suffrage; 5 % parliamentary threshold).

The Head of State is the [President](#), elected by the Parliament for a four-year term of office to fulfil a general representative role. The Head of Government is the [Prime Minister](#), who is appointed by the President. [The Cabinet](#), which is composed of the Prime Minister and the ministers chosen by the Prime Minister, exerts executive power. The Cabinet has the right to submit draft laws to the *Saeima* pursuant to Article 65 of the Constitution.

Latvia's current [Constitution](#) (*Satversme*) was adopted on 15 February 1922. The key articles were renewed in May 1990 and the whole Constitution came into force again in 1993. The Preamble of the Constitution was adopted by Saeima on 19 June 2014, with the aim to strengthen the foundations of Latvian State existence.

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

Head of State: President [Raimonds Vējonis](#) (since 8 July 2015).

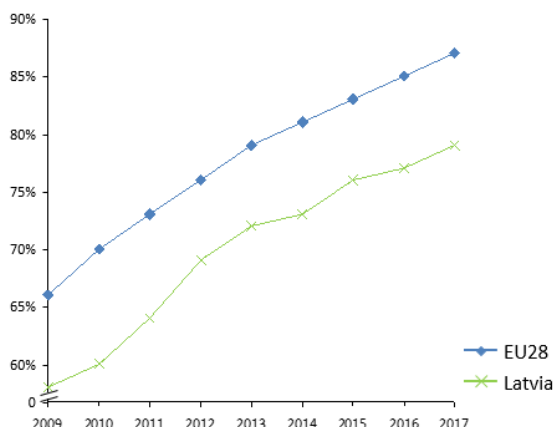
Head of Government: Prime Minister [Māris Kučinskis](#) (since 11 February 2016).

Information Society Indicators

Generic Indicators

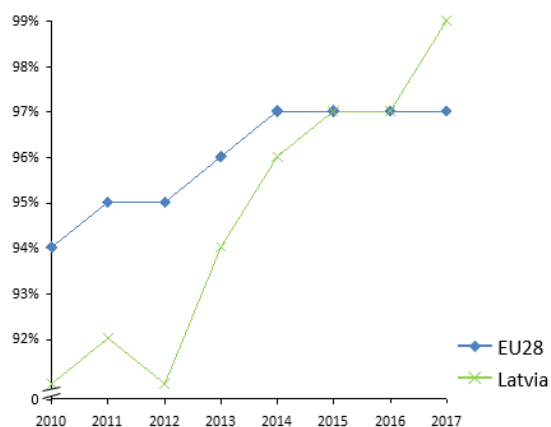
The following graphs present data for the latest Generic Information Society Indicators for Latvia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Latvia



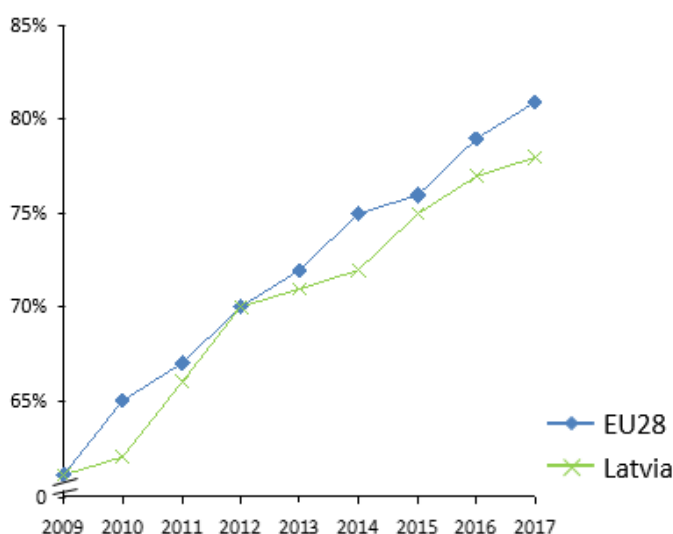
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Latvia



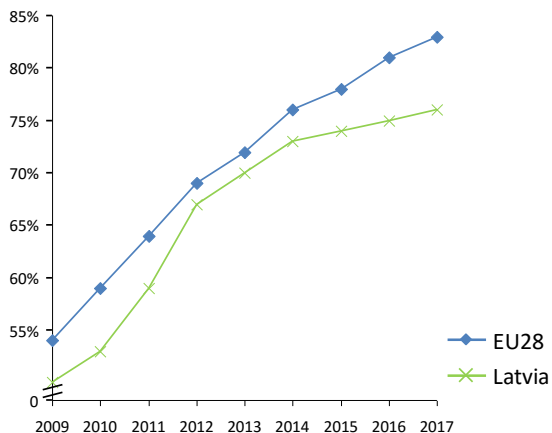
Source: [Eurostat Information Society Indicators](#)

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



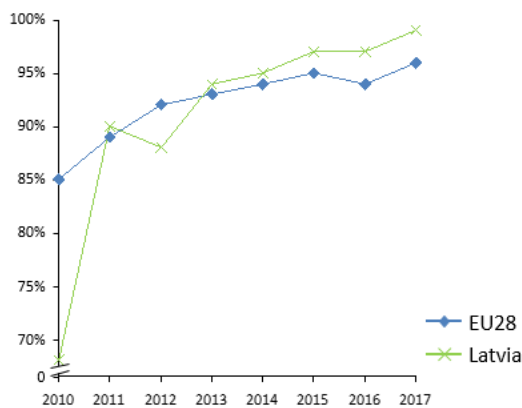
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Latvia



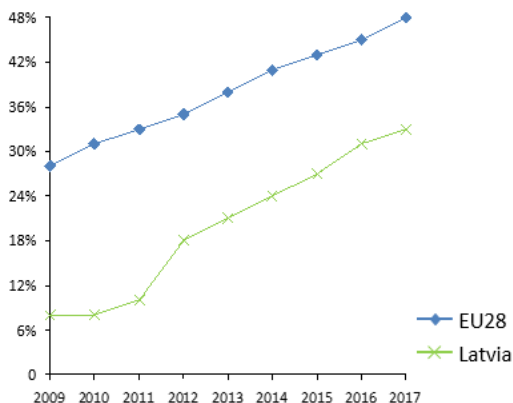
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Latvia



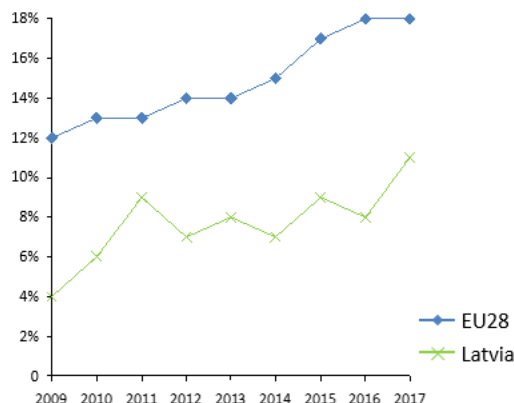
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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

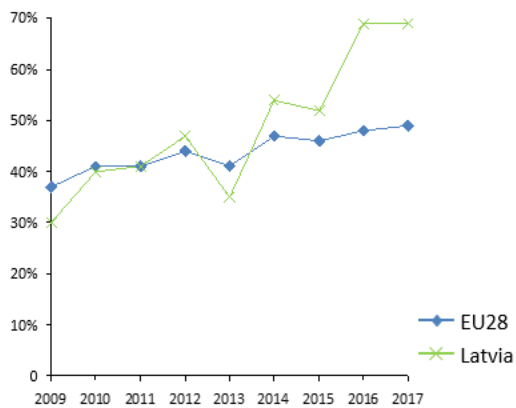


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

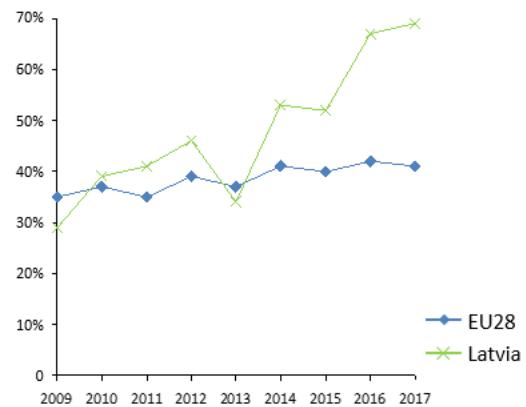
The following graphs present data for the latest eGovernment Indicators for Latvia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



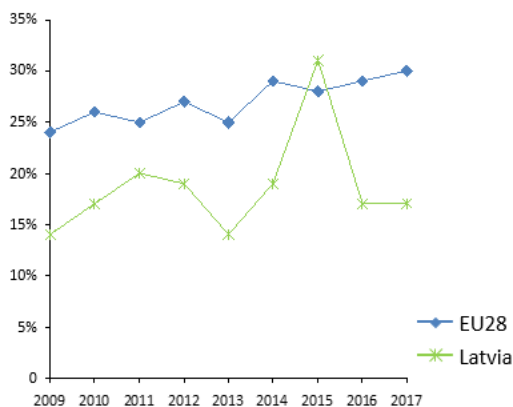
Source: [Eurostat Information Society Indicators](#)

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



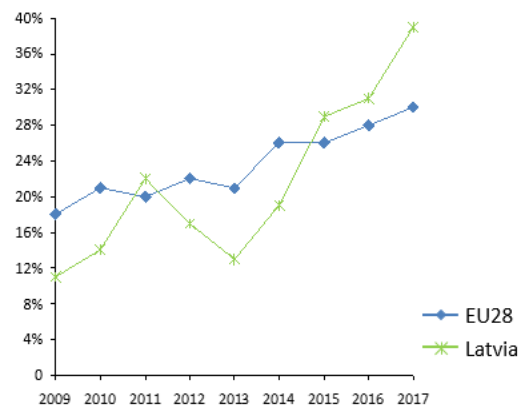
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



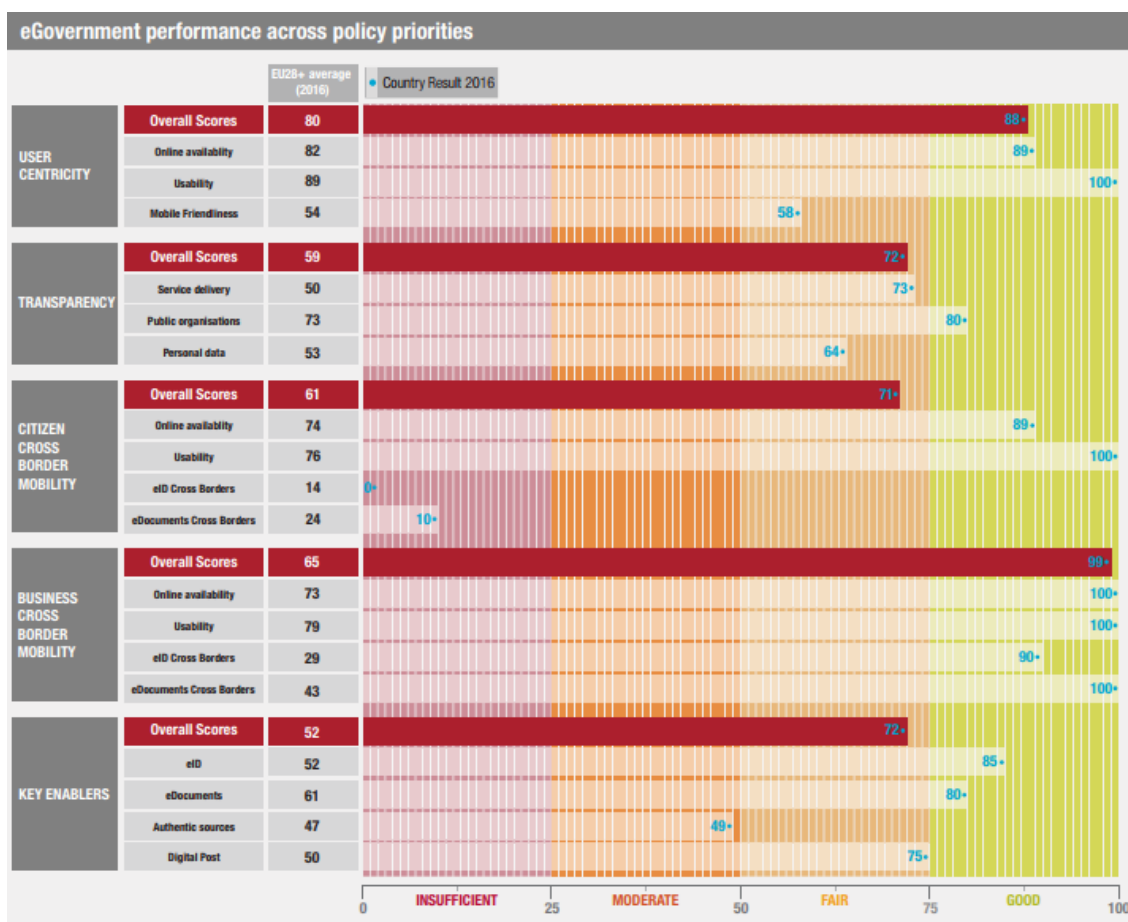
Source: [Eurostat Information Society Indicators](#)

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), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that government 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 domain 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 Latvia compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main developments and key milestones (in reverse chronological order)

eGovernment Strategy

- ▶ On 4 July 2017, the Cabinet of Ministers approved the report for improving the environment of public services provision, which includes proposals for public service provision modernisation, and ensuring the efficiency and comprehensive availability of public services, including electronically.
- ▶ Within the Open Government Partnership (OGP), the [Third National Action Plan](#) for Open Government was approved by the Cabinet of Ministers.
- ▶ The development of the Action plan for cloud computing is still in progress.

eGovernment Legal Framework

- ▶ In 2017, the Cabinet of Ministers implemented four new Regulations governing the provision of digital public services, which are [Regulation for the public administration services portal](#), [Cabinet Regulation No.399](#), [No.401](#), and [No.402](#).
- ▶ The [Law on the Official Electronic Address](#) came into force in March 2018. The purpose of this law is to ensure secure, efficient and high-quality electronic communication and handling of electronic documents between public entities and private individuals.
- ▶ A new Personal Data Processing Law will enter into force from May 2018, which will transpose the [Regulation \(EU\) 2016/679](#) (General Data Protection Regulation) into national law.

eGovernment Actors

In 2017, there have been no changes linked to key actors and the main contact points related to digital public administration in Latvia.

eGovernment Infrastructure

- ▶ The [National Electronic Procurement system](#) was modified. It now uses standardised forms with the aim of simplifying and consequently reducing the administrative burden for entrepreneurs.
- ▶ A new [eHealth](#) system was established. This system ensures citizens' access to the current and historical medical data of the patients. Doctors and pharmacists are quickly given the required patient information. This system also ensures to ascertain whether the patient acts according to the doctor's treatment administered.
- ▶ In 2017, the [Latvian Ministry of Environmental Protection and Regional Development](#) (MEPRD) has launched the new Latvian [Open Data Portal](#). This platform will provide a single point of access to open government data. The portal currently features 33 datasets from 13 data publishers, but this is expected to grow rapidly over time as more data publishers will gradually join the portal.

eGovernment Services

A new health eService was developed, [ePrescription](#), the use of which is mandatory for all doctors and pharmacies from 2018. The service will help to ensure easy and quick record and exchange of information between the patient and the medical practitioners involved in their care, and increased health care efficiency.

Other Highlights

There are no other highlights related to eGovernment that have occurred in Latvia during the recording year.

2001 – 2017

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

eGovernment Strategy

Main eGovernment infrastructure components



Information Society Development Guidelines 2014 - 2020

The [Information Society Development Guidelines for 2014 - 2020](#) were elaborated to ensure continuity of existing policies and to determine the

priorities in the area of Information and Communication Technology (ICT) for the European Union Structural Funds Programming period for 2014 - 2020.

The guidelines were developed in close cooperation with the ICT industry, national ICT associations, the Latvian Chamber of Commerce and Industry, the Latvian Confederation of Employers, the Latvian national committee of UNESCO, representatives of all ministries and representatives of local (municipal) governments. The inclusion of different stakeholders involved in the development of the Guidelines provides a solid ground for a 360-degree analysis of current shortcomings, as well as a thorough understanding of future development needs and priorities, following the overall objective of enhancing the national competitiveness, economic growth and job creation.

The goal of the Guidelines is to provide the opportunity for anyone to use ICT, to create a knowledge-based economy and to improve the overall quality of life by contributing to the national competitiveness, and increasing economic growth and job creation.

Special attention in the Guidelines is devoted to the implementation of the open data principle in the public administration. This principle unleashes the growth potential of the digital economy, by making data and information resources created by the public administration easily available to society, thereby establishing a precondition for the spur of new innovative, data-driven business ideas, services, and products. The other cornerstone of the Guidelines is optimising operating processes in the public administration and increasing its efficiency as well as simplifying delivery of public services, by means of efficient and effective eServices and interoperable information systems. It is expected to have an indirect, but very clear positive impact on economic growth, since eGovernment will lead to reduced administrative burden and costs for entrepreneurs, streamlining their interactions with public administration, and allowing them to spare more resources for their entrepreneurship.

Considering the national priorities in the area of Information Society, and objectives of the European Digital Agenda, Guidelines define seven action lines.

The main priorities and action plans of the guidelines are presented below:

1. ICT education and eSkills.

Activities in the field of eSkills will focus on the areas that will facilitate small and medium sized enterprises as well as citizens' motivation for acquiring eSkills. Planned actions include: public information campaigns, development of eSkills for both citizens and entrepreneurs, increasing the ICT competences of public administration, fostering skills of ICT practitioners and professionals to be in line with the requirements of the labour market, as well as increasing focus on algorithmic thinking (the learning of the "programmers'" way of thinking by studying mathematics and computer sciences) and information literacy in educational programmes.

2. Widely available access to the Internet.

Actions planned under this priority include mapping of transport networks, provision for further broadband development, covering all elements of electronic communications network infrastructure. Detailed description of the required actions in those fields is included in the [Concept for Development of the Next Generation Broadband Electronic Communications Networks for 2013–2020 \(in Latvian\)](#).

3. Modern and efficient public administration.

The main benefits of this action will be reflected in the improved efficiency of the public administration (decision-making process, accuracy, conformity to the real situation, the possibility of involving wide public groups in policy planning, evaluation and reduction of administrative costs) as well as delivery of clear, timely and consistent information to citizens about their rights and services of the public administration. Actions will create opportunities for citizens to be widely involved in decision-making and law-making processes using modern technologies. Cooperation and synergies between public and private sector services has a significant administrative burden reduction potential.

Actions for the modernisation of the public administration will be focused on the modernisation of the public administration processes, public eParticipation and eDemocracy and ICT infrastructure optimisation. One of the focal points for eGovernment infrastructure modernisation will be the establishment of central building blocks and integration infrastructure to be used by all institutions of public administration for the modernisation of public service delivery and for connecting national eGovernment infrastructure to cross-border platforms. Another focus is on open interfaces (API's) allowing also for third party developers to develop end-user applications for government services and develop their own products and services using government data.

4. eServices and digital content for the public.

Digital content has an increasingly crucial role in the country economic and social development. Digital content plays a key role in research and education as well as in cultural and the public administration sector services. eGovernment solutions enable opportunities for institutions to offer the citizens more accessible and convenient public services, including education and health services, cultural and educational content, and create conditions for a better business environment and social processes.

A series of actions are planned within this stream of activity:

- ▶ Opening public administration data and transaction services to other users;
- ▶ Developing shared platform and re-usable software components and modules for providing public services;
- ▶ Implementing an official electronic address for citizens and entrepreneurs;
- ▶ Delivering and accepting automated electronic invoices;
- ▶ Digitisation and accessibility of the cultural heritage and digitisation of public services;
- ▶ Encouraging use of Latvian language in the digital environment;
- ▶ Efficient implementation of eHealth solutions for safe and patient-centred health care.

5. Cross-border cooperation for Digital Single Market.

By the free movement of people, goods and services, Latvia is a part of the Digital Single Market. To provide cross-border cooperation in the Digital Single Market, free movement of goods and services as well as the free flow of citizens, national eGovernment solutions should be able to interoperate with the EU solutions (building blocks provided by EU projects such as eSENS, STORK, PEPPOL etc.). Accordingly, actions are planned to ensure that the national eGovernment solutions are interoperable with EU platforms, and have content for cross-border services and solutions for exchange of information across different sectors.

6. ICT research and innovation.

Investments in innovation, research and development are crucial also for the companies whose products and provided services in the digital age are subject to even faster technological and process rate changes. Development of ICT research in computer science, information technology, electronics, telecommunications, communication studies as well as innovative support for companies developing new ICT products and technologies, support for development and establishment of new innovative companies. The development of technology transfer systems must be seen in connection with overall objectives of the Information Society.

7. Trust and security.

A secure and reliable electronic information space, where the continuity of essential services for the public administration and the public is ensured, is an essential component for the successful development of the Information Society. An important aspect for the development of Information Society is the trust in electronic environment. ICT security, human safety and trust in electronic environment are areas where further action is planned.

The implementation of the Guidelines will build upon the technological potential and experience obtained from the previous period (2007 - 2013).

Implementation of the Guidelines is planned from the state budget as well as with attracting the EU Structural Funds and private funding. In the long-term, implementation of the Guidelines will facilitate effective and efficient use of budgetary resources for ICT, improving the efficiency of business processes, the quality and availability of the public services.

The Digital Single Market remains a keynote of the Digital Agenda for Europe. Latvia, by following these Guidelines, will ensure its contribution to the implementation of the Digital Agenda at national level, as well as the development of the Digital Single Market.

Third National Action Plan for Open Government Partnership

On 4 July 2017, the Cabinet of Ministers approved the report for improving the Public services environment which includes proposals for public service provision modernisations, to ensure the efficiency and comprehensive availability of public services, including electronically. Within the Open Government Partnership the [Third National Action Plan](#) was approved by the Cabinet of Ministers.

The Third Action Plan for Open Government Partnership of Latvia promotes public participation in decision-making, progress towards "zero bureaucracy", as well as the strengthening of ethical values in public administration and transparency in decision-making, procurement procedures and state-owned capital companies.

The approved plan includes a total of 12 commitments of Latvia, which are focused on cooperation between state institutions and the public, as well as the use of open data. The plan also foresees the continuation of the work on the establishment of an effective whistleblowing mechanism in Latvia.

The improvement and implementation of various services in the internet environment, including the development of an open-source public data portal, a research and publication database, as well as a database of state-owned capital companies play a fundamental role in the plan. In addition, in the coming years, the plan also foresees the development of a uniform portal for circulation of draft legal acts and a modern statistics portal, as well as to reduce the administrative burden for entrepreneurs and residents through the website <http://mzaksslogs.gov.lv/slogs/sakums/>.

The plan also envisages providing the public with transparent and easily comprehensible information about the state budget, showing the spending of taxpayers' money and the results to be achieved in an interactive way.

Conceptual architecture of public administration information systems

On 10 March 2015, the Cabinet of Ministers approved conceptual architecture of public administration information systems. Conceptual architecture is developed in accordance with enterprise architecture modelling approach, covering processes (organisation), information (data), applications (systems) and technology (ICT infrastructure) aspects of public information systems. Conceptual architecture defines the long-term vision for the development of public administration and public services infrastructure, and consists of 40 recommendations, including references to more particular reusable platforms, services and reference models. Conceptual architecture is well-aligned with the European Interoperability Framework (EIF).

Concept of the organisational model of public ICT management

On 15 January 2013, the Cabinet of Ministers approved concept [of the organisational model of public ICT management](#). The implementation of this model will frame public ICT strategies, principles and scenarios that will ensure strategic coordination of public ICT development and maintenance through partly centralised management: competence and responsibility in ICT management will be shared between the national and sector levels. This optimal ICT management model identifies the main parties involved: the public ICT organisation, sector ICT organisations, hybrid ICT organisations, public administration senior ICT managers forum, and sector ICT management councils. To achieve the aim of optimal ICT management, both public- and private-sector resources will be used, providing effective cooperation focusing on benefits for the public and the creation and maintenance of convenient and user-friendly eGovernment solutions.

Regular monthly meetings of public administration senior ICT managers have significantly improved cross-sectoral communication at ICT management level, providing one of the cornerstones for successful implementation of reuse and efficient collaboration principles defined in the "Conceptual architecture of public administration information systems".

Cyber security strategy of Latvia 2014 – 2018

The national [Cyber Security Strategy 2014 - 2018](#) defines key areas of work, where education, governance of ICT resources, rule of law in the cyber space, crisis management and international cooperation are the top priorities. In order to achieve the main goals and aims, strong cooperation with the private sector is recognised as being crucial, therefore, strengthening of the partnership between private and public sector will be among the top priorities in the future as well. It was adopted on 17 February 2014.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status



There is currently no overall eGovernment legislation in Latvia. However, the 'Law on State Information Systems' provides a legal framework for the operation of State Information Systems and the cooperation of concerned organisational units.

[Law on State Information Systems \(2002\)](#)

Adopted in May 2002 and with amendments up to 2014, this Law aims at ensuring the availability and quality of information services provided by state and local government institutions in State Information Systems. The Law determines unified procedures, by which State Information Systems are created, registered, maintained, used, reorganised or closed. It regulates cooperation of the State Information System managers, determines the functions of the keeper of the State Information System and the rights and duties of the State Information System data subject. Finally, it regulates the security management of State Information System and specifies the requirements for the protection of critical State Information Systems and State Information System management integrators.

Regulation for the public administration services portal

On 4 July 2017, the Cabinet of Ministers approved a [Regulation](#), which governs public services and the implementation of the one-stop-shop principle. The Regulation determines the manager of the public administration services portal, his duties, and responsibilities, the duties and responsibilities of the institution, the procedure for the use and management of the public administration service portal, the procedure for the service catalog and the information included therein.

This Regulation prescribes:

- ▶ Public administration services portal's (hereinafter – the portal) use and management arrangements;
- ▶ The duties and responsibilities for the portal keeper, as well as the national governing body (hereinafter – the Authority) duties and responsibilities;
- ▶ Procedures for exchange of information between portal manager and the Authority.

Several regulations were established on the procedures for updating information in the portal to improve availability and use of eServices.

Registration, quality control and procedures for the provision of public administration services

In order to improve availability and use of eServices, several changes were made in three Regulations.

- ▶ [Cabinet Regulation No.399](#) on the registration, quality control and procedures for the provision of public administration services. This Regulation prescribes the

registration of public administration services, quality control and procedures for the provision of public administration services.

- ▶ [Cabinet Regulation No.401](#) for State and Municipal Customer Service Centre types, range and procedures for the provision of public administration services. This Regulation prescribes the State Administration of the State and Municipal Customer Service Centre, the range, types and the procedures for the provision of public services.
- ▶ [Cabinet of Ministers Regulation No.402](#) of public administration services digitalisation. This Regulation prescribes the procedures of digitalisation of public services and to ensure availability of public services.

eDemocracy Legislation

On 15 December 2015, the Cabinet of Ministers approved amendments to [Cabinet regulation](#) and introduced the possibility to initiate official referendums on the dissolution of Parliament or initiate a bill electronically. From 1 March 2015 it is now also possible to initiate a referendum by using other authentication means, including internet bank authentication – currently the most common mean of digital identification.

Law [Rules of Procedure of the Saeima Article 131](#) provides that "at least 10,000 citizens of Latvia who shall have reached the age of 16 on the day of filing a submission have a right to file a collective submission with the Saeima". The collective submission might be submitted electronically (*"a collective submission that is filed electronically shall be supplemented with technical information confirming the signing of the collective submission and ensuring the possibility to verify the number of signatories, their names, surnames and ID numbers"*). In such way the social ePetition platform is legally determined and binding to Parliament.

Freedom of Information Legislation

[Freedom of Information Law](#) (1998)

The Freedom of Information Law was enacted in November 1998. It guarantees public access to all information held by state and local government institutions in any form. Information can only be restricted if: there is a law providing it; if the information is for the internal use of an institution; if it is a trade secret not relating to public procurement or information about the private life of an individual; and, if it concerns certification, examination, a project, tender and similar evaluation procedures. Public bodies have to respond to requests for information within 10 days if the information is requested in electronic form only and if it does not require supplementary processing. Response time cannot exceed 15 days if the information does not require supplementary processing; or 30 days if the information requires supplementary processing and if the requestor is informed about it within 15 days. The requestors have the right to appeal. The amendments (last of which took place in 2009) further clarified and strengthened the right of access by fixing the duration of the restriction to one year and the right to request information electronically apart from the written or spoken manner. Furthermore, the law also states that public authorities shall create information registers to be made available online at the relevant body website.

Data Protection/Privacy Legislation

[Personal Data Protection Law](#) (2000)

The Law on Personal Data Protection was adopted by the Parliament on 23 March 2000. It is based on standard, fair information practices and is fully compliant with the EU Data

Protection Directive ([95/46/EC](#)). The aim of this Law is to protect fundamental human rights and freedoms of natural persons, in particular the inviolability of private life with respect to the processing of personal data. Application of the Law is overseen by the State Data Inspectorate, which is also responsible for spam supervision.

[Information Technologies Security Law](#) (2011)

The Information Technologies Security Law came into force on 1 February 2011. It aims to improve information technologies security by defining the key requirements for organisations to guarantee the security of essential electronic services. The law provides for the identification and protection of critical infrastructure, the establishment and organisation of an IT Security Incident Response Institution (national [CERT](#)), the determination of conduct in information technology security incidents, the setup of minimum security requirements for state and municipal institutions and the implementation of [Directive 2009/140/EC](#) by electronic communications service providers.

eSignatures Legislation

[Electronic Documents Law](#) (2003)

The Electronic Documents Law came into force on 1 January 2003. The Law transposes the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)), and defines the legal status of electronic documents and digital signatures. According to the Law, electronic documents have to be accepted by every public institution (state and municipal). In addition, citizens and businesses can request an electronic reply from the Public Administration.

[Amendments of Electronic Document Law](#) (EDL) (2015)

The legislation is intended to ensure the wider use of a secure electronic signature. Legislation extending the use of a secure electronic signature, which excludes the pre-established limits of the use of electronic documents (*such as a private business or expedited family law*). At the same time, it is expected that the EDL regulation is applied where the sectoral laws and regulations do not cover it otherwise. Thus, if the normative act will be tolerated in electronic form of use, then it will have to be applicable to the EDL.

The legislative act simplifies the procedure for re-securing the electronic signature for receipt and clarifies the information to be included in the qualified certificate.

eIdentification Legislation

[Natural Person Electronic Identification Law](#) (2015)

The Natural Person Electronic Identification Law came into force on 8 December 2015. The law defines requirements for the identification process of natural persons by public institutions for public services in the electronic environment. The new regulation defines the duties and responsibilities for identification service providers, electronic public services providers and persons who are receiving public services.

[Personal Identification Documents Law](#) (2002)

The Personal Identification Documents Law was adopted in May 2002. It states that identification documents shall be published in machine readable format where applicable. Moreover, in 2004, the Cabinet of Ministers adopted the Regulation 'On the citizen's identity cards, non-citizens identity cards, citizens' passports, non-citizens passports and stateless

persons' travel documents', which provided for the inclusion of electronic chips in future identity cards.

A new [Personal Identification Documents Law](#) was submitted to Parliament in June 2011. The law defines the eID card types (citizen, non-citizen, EU-citizen, third-country citizen residence permit and accredited persons eID). The eID card would contain biometric data and information in electronic form, which enables electronic verification of the holder's identity and creation of a secure electronic signature. As such, the eID card can serve as an identity and travel document within the EU, a personal identification tool for eServices, and a way to provide a secure electronic signature. The law came into force in January 2012. The eID cards have been issued since March 2012.

eCommerce Legislation

[Law on Information Society Services](#) (2004)

The Law on Information Society Services, which transposes the EU Directive on certain legal aspects of information society services ([2000/31/EC](#)), with particular emphasis on electronic commerce, was approved by the Parliament on 4 November 2004. This Law governs the procedure for the provision of electronic services, the conditions to be respected by eService providers and their responsibility, and the requirements for the protection of consumer rights.

eCommunications Legislation

eAddress

The enactment of the [Law on the Official Electronic Address](#) was in March 2018. Its purpose is to ensure secure, efficient and high-quality electronic communication and handling of electronic documents between public entities and private individuals.

The Official Electronic Address Act stipulates that public institutions must use the official electronic address (eAddress) from 1 June 2018, when citizens will be eligible to activate their eAddress. Businesses will be obliged to receive mail from the public authorities within the eAddress system from 2020, with a voluntary period from 2019. Latvia's eAddress will allow citizens and businesses to correspond electronically with public authorities. eAddress will be the national electronic mailbox for messages and communications under the responsibility of the Ministry of Environmental Protection and Regional Development and State Regional Development Agency. As one of the initiatives of digital communication in Latvia, eAddress aims for a transition to digital exchange from all public entities to legal persons and individuals.

Amongst other things, a core task of the solution is to make it possible for the authorities to deliver important information, possibly including sensitive data, securely and digitally to citizens and businesses. All mail sent to this mailbox has the same legal effect as paper mail, i.e. it is non-repudiable and involves personal liability.

[Electronic Communications Law](#) (2004)

The Electronic Communications Law entered into force on 1 December 2004. It aims to promote and regulate the provision of electronic communications services, transposing the EU regulatory framework for electronic communications. The law details forms of various electronic networks, including public and private electronic networks. In addition, it lays down the duties and rights of providers, subscribers and users of electronic networks.

eProcurement Legislation

[Public Procurement Bill \(2016\)](#)

On 21 June 2016, the Cabinet of Ministers approved the 'Public procurement bill', which provides that electronic submission of tenders will be mandatory. The transition will take place gradually from 18 April 2017 and from 1 October 2018 electronic submission of procurement procedures will be centralised for all procedures. From 1 January 2019, electronic submission of tenders will be mandatory for all public procurement submissions above EUR 10,000. Public procurement procedure eCertificates were established to provide access to reliable information, as regards both public and private suppliers, by using connections to 123 data bases or notification from State and local government institutions, to improve public procurement procedure.

Some changes have been made in the [e-procurement system Regulation](#) in 2017. These changes consist of specifying the participants in the application for registration and the administrator's initial authorization forms. Indeed, this was done with the aim of simplifying the complete procedure in order to reduce the administrative burden, facilitate the Latvian entrepreneur's participation in foreign public procurement and increase competition. For society and institutions, the legal framework was improved to ensure better information on procurement procedures, facilitate the procurement procedures and promote their transparency.

[Law on Public Procurement \(2006\)](#)

The Law on Public Procurement of 1 May 2006 fully complies with the EU Directive on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts ([2004/18/EC](#)). The Law regulates the overall use of electronic communication means in public procurement for the Government sector. Another new procurement mechanism introduced concerns over electronic reverse auctions. Contracting authorities are permitted to decide whether the award of a public contract will be preceded by an eAuction once an initial full evaluation of the tenders has taken place. Full introduction of eProcurement will offer the possibility of managing all steps of the procurement procedure using IT. [Regulations](#) issued by the Cabinet of Ministers on 28 December 2010 set the obligation for public institutions to provide procurement via the eProcurement system '[eis.gov.lv](#)'.

[Law on Procurement for the Needs of Public Services Providers \(2010\)](#)

The Law on Procurement for the Needs of Public Services Providers of August 2010 implements [Directive 2004/17/EC](#), thus regulating the use of electronic communication means in the public procurement process for the utility sector.

eInvoicing Legislation

The competent authority regarding eInvoicing is the [State Regional Development Agency of the Republic of Latvia](#). At the moment, there is no legislation on electronic Invoicing. However, there is some mention of eInvoicing in the [Law on Value Added Tax](#) (VAT). VAT invoicing is regulated by Section 8 of the [Law](#), which permits the use of electronic invoicing in Latvia if authenticity of origin is guaranteed by an electronic signature.

In Latvia, economic operators can submit their eInvoices to central authorities or municipalities through the central eGovernment platform, [ePakalpojumi.lv](#). This platform is maintained by a third-party service provider [ZZ Dats](#). Economic operators can also submit their eInvoices through individual [municipality websites](#). The authorisation and submission

process is the same whether one uses the central eGovernment platform or the websites of municipalities.

Re-use of Public Sector Information (PSI)

[Freedom of Information Law](#) (2009)

The Freedom of Information Law was lastly amended on 12 June 2009, transposing the Directive on the re-use of Public Sector Information ([2003/98/EC](#)) into national law. According to the amendment, an application for the re-use of existing information at the disposal of an institution shall be drawn up in writing, in accordance with documentation requirements specified for the relevant information group. In addition, the application shall indicate that the information is requested for the purpose of re-use and the goods or services for which the requested information is necessary. The Law also states that information re-use conditions shall not be imposed. Since 6 October 2015 new amendments to the Freedom of Information Law are in force. The amendments transpose the 2013 EU Directive on the re-use of Public Sector Information ([2013/37/EU](#)).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of Environmental Protection and Regional Development](#)

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



Kaspars Gerhards
Minister of Environmental Protection and Regional Development

Contact details:

25 Peldu Street
Riga, LV-1494
Tel.: +371 67026400
Fax: +371 67820442
E-mail: kaspars.gerhards@varam.gov.lv
Source: <http://www.varam.gov.lv/>

[Electronic Government Department](#)

Within the Ministry of Environmental Protection and Regional Development, the [Electronic Government Department](#) draws up national policies in the domains of eGovernment, information society development and public information systems development.

[Three divisions](#) under the Electronic Government Department deal with policy issues:

- ▶ The **State Information Systems Division** drafts the national policy on information systems development, including the national information system architecture and interoperability policies, the national information system maintenance and security policy, in addition to a policy on government information technology development and management.
- ▶ The **Information Society Policy Division** drafts the information society development policy and participates in the elaboration of eGovernment and public information systems' development policies.
- ▶ The **State Information and Communications Technology Division** focuses on technical aspects of government ICT development and management.



Edmunds Belskis
Deputy Secretary of State for information and communication technology issues

Contact details:

25 Peldu Street
Riga, LV-1494
Tel.: +371 67026535
Fax: +371 67820442
E-mail: edmunds.belskis@varam.gov.lv
Source: <http://www.varam.gov.lv>

Public Services Department

The Public Services Department deals with the planning of electronic services and electronic services infrastructure (**Electronic Services Division**) and implementation of one-stop-shop-principle (**One – Stop Shop Division**).

Coordination

The Electronic Government Department coordinates the implementation of national policies in information society development, eGovernment and public information systems' development.

The Public Services Department coordinates the implementation of the Public Administration electronic one-stop-shop principle and the implementation of eServices.

Implementation

Electronic Government Department

The Electronic Government Department implements national policies in information society development, eGovernment and public information systems development.

Public Services Department

Public Services Department coordinates the implementation of electronic services and electronic services infrastructure (**Electronic Services Division**) and the implementation of the one-stop-shop-principle (**One–Stop Shop Division**).

State Regional Development Agency (SRDA)

The SRDA operates under the supervision of the Ministry of Environmental Protection and Regional Development. Its aim is to put into practice a well-balanced support policy for state development by implementing national and EU financial instruments that require research work, high-calibre eServices and IT infrastructure for regional development.

Central Government and bodies

The various ministries and subordinate institutions hold responsibility for the implementation of respective ICT projects.

Support

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development provides ongoing support for eGovernment-related activities to such bodies as the State Regional Development Agency (SRDA).

Audit/Assurance

State Audit Office

The State Audit Office is the supreme audit institution of the country. Its mandate covers all public bodies at both national and local levels. It provides oversight on the financial statements of the ministries, central state institutions and local governments.

Data Protection

Data State Inspectorate

The Data State Inspectorate supervises personal data protection in Latvia. Furthermore, it controls the observation of information systems' security requirements concerning personal data processing and maintains a register of systems processing personal data, as foreseen by the 'Personal Data Protection Law'.

Regional & Local eGovernment

Policy/Strategy

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is responsible for the development of information society policy and eGovernment at regional and local levels.

Implementation

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is the central implementation body dedicated to eGovernment across regional and local levels.

Latvian Association of Local and Regional Governments (LALRG)

Local and regional authorities hold responsibility for the implementation of their respective ICT projects.

Support

State Regional Development Agency (SRDA)

The SRDA provides development and maintenance for the Joint Information System for Municipalities (JISM), which offers technological support to municipalities in accessing their services electronically by creating compatible joint data accounting and exchange systems.

Audit/Assurance

State Audit Office

The State Audit Office contributes to the financial governance and the accountability of funds at local level, as well as to fair and transparent decision-making processes in the public sector.

Data Protection

Data State Inspectorate

The Data State Inspectorate oversees personal data protection at local and regional levels.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['latvija.lv': State and local government services portal](#)

The state and local government services portal provides citizens in Latvia and abroad with access to the online resources of Latvian state institutions, as well as with centralised access to eServices supplied by different institutions. It is the most visible part of a developed national shared services platform.

In December 2016, the portal offered 125 eServices, 364 external eServices and 2,468 public service descriptions. One extra eService is available every year in July for applying to study via the 'Electronic application to undergraduate programmes'.

The portal consists of three levels: information, consultation and eProcedures (from basic eDocuments sent by email to advanced fully automated eServices).

The most popular eServices are 'Declaration of a Personal Property', 'My Cadastral Data', as well as access to personal data as represented in the eServices of the 'Population Register' and the State Social Insurance Agency.

An authentication certificate embedded in a qualified digital signature smart card or eID and six iBanking authentication tools are available as an authentication tool for access to eServices. The portal also provides the opportunity to carry out eServices payments.

In 2016, there were eight new eServices for citizens made available on the portal:

- ▶ Complaints, applications and proposals for citizens' social assistance and social services;
- ▶ Application status of social services of receiving notice of the taken decisions;
- ▶ Rows status of social services of receiving notice of the taken decisions;
- ▶ Repeated issuance of the certificate for persons with disability;
- ▶ Determination status and location of cargo;
- ▶ Information about the status of nanny in the register;
- ▶ Mandate to other eServices delivery;
- ▶ Statistics on applications for undergraduate programmes.

In 2016, [eServices](#) available on the www.latvija.lv portal were used 1,804,384 times, 674 837 times more than in 2015. Annually, eServices are used by more than 690,000 individual users on Latvia's Public Service Portal www.latvija.lv.

[Online Latvia](#)

The website mainly serves as a starting point for becoming acquainted with Latvia. It provides background information, a variety of publications on current events occurring within the country, an extensive news section, ePresentations and videos about Latvia, as well as links to other Latvian government and private Internet sites. Information is available in multiple languages.

[National Open Data portal](#)

The [Latvian Ministry of Environmental Protection and Regional Development](#) (MEPRD) has launched the new Latvian [Open Data Portal](#). This platform will provide a single point of

access to open government data. The portal currently features 33 datasets from 13 data publishers, but this is expected to grow rapidly over time, as more data publishers will gradually join the portal. Data publishers are responsible for the data published on the portal. The MEPRD offers methodological support to publishers – material that also forms part of the content available on the portal. The technical operation of the portal is carried out by the [State Regional Development Agency](#).

In addition to providing Open Data, the portal also offers other features, such as a section on data skills, an overview of events as well as references to content developed by the European Data Portal, such as the video '[Explore Open Data](#)'. The Latvian Open Data Portal is created using the open source technology platform and open source data catalogue of CKAN.

The new Latvian Open Data portal is harvested by the [European Data Portal](#), which means that all data published on the Latvian data portal is also available on the European Data Portal.

Networks

[National information system for work with the European Union documents \(ESVIS\)](#)

ESVIS was launched in November 2014. The main function of the system is to organise documents flow between Latvia and the European Union. The system will be developed and will be used for documents with security level "for official use".

[Integrated State Information System \(IVIS\)](#)

The IVIS is tasked with the Unification and central management of the integration of platform-independent standardised data exchange between national registries and information systems. It also provides a platform for sharing resources and for Public Administration in using electronic services in the creation and delivery. Together with the state portal '[latvija.lv](#)', it creates a single national electronic service delivery platform. One of the IVIS components is the [public administration documents management system integration environment](#) (DIV). DIV provides safe and secure environment between different record keeping systems of public administration.

[Web-based document flow system \(DAUKS\)](#)

DAUKS was launched by national authorities in April 2007. This electronic processing and assignment control system has been in operation and in use by the Public Administration since 1 September 2008. The objective is for national institutions to switch to a new, fully-automated electronic system permitting the standardised and automatic circulation of documents between the State Chancellery and the ministries. DAUKS allows the simple and secure transfer of data to other systems and offers an external XML-based interface which enables the exchange of documents between various local systems.

[Electronic Declaration System \(EDS\)](#)

EDS is a secure and handy way how to submit tax- and informative declarations, reports, and other documents to the State Revenue Service (SRS) electronically, via internet.

- ▶ Time saving - a possibility to submit the tax reports electronically in a quick and handy way.
- ▶ Precision of data - a reduced possibility to admit misspelling and calculation mistakes, because automatic checking of documents takes place.

- ▶ Data security - when submitting documents electronically, the data is fully protected.

EDS is a handy tool for every taxpayer. In total, with EDS it is possible to file more than 170 types of declarations, and within 11 months of 2015 there were more than 4,226,000 electronic documents filed via EDS.

From 1 June 2014, in the Republic of Latvia, all taxpayers' salary tax booklets are available only in electronic form. Both the person and his or her employer have access to the salary tax booklet by using the State Revenue Services (hereinafter – SRS) [Electronic Declaration System](#) (hereinafter - EDS)¹. All paper format salary tax booklets issued until 1 June 2014 are no longer valid and cannot be used.

The paper form salary tax booklets issued to persons until 1 June 2014 **were automatically replaced by electronic salary tax booklets**. The information included in the electronic salary tax booklet is available only to the person himself/herself, his/her employer and the SRS.

Employers, through SRS EDS, have access to information about their employees (those who have opted for the tax relief to be applied to the specific employer) and the applicable tax incentives that the employee has confirmed.

In turn, the SRS electronically notifies the employer about changes regarding the incentives applicable to his/her employees by sending information to the email address specified in the section 'Correspondence with SRS'.

All of the above-mentioned changes in the salary tax booklet can also be carried out by arriving in person to the SRS Customer Service Centre and submitting an application regarding the necessary changes in paper form to a SRS employee. In such cases, the SRS employee will carry out the changes in the salary tax booklet and issue a listing in paper form regarding the made changes to the person.

The SRS urges citizens to visit free seminars at Customer Service Centres across Latvia regarding current electronic salary tax booklet implementation issues. Additional information regarding electronic salary tax booklets is available on the SRS website under a specially created section '[Electronic salary tax booklet](#)'. In case of questions or confusion customers can call the SRS Tax and Customs info line 67120000, consult any of the SRS Customer Service Centres or leave a question on www.vid.gov.lv dedicated section.

eIdentification/eAuthentication

[Electronic Identity \(eID\) card](#)

The concept for the introduction of a new national eID card was approved by the Government in 2010. A personal identification documents law, defining the eID card types is in force. The eID card contains biometric data and information in electronic form to enable electronic verification of the holder's identity and creation of a secure eSignature. As

¹ From 1 June, 2014 it is possible to log on the SRS Electronic Declaration System by using the authentication features (online banking user name and password) offered by the portal www.latvija.lv, eID card issued by the Office of Citizenship and Migration Affairs or electronic signature card (eSignature) issued by the State Joint-Stock Company 'Latvia State Radio and Television Centre'.

such, the eID card can serve both as an identity and travel document within the EU and as a personal identification tool for eServices, in addition to providing a secure electronic signature. The law came into force in January 2012. The eID cards are being issued since March 2012.

[eSignature portal](#)

The [online self-service website](#) (*eparaksts.lv*) solution was developed by the Latvia State Television and Radio Centre (LSRTC), which is the only certification authority and is fully responsible for the public key infrastructure. The portal does not need smart cards, special equipment or software in creating documents with a trusted eSignature, having a lower cost. It can be used from any device with an Internet connection. A document is signed electronically within minutes and is then received by the beneficiary via email. The portal offers both citizens and businesses extensive information and advice on eSignatures.

A mobile eSignature has been established in 2017 in Latvia.

[Electronic passport](#)

In November 2007, Latvia started issuing its first electronic passports. A microchip contains information on the bearer and the document in a letter-number format, and individual biometric information such as the bearer's photo and fingerprints. The information embedded on the microchip is protected by a security mechanism and a unique eSignature of the issuing institution that verifies the authenticity of the information. The passport complies with the requirements set by the institutions of Latvia and the EU, as well as with the international standards.

[Electronic procurement system \(EPS\)](#)

Latvia follows a non-centralised approach to eProcurement. The State Regional Development Agency organises and manages the EPS, which is the first eProcurement system in the Baltic States. The EPS offers faster procurement process, organisation of procurement activities for state and municipal institutions, the possibility of order combination for the conservation of State budget resources, as well as transparency, openness and accessibility to information about the procurement process.

In 2017, the National Electronic Procurement system was modified. It is presented with the aim of simplifying and consequently reducing the administrative burden for entrepreneurs. In order to facilitate the opportunity for Latvian businesses to participate in the foreign procurement procedures and enhance their competitiveness, the eCertificate was added into system.

Knowledge Management

[National Digital Library of Latvia \(NDL\)](#)

The National Library of Latvia has been engaged in the development of the Latvian National Digital Library since 2006. Its goal is to create an infrastructure and methodology for the digitisation of printed library items and acquisition of born-digital materials, as well as the preservation of and access to digital holdings. It currently holds the digital collections of newspapers, pictures, maps, books, sheet music, audio recordings and harvested websites. NDL is the national aggregator of digitised cultural content into the European digital library '[Europeana](#)'.

[State Integrated Library Information System \(SILIS\)](#)

The aim of SILIS is to create the IT infrastructure for all state and municipal libraries in Latvia initiated by the state agency Cultural Information System (CIS). Since the launch of the project in 2001, SILIS performs the implementation of regional- and state-level electronic catalogues, retro-converts card catalogues, establishes access to popular fee-based databases and trains librarians and library patrons, focusing on development of existing eSkills. Private foundation funding has enabled the creation of free internet access points in all public libraries.

[State Integrated Archival Information System \(SIAIS\)](#)

The objective of SIAIS is to create the IT infrastructure for a state archival system and an integrated platform for receiving archive services. Furthermore, it seeks to ensure the safe long-term storage of state and municipal electronic documents and information, and the public availability of state archival information resources. The project is managed by the State Agency for Information Systems for Culture and co-financed by the [European Regional Development Fund](#) (ERDF).

[National union catalogue of museum holdings \(NUCMM\)](#)

NUCMM is an integrated software platform for storage and access of information on holdings of state, municipal and private museums. The project enhances the functionality of the catalogue; develops digitisation methodology; created 300 000 new records and will digitise 100 000 museum objects. It is managed by Cultural Information Systems Centre and co-financed by the [European Regional Development Fund](#) (ERDF).

[State Information Systems \(SIS\)](#)

To ensure that state and local authorities offer functions and services to citizens, enforcement authorities create and maintain a variety of electronic databases or State Information Systems (SIS). SIS are a structured set of information technology and database (data/information, which is considered as one unit) aggregate. Individual SIS are an important information resource for the Public Administration.

[State information system register \(SISR\)](#)

The SISR was set up for the registration of State Information Systems (SIS), in which data on the national information systems - their use, technical resources and administrators - is stored. It supplies information to natural and legal entities on the data contained in the registers, as well as to system developers and organisations that integrate SIS. There are 173 registered SIS in the SISR.

Other Infrastructure

Legal eServices

[Court Information System \(CIS\)](#)

The CIS is a database of legal proceedings aimed at automating the administrative cycle - data registration, processing, storage and availability - thus affecting the efficiency of the court process. It was created for court working needs and ensures electronic registration and reflection of administrative court, district court and regional (city) court bookkeeping and legal procedures, as well as court statistics record keeping.

eEducation

[National Database on Learning Opportunities](#)

The National Database on Learning Opportunities (2007) was developed and is currently maintained by the [State Education Development Agency](#). It publishes information about the learning opportunities offered by Latvian education providers. It contains information on current learning opportunities in general education, vocational education at secondary level, higher education, adult training (formal and informal) and pre-vocational education in arts and music for schoolchildren. This information is constantly updated. The website consists of two parts – the database and the portal – which provide useful additional details such as an overall review of the national education system. Users can also sit for a variety of self-assessment tests. It also offers a free [eGuidance](#) service.

The National Database was created within the framework of the 'KIPNIS' project, which was co-financed by the European Social Fund and the Ministry of Education and Science and is integrated with the European Commission's portal [PLOTEUS](#) (Portal on Learning Opportunities Throughout the European Space).

eHealth

[eHealth system](#)

A new [eHealth](#) system was established in Latvia. This system ensures citizens have access to the current and historical medical data of the patients, if the doctor has entered such information about the patient in the eHealth system, for example, extracts from hospitals, diagnosis, allergies, regular medicines, medical devices etc. Doctors and pharmacists can quickly obtain reliable patient information. In addition, this system ensures that the patient acts according to the treatment administered by the doctor, consulted the necessary specialists, purchased prescribed drugs or carried out the necessary medical checks.

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. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Office of Citizenship and Migration Affairs (OCMA)

Website: <http://www.pmlp.gov.lv/>

Description: The OCMA issues identification and travel documents as well as entry visas in the country.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, State Revenue Service

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The EDS enables taxpayers to submit declarations and statements electronically.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, State Employment Agency

Website: <http://www.nva.gov.lv/>

Description: The State Employment Agency's online job market enables job seekers to add their CVs in a database, as well as to view vacancies submitted by

employers. Employers can access the CV database, as well as register a vacancy and add relevant information.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Latvijas Vestnesis

Website: <http://likumi.lv/>

Description: [Likumi.lv](http://likumi.lv/) is a legislation website ensuring free access to systematised (consolidated) legislation of the Republic of Latvia.

Taxes, unemployment and benefits

Eligible Expenses

Responsibility: Central Government, State Revenue Service (VID)

Website: <https://eds.vid.gov.lv/login/>

Description: The State Revenue Service mobile application, 'Eligible expenditure', was established in 2016. The application is designed to facilitate and simplify the annual income declaration submission procedure for retrieving overpayment of personal income tax, medical treatment, education and other eligible expenses.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, State Revenue Service (VID)

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The Electronic Declaration System (EDS) enables taxpayers to submit tax returns, declarations and other documents electronically through the appropriate web forms or by transferring XML files with data prior to sending them to the State Revenue Service (VID). The authentication of users is provided by PIN codes or by means of an authentication certificate via a digital signature smart card. All necessary checks of declarations' data are performed and users are informed of the results online by email.

Platform for Public Administration Services

Responsibility: State Social Insurance Agency

Website: <https://www.latvija.lv/>

Description: The website offers two eServices related to taxes - Information about the paid allowances/ pensions/ reimbursements and deducted income tax (for income declaration) and Information about the withhold income tax from the State Social Insurance Agency.

Unemployment benefits

Responsibility: Central Government, State Social Insurance Agency

Website: <http://www.vsaa.lv/en/services/employees/unemployment-benefit>

Description: Information and application forms available for download.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Road Traffic Safety Directorate

Website: <https://csdd.lv/>

Description: Enables users to register in order to book driving tests and receive information on driving licences and penalty points electronically.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Road Traffic Safety Directorate

Website: <https://csdd.lv/>

Description: Online information on vehicles, in addition to a service fees and taxes billing system.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Office of Citizenship and Migration Affairs (OCMA) and Local Government

Website: <http://www.pmlp.gov.lv/>

Description: A place of residence and/or a change of place of residence have to be declared within 30 days after arrival in Latvia, or 6 months after leaving Latvia. A specific form has to be completed using the eSignature or an i-bank authentication. This eService is available at the 'latvija.lv' portal. However, a declaration form can be downloaded (available at the OCMA website) and an electronically signed declaration form sent using the eSignature to the respective local government institution where the new place of residence is located.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government (Ministry of Justice) and Local Government, General Registry Offices

Website: <http://www.latvija.lv/>

Description: The providers of the service are local authorities, which supply information about the certificates as well as application forms for download and filling in. The municipalities of Riga and Ventspils offer a repeat application eService for these certificates via the 'latvija.lv' portal.

Certificate of good conduct (criminal record certificate)

Responsibility: State Regional Development Agency

Website: <https://www.latvija.lv/>

Description: The website provides information on the different types of certificates which could be requested and allows the request of a certificate of good conduct or administrative penalties online.

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

Responsibility: Central Government, State Police

Website: <http://www.vp.gov.lv/>; <https://www.latvija.lv/>

Description: An eService is available via the [state portal](#), which enables a user to electronically submit an application to the State Police and receive a reply regarding the applicable laws and regulations, using an eSignature. It also provides information on other police related services.

Housing (building and housing)

Responsibility: State Regional Development Agency, State Land Service

Website: <https://www.latvija.lv/>, <https://www.kadastrs.lv/>

Description: The website provides compiled information on different services regarding records of land and buildings.

Passport

Responsibility: Central Government, Office of Citizenship and Migration Affairs (OCMA)

Website: <http://www.pmlp.gov.lv/>

Description: The OCMA issues identification and travel documents as well as entry visas in the country.

Waste (environment)

Responsibility: Environment State Bureau

Website: <https://www.latvija.lv/>

Description: The website provides compiled information on different services regarding activities such as environmental impact assessment and waste management.

Elections abroad**Participation in Latvian elections**

Responsibility: Central Election Commission of Latvia

Website: <https://www.cvk.lv/>

Description: The website gives access to news regarding upcoming elections and links to the dedicated election websites. Voting abroad is explained on the page, dedicated to the specific elections.

5. Education and youth**School, university****Enrolment in higher education/university**

Responsibility: Central Government, Ministry of Education and Science, Universities

Website: http://www.aip.lv/eng_info.htm; <https://www.latvija.lv/en>

Description: The regulations of each university differ and information about the admission procedure is available on university websites. [latvija.lv](#) offers a service to facilitate the electronic application to undergraduate programmes in ten universities.

Public libraries (availability of catalogues, search tools)

- Responsibility: Central Government, Ministry of Culture
- Website: <https://www.lnb.lv/en/catalogues-and-databases/electronic-union-catalogue-libraries-national-importance> (Union catalogue of state-level libraries)
<http://www.biblioteka.lv/> (Libraries of Latvia portal)
<http://www.kulturaskarte.lv/> (Culture Map)
<http://www.lndb.lv/> (National Digital Library of Latvia)
- Description: The catalogue of state-level libraries is a shared electronic catalogue, giving access to information about the holdings of the National Library and the major academic libraries. 'Libraries of Latvia' is the central access point to all state and municipal libraries. 'Culture Map' is the central access point to all cultural institutions.

Student grants

- Responsibility: Central Government, Ministry of Education and Science
- Website: <http://www.izm.gov.lv/en/>
- Description: Every university in Latvia provides its own grant system. University students who meet the requirements can register for a grant using an online university system (www.luis.lv).

Traineeship, volunteering

Volunteering

- Responsibility: Latvian University
- Website: <http://www.karjera.lu.lv/>
- Description: The website provides a list with useful links for volunteering programs and projects.

Researchers

Funding support

- Responsibility: Investment and Development Agency of Latvia (LIAA)
- Website: <http://www.liaa.gov.lv/>
- Description: Information on available funding opportunities and incentives for R&D.

Information and assistance to researchers

- Responsibility: EURAXESS Latvia
- Website: <http://euraxess.lv/>
- Description: EURAXESS Latvia 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, Ministry of Culture
- Website: <https://www.lnb.lv/en/catalogues-and-databases/electronic-union-catalogue-libraries-national-importance> (Union catalogue of state-level libraries)

<http://www.biblioteka.lv/> (Libraries of Latvia portal)
<http://www.kulturaskarte.lv/> (Culture Map)
<http://www.lndb.lv/> (National Digital Library of Latvia)

Description: The catalogue of state-level libraries is a shared electronic catalogue, giving access to information about the holdings of the National Library and the major academic libraries. 'Libraries of Latvia' is the central access point to all state and municipal libraries. 'Culture Map' is the central access point to all cultural institutions.

6. Health

Planned and unplanned healthcare

eHealth

Responsibility: National Health Service (NHS)

Website: <http://www.vmnvd.gov.lv/en/e-health>;
<https://www.latvija.lv/en/PPK/Veseliba>

Description: The website provides information on the different eHealth services, as well as development in the field. Patients can easily access care records using the [state eServices portal](#) (authenticated with ibank information, electronic signature). These eServices are: 'My state paid healthcare services'; 'My general practitioner'; 'My newborn children data'; 'My data within the diabetes mellitus patients' register'.

There will soon be a significant number of new eServices in the field of health available on the portal www.latvija.lv, including: 'My referrals to doctors'; 'Information about visits and costs of medical treatment'; 'Received consultations from family doctor per email and phone'; 'My electronic recipes'; 'My visual diagnostic health data'; 'My family doctor'.

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

Responsibility: Central Government, Ministry of Health and Health Payment Centre

Website: <http://www.vm.gov.lv/en/>; <http://www.vmnvd.gov.lv/en>

Description: Information on how and where to obtain treatment, patient fees, detailed information, including regulations of the Cabinet of Ministers on healthcare in Latvia.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Payment Centre

Website: <http://www.vmnvd.gov.lv/en/>

Description: Health insurance covers the costs of services provided to insured persons, the financing of certain medicines and products. Insurance is organised by the Health Payment Centre, which realises and implements state policy regarding availability of health care services, and moreover administers the state budgetary funds prescribed for healthcare. It is the competent institution for the reimbursement of costs for services to other EU institutions.

ePrescription

Responsibility: The National Health Service

Website: <http://www.itbaltic.com/e-health/e-prescription/>

Description: Latvian e-Prescription Information System is a central hub that supports prescription of medication and related processes. This system is mandatory for all doctors and pharmacies from 2018, to ensure easy and quick record and exchange of information between the patient and the medical practitioners involved in their care and increased health care efficiency. Indeed, health care service providers ensure quick access to necessary patient health data.

When living abroad

Healthcare abroad

Responsibility: National Health Service (NHS)

Website: <http://www.vmnvd.gov.lv/>

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Latvia (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. The website gives information on how to request the EHIC, as well as which forms to complete for obtaining the card.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government (Ministry of Justice) and Local Government, General Registry Offices

Website: <http://www.latvija.lv/>

Description: The providers of the service are local authorities, which supply information about the certificates as well as application forms for download and filling in. The municipalities of Riga and Ventspils offer a repeat application eService for these certificates via the '[latvija.lv](http://www.latvija.lv/)' portal.

Child allowances

Responsibility: Central Government, State Social Insurance Agency

Website: <http://www.vsaa.lv/en/services/parents>

Description: This website provides information about the service. It is possible to electronically fill in and send via email approved documents with a qualified digital signature.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Consumer Rights Protection Centre (CRPC)

Website: <http://www.ptac.gov.lv/en/content/consumer-protection-0>

Description: The portal gives comprehensive information on consumer protection in Latvia which provides help and advice for consumers as well as useful links they could consult. It also provides information for entrepreneurs.

Consumer protection (cross-border)

Responsibility: ECC - Net Latvia

Website: <http://www.ecclatvia.lv/index.php/en>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

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. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Register of Enterprises

Website: <http://www.ur.gov.lv/>

Description: The website provides businesses with the possibility to follow the flow of documents. There is information and forms for download purposes. By using a digital signature, a business can submit documents if there is no requirement for a notarial certification.

Application for registration as a VAT payer is submitted together with an application for registration in 'Register of Enterprises' as a single application, which automatically forwards this application to the State Revenue Service (SRS).

Intellectual property rights

Intellectual property rights

Responsibility: Patent Office

Website: <https://www.latvija.lv/>

Description: The website offers multiple eServices relating to the protection of intellectual property.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Bureau

Website: <http://www.csb.gov.lv/en/dati/key-indicators-30784.html>;
<https://eParskats.csb.gov.lv>

Description: Forms of statistical reports are available and businesses can complete and submit statistical questionnaires electronically through the 'eQuestionnaire' system.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, State Revenue Service

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The EDS enables taxpayers to submit declarations and statements electronically.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, State Revenue Service

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The EDS enables taxpayers to submit tax returns online.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Central Government, State Revenue Service

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The website provides information on the comprehensive information on eCustoms.

3. Selling abroad

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

Legislation website

Responsibility: Latvijas Vestnesis

Website: <http://likumi.lv/>

Description: [Likumi.lv](http://likumi.lv) is a legislation website ensuring free access to systematised (consolidated) legislation of the Republic of Latvia.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, State Revenue Service

Website: <https://www.vid.gov.lv/lv/node/57255>

Description: The Electronic Declaration System (EDS) enables taxpayers to submit social contributions declarations online.

Posting abroad

Employment opportunities outside the country

Responsibility: State Employment Agency

Website: <http://www.nva.gov.lv/>

Description: The section is divided into information on working abroad in the European Union countries, part of the EURES project.

Health and safety

State Labour Inspectorate portal

Responsibility: State Labour Inspectorate, Ministry of welfare

Website: <http://www.vdi.gov.lv/lv/>; <http://www.lm.gov.lv/text/400>

Description: The website of the Chief Labour Inspectorate contains all necessary information related to the occupational health and safety.

5. Product requirements

Chemicals (REACH)

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

Responsibility: Latvian Environment, Geology and Meteorology Centre

Website: <http://www.meteo.lv/>

Description: The [website](#) offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Subsidies and financing

Responsibility: Ministry of Culture

Website: <http://www.km.gov.lv/lv/>

Description: Information on available EU and international funding opportunities.

Exchanges for young entrepreneurs

Youth programmes

Responsibility: Agency for International Programs for Youth

Website: <http://jaunatne.gov.lv/en/about-agency>

Description: The website provides detailed information on different programmes, both National and International, in which young people could participate.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Procurement Monitoring Bureau, Department of eServices of State Regional Development Agency

Website: <http://www.iub.gov.lv/>; <http://www.vraa.gov.lv/>

Description: The website of the Procurement Monitoring Bureau provides access to calls for tenders, supports online notification of tenders and limited interaction (online filling of forms). Furthermore, it is responsible for organising and managing the [eProcurement system](#), which allows state and municipal authorities to purchase standard goods and services electronically.

8. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environmental Protection and Regional Development, State Environmental Administration, Environmental Boards

Website: <http://www.vvd.gov.lv/eng/>; <https://www.latvija.lv/>

Description: There is a standard procedure to obtain an environment-related permit concerning the start of a corporate activity. Regional Environmental Boards provide the possibility of an electronic intake with an official electronic form to start the relevant procedure. Information on the service is available via 'latvija.lv'.

9. Rural developments administering system

System of information on Rural Support Services

Rural Support Services

Responsibility: Central Government, Ministry of Agriculture.

Website: <http://www.lad.gov.lv/en/about-us/general-information/general-information/>

Description: This system involves a number of services in order to improve the maintenance of a common and wider system of information on Rural Support Services. The main goal of the information system, to be implemented, is to provide users with quick, traceable services and to foster cooperation between public authorities, farmers and rural entrepreneurs. Besides, this system ensures an easier procedure for farmers to submit necessary information for Europe area payments and for regulatory authority to monitor applications.

European Commission

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

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Contributor: Arnis Skraučs, Senior Officer, Ministry of Environment and Regional Development of the Republic of Latvia.

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