

# Digital public services

## Lithuanian cases

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**National strategy**

```
graph TD; A([National strategy]) --- B([Government gateway: Administrative and Public E-services Portal]); A --- C([Smart mobility: "Žiogas" APP]); A --- D([Unified Product, Packaging and Waste Record Keeping Information System]); C --- E([Smart meters: IGNITIS]); B --- F([Summary and conclusions]); C --- F; D --- F;
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Government gateway:  
Administrative and Public E-  
services Portal

Smart mobility: "Žiogas"  
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Smart meters: IGNITIS

Unified Product,  
Packaging and Waste  
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Information System

**Summary and  
conclusions**

# Digital government

Digital presents an **opportunity to re-imagine** service design — ultimately providing **services that can evolve to meet people's needs as circumstances change** (DIGITAL.GOVN.NZ, 2020).

Digital tools and practices can help people **access personalised services** where and when they need them, **engage in decisions** about issues they care about, and **maintain trust** in an open, transparent and inclusive government (DIGITAL.GOVN.NZ, 2020).

# Digital Agenda for Lithuania

Information Society Development Programme 2014 – 2020: Digital Agenda for Lithuania (approved in 2014)

Purpose – to define the priorities, objectives and tasks of information society development

Objective:

- **improve the quality of life** for Lithuanian residents as well as the business environment for companies through the use of opportunities created by ICTs
- **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.

Implemented by governmental institutions and agencies, 60 municipalities of the Republic of Lithuania

Internet users in households  
**2018: 72%**  
**2019: 82%**

# Priorities

- Enhancement of the Lithuanian residents' ability to use the ICTs;
- Development of the electronic content and services and promotion of use;
- Promotion of Lithuanian culture and Lithuanian language by ICT measures;
- Data openness;
- Development of the ICT infrastructure;
- Development of safe, reliable and interoperable ICT infrastructure.

Better online experiences for citizens

Improved internal efficiency and productivity

Increased public participation

Better collaboration among departments

More innovation

# Groups of National Digital Government Infrastructure...

## ...for Citizens

- **Travel** – ePassport;
- **Work and retirement** – job search services by labour offices, unemployment benefits, income taxes: declaration, notification of assessment;
- **Vehicles** – driving license, car registration;
- **Residence formalities** – certificates (birth, marriage, etc.): request and delivery, conviction / non-conviction certificate, police services, housing (building and housing, environment), waste (eASTA: Waste management and accounting of electronic data reporting system);
- **Education** and youth – enrolment in higher education/university, public libraries, virtual library for the blind and visually impaired, student grants;
- **Health** – planned medical treatment abroad, prescribing and dispensing medicine;
- **Family** – child allowances, certificates (birth, marriage): request and delivery;
- **Consumers** – network of public internet access points.

## ...for Businesses

- **Running a business** – Business Gateway Lithuania, Message Box of Business Gateway, Registration of a new company, Starting own business;
- **Taxation** – VAT: declaration, notification, Corporate tax: declaration, notification, Customs declarations (eCustoms);
- **Selling in the EU** – competition rules, eProcurement;
- **Human Resources** – social contributions to workers, posting abroad, health and safety at work;
- **Product requirements** – CE Marking, classification, labelling, packaging; chemicals (REACH);
- **Financing and Funding** – Submission of data to statistical offices, Environment related permits,
- **Dealing with Customers** – consumer rights, submitting complaints.

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# Government Gateway: Administrative and Public E-services Portal (1)

State Information Resources Interoperability Platform (SIRIP) consists of two main parts: **Data exchange platform** and **Central electronic services portal eGovernment gateway**.

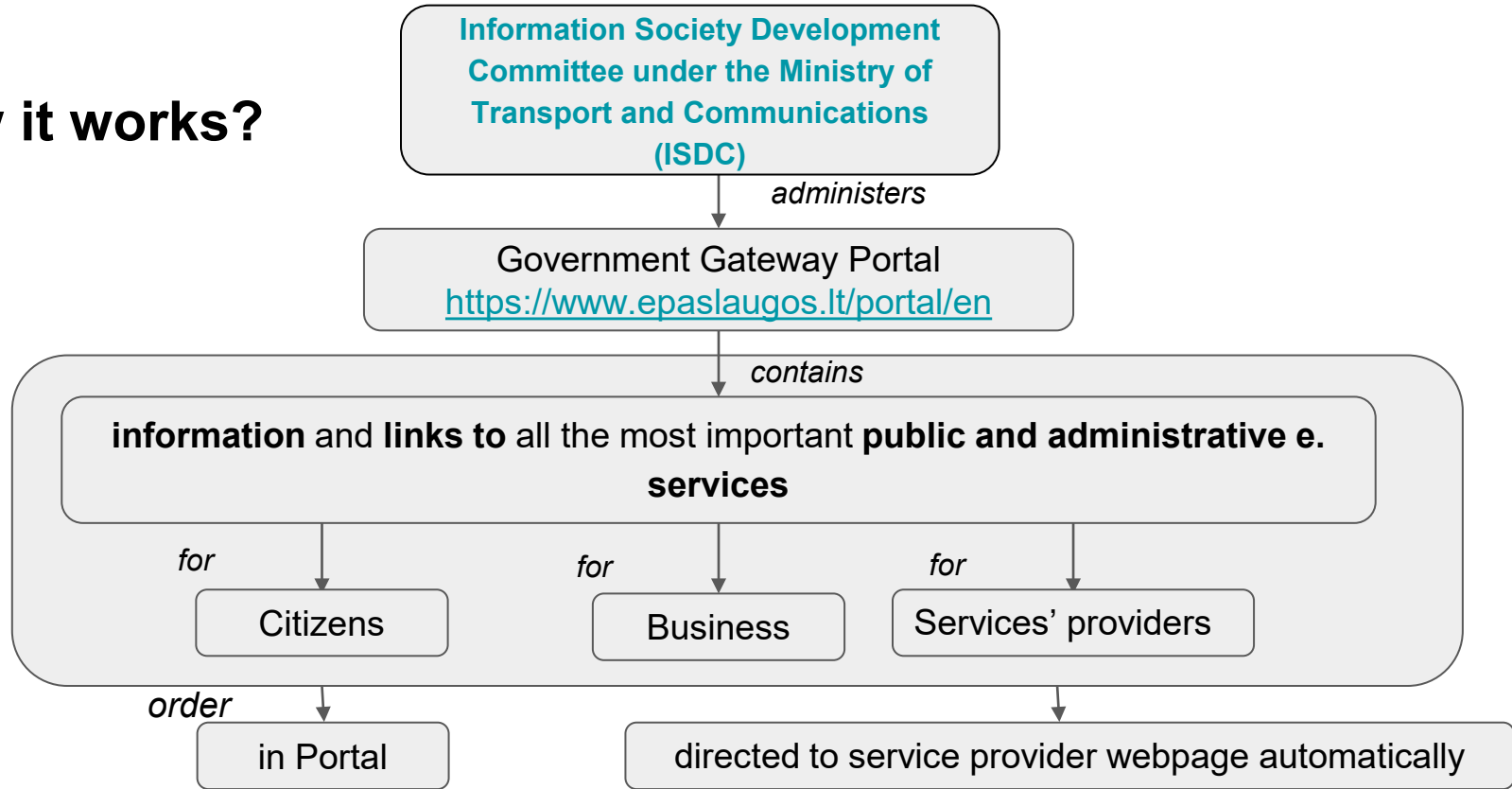
## Why it matters?

- Gateway includes **links to public information and public services** by redirecting citizens and businesses to appropriate websites of public authorities. In 2019 the portal had 16.9 million visits and provided access to over 613 eServices.
- Gateway **reduce the administrative burden** on citizens.
- It **creates opportunities for citizens participation** in decision-making processes and elections.



# Government Gateway: Administrative and Public E-services Portal (2)

How it works?



# Government Gateway: Administrative and Public E-services Portal (3)

Digital Public Services Related to Smart City: waste management, energy and mobility examples

## WASTE

- Application for a permit / issue of a duplicate permit for the import / export / shipment of radioactive waste;
- Municipal waste charge (Vilnius City Municipality).

## MOBILITY

- [Road transport activities licensing service for municipalities](#);
- Website of the electronic services of the [Lithuanian Road Administration under the Ministry of Transport and Communications](#) “e. VKTI” and etc.

## ENERGY

- [Energy equipment technical condition inspection certificate issuance](#);
- Submission of reports on regulated activities performed by economic entities regulated by the State Price and Energy Control Commission and coordination of price projects;
- [Heat supply licence](#) and etc.

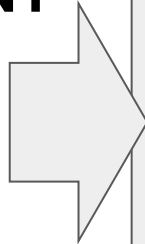
# Government Gateway: Administrative and Public E-services Portal (4)

## *What about the DATA?*

**ENVIRONMENT**

**AND**

**AGRICULTURE**



- Provision of geological data;
- Lithuanian Spatial Information Portal e- services;
- Provision of geological data;
- Collection of environmental reports and provision of environmental data;
- Environmental information system;
- Lithuanian Hydrometeorological Portal;
- Collection of groundwater use and monitoring data;
- Geodetic and Cartographic Control Information System and etc.

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# Kaunas public transport e-ticket marking app "Žiogas"

Public service: Mobility

The Žiogas app, allows passengers to mark Tickets for trips in Kaunas by local buses, trolleybuses and shuttle taxis. It is an ICT solution **developed and owned by UAB Kauno autobusai**.





# Why it matters?

## For citizens:

- lower travel cost
- adaptive system (*if single ticket use in a month reaches monthly ticket cost, user automatically switches to monthly ticket*)
- traveling history;
- possibility to get a refund if the route is interrupted (bus crashes, accident occurs)
- simple and easy way for ordering and using the service.

## For service providers:

- collects data about passengers' flows;
- collects data about public transport routes, time interface with the vehicle.



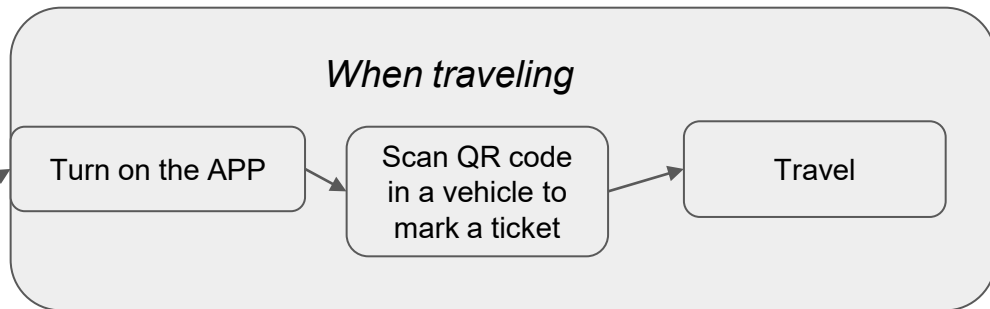
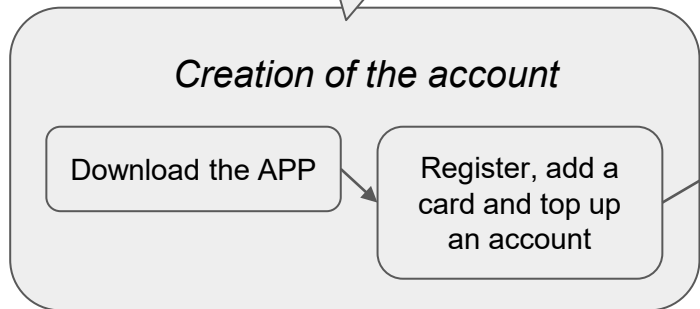
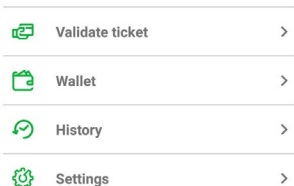
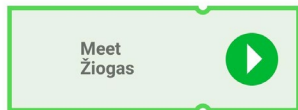
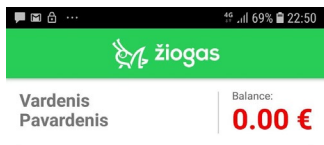
Žymėdamas sukaupi mėnesiniam bilietui



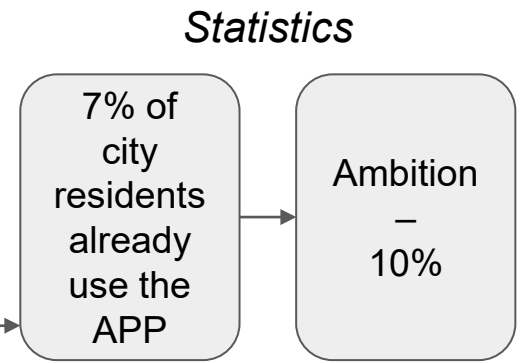
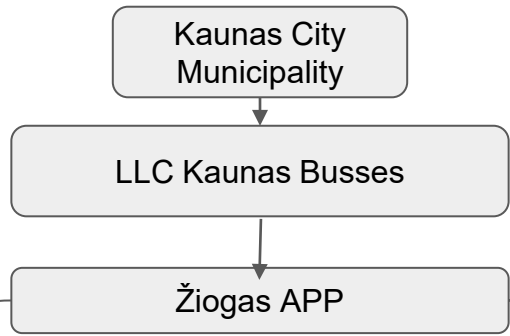
Mėnesio laikotarpiu pažymėk bilietų už mėnesinio kainą ir iki mėnesio pabaigos važiuok nemokamai. Tik nepamiršk toliau žymėti mėnesinį bilietą!



# How it works?



**“Žiogas” ticket contains the information about:**  
Unique Ticket number; Ticket name; Route; Driver's code;  
Ticket acquisition / certificate time; Ticket price; Reference amount; Time remaining until the right to transfer to another city bus or trolleybus, if a one-time ticket is marked tickets.



*Collects data about*

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# Ignitis

international energy group  
making the world energy smart



## Public service: Energy

The biggest investments into the enhancement of reliability, safety and smartness of the electricity and gas grid

Ignitis is the largest supplier of electricity and gas in Lithuania, where it provides more than 1.6 million people with all key energy services.

## Why it matters?

- The Company has invited companies to become familiar with the smart accounting development plans in Lithuania.
- It is intended to install smart meters, renew information systems. Installing a smart accounting system energy resources would be used more effectively, supply disruptions would be eliminated much more expeditiously. The energy infrastructure in the country would become more attractive for local business and foreign investors.

### Decisions after successful pilot project

In 2017, ESO implemented a pilot project of smart accounting aimed to find out possibilities offered by the smart accounting system; establish conditions for customers to save electricity and time. **Customers especially favourably evaluated the advantage of smart meters when they had been relieved of the duty to write down indicators of meters, and average energy consumption reached approximately 7 percent.**

## Lithuanian residents will be able to save on average 5% of their consumption

- Smart electricity meters will become a tool that will allow the resident to analyze and save, to obtain electricity consumption plans that meet his needs from independent suppliers.
- Benefits for the Lithuanian economy - meters will enable the market and new services.
- The distribution operator will have the opportunity to more quickly resolve network failures and reduce illegal consumption. For consumers without a short time without electricity, lower operating costs will reduce the share of electricity tariff.



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# Unified Product, Packaging and Waste Record Keeping Information System

Login to PPWIS

## Useful links



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News 	Public GII data 	GII organization lists 
EPA actual information 	ME actual information 	

# Unified Product, Packaging and Waste Record Keeping Information System

IT tools to manage product, packaging and waste accounting data collection, analysis, monitoring and control processes

## Why it matters?

### **AUTOMATED PROCESSES:**

- all information in one system;
- there is no need to re-enter the data from the primary registers;
- preparation, submission and acceptance of accounting data, documents and reports;
- automatic data verification, error identification;
- automated monitoring and control of waste management.

### **A MORE TRANSPARENT WASTE MANAGEMENT SYSTEM:**

- the whole chain of the waste process is "followed";
- automatic checks with other registers, with the entered data;
- the aggregated information is available to control authorities in real time;
- the controlling authorities may automatically suspend the possibility of keeping (adjusting) the accounting data at the beginning of the inspection;
- the submitted and approved data may be changed only by stating the reasons for such changes.

**Waste producers**

**Waste managers**

**Manufacturers and  
importers**

must meet the criteria for compliance with the system

*FREQUENCY OF ENTERING WASTE  
ACCOUNTING DATA INTO THE SYSTEM*

The amount of waste generated (both hazardous and non-hazardous waste) shall be indicated in the waste generation accounting register no later than within 5 working days after the end of the calendar month.

The accounting data for a calendar quarter shall be compiled into the system no later than at the end of the calendar quarter.

If waste is generated less frequently, the amount of waste is recorded in the system soon as it is generated.

At the end of the calendar quarter, the company must compile and approve the waste generation / management accounting summary no later than within 15 calendar days from the end of the quarter.

On the basis of approved summaries, companies must prepare and submit Annual Waste generation and Management Report to to the Environmental Protection Agency for assessment.



## Summary

- Lithuania has high ambitions for digitalisation of various services and is steadily moving towards that goal (Digital Agenda for Lithuania). (it has to be revised though).
- Gateway is an successful platform to safely and easily access a wide range of services for citizens and businesses.
- Lithuanian energy companies gradually install smart innovations (smart meters) in order to manage energy consumption efficiently and resolve network failures.
- Unified Product, Packaging and Waste Record Keeping Information System ensures waste management process in one system, which data subsequently can be used for better decision-making in national and organizational level.

# Observations

- Lack of integration between sectoral services
- Repetitiveness
- Missed opportunities for collaboration
- Value is captured if analyzed and used for decision making
- Public sector needs more qualified IT professionals
- Lack of information about the value of digitalization





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# *Thank you!*

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