



**Member States Questionnaire (MSQ) for the United Nations
E-Government Survey 2022**

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:
<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Contact information

Your name*	Jānis Krakops
Title*	Senior consultant, Policy Implementation and Coordination Division, Information Society Development Department
Organization*	Ministry of Environmental Protection and Regional Development of the Republic of Latvia
Email*	Janis.Krakops@varam.gov.lv

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

www.latvija.lv

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

www.latvija.lv
<https://eds.vid.gov.lv/login/#>
<https://www.csdd.lv/en/>
<https://www.lad.gov.lv/en/news/>
<https://www.eveseliba.gov.lv/>
<https://bis.gov.lv/>
<https://manas.tiesas.lv/eTiesas/>

E-participation or similar

<https://manabalss.lv/>
<https://www.mk.gov.lv/lv/sabiedribas-lidzdalibas-politika>

Open government data

<https://data.gov.lv/lv>

Public procurement

<https://www.eis.gov.lv/EIS/>

Others (if any)

<https://mana.latvija.lv/>

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of Environmental Protection and Regional Development of the Republic of Latvia

(<https://www.varam.gov.lv/en/>):

- Information Society Development Department
- Public Administration Services Development Department
- State Information and Communication Technology Development Department

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*

Gatis Ozols

Title*

Deputy State Secretary on Digital Transformation

Organization*

Ministry of Environmental Protection and Regional Development of the Republic of Latvia

Email*

Gatis.Ozols@varam.gov.lv

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

The highest national-level development planning document is the [Sustainable Development Strategy of Latvia until 2030](#). It enumerates the main tasks of the state and society to achieve balanced and sustainable development. Latvia 2030 outlines 7 development priorities (development of culture space, investment in human capital, change of paradigm in education, innovative and eco-efficient economy, nature as future capital, perspective of spatial development, innovative government and participation of the society).

The second document in this hierarchy is [National Development Plan of Latvia for 2021-2027 \(NDP2027\)](#). NDP2027 is Latvia’s main medium-term development planning document. NDP2027 envisages the strategic objectives, priorities and measures for sustainable and balanced development of Latvia for the next seven-year planning period to achieve the Latvian Sustainable Development Strategy 2030 (Latvia2030), the UN Sustainable Development Goals and to improve the quality of life in Latvia over the next seven years.

Referring to the tasks and priorities listed in NDP2027 the Ministry of Environmental Protection and Regional Development of Latvia prepared the Latvian Digital Transformation Guidelines for 2021-2027 that highlights the priorities in regards to digital transformation for 2021-2027.

All sub-national plans in regard to Digital Transformation will refer to the Latvian Digital Transformation Guidelines for 2021-2027.

Links:

<https://www.pkc.gov.lv/index.php/en/national-development-planning>

<https://www.varam.gov.lv/lv/jaunums/ministrs-pless-digitalas-transformacijas-pamatnostadnes-define-valsts-digitalo-attistibu-nakamajiem-septiniem-gadiem>

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development	-
Education	https://www.izm.gov.lv/lv
Health	https://www.vm.gov.lv/lv
Social Welfare (inclusion, social protection, etc.)	https://www.lm.gov.lv/lv
Employment and Labour	https://www.lm.gov.lv/lv https://www.nva.gov.lv/lv
Environment	https://www.varam.gov.lv/lv
Justice	https://www.tm.gov.lv/lv
Economy/finance	https://www.fm.gov.lv/lv
Industry/trade	https://www.em.gov.lv/lv

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

<https://covid19.gov.lv/>

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

All the national initiatives concerning the recovery from the COVID pandemic are listed in the National Recovery and Resilience action plan for 2021-2026. During the pandemic eGovernment and the digital infrastructure was essential to maintain public sector processes. Therefore, some of these resources will be used to implement the initiatives that are highlighted in the national digital transformation guidelines for 2021-2027, for example, the development of digital twins, improvement of citizen digital skills, improving the provision of digital services and more. The national recovery plan has been conceptually approved at the national level and now it has to be approved by the European Council.

The project is available here:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40501552>

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

No

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

Freedom of Information Law:

<https://likumi.lv/ta/en/en/id/50601-freedom-of-information-law>

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

Personal Data Processing Law:

<https://likumi.lv/ta/en/en/id/300099-personal-data-processing-law>

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

Latvian cybersecurity strategy 2019-2022:

<https://www.mod.gov.lv/sites/mod/files/document/kiberstrategija.pdf>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

Law on Electronic Identification of Natural Persons:

<https://likumi.lv/ta/en/en/id/278001-law-on-electronic-identification-of-natural-persons>

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

Electronic Documents Law:

<https://likumi.lv/ta/en/en/id/68521-electronic-documents-law>

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

Regulations Regarding Public Electronic Procurements:

<https://likumi.lv/ta/en/en/id/289087-regulations-regarding-public-electronic-procurements>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

Rules on annual public reports:

<https://likumi.lv/ta/id/209827-noteikumi-par-gada-publiskajiem-parskatiem>

Data about all the public procurements that are carried out via the Electronic Procurement System is also available on the open data portal:

<https://data.gov.lv/dati/lv/dataset/iepirkumu-grozijumu-datu-grupa>

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

State Administration Structure Law:

<https://likumi.lv/ta/en/en/id/63545-state-administration-structure-law>

Procedures by which Institutions Provide Information in Electronic Form when Co-operating, as well as Ensure and Certify the Credibility of such Information:

<https://likumi.lv/ta/en/en/id/208840-procedures-by-which-institutions-provide-information-in-electronic-form-when-co-operating-as-well-as-ensure-and-certify-the-credibility-of-such-information>

Law on State Information Systems:

<https://likumi.lv/ta/en/en/id/62324-law-on-state-information-systems>

Regulations Regarding the State Information Systems' Integrator:

<https://likumi.lv/ta/en/en/id/282915-regulations-regarding-the-state-information-systems-integrator>

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

National open data strategy 2019-2022:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40472319>

Freedom of Information Law:

<https://likumi.lv/ta/en/en/id/50601-freedom-of-information-law>

Procedures by which Institutions publish Information on the Internet:

<https://likumi.lv/ta/id/316109-kartiba-kada-iestades-ievieto-informaciju-interneta>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

Information report on the development of artificial intelligence solutions:

<http://polsis.mk.gov.lv/documents/6649>

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

Digital Transformation Guidelines for 2021-2027:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

20. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other _six years from 2021 to 2027_____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Yes, the Digital Transformation Guidelines for 2021-2027 aim to achieve the goals set out in the National Development Plan 2021-2027, further description is provided in the 4th point of the questionnaire.

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes, the Digital Transformation Guidelines for 2021-2027 aim to achieve the goals set out in the National Development Plan 2021-2027, further description is provided in the 4th point of the questionnaire.

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

No, the sub-national planning documents will be linked with the Digital Transformation Guidelines for 2021-2027.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes, See in the Digital Transformation Guidelines for 2021-2027 action 4.4.9.6. - Public information and involvement through the digital environment.

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes, one of the priorities that is set out in the Digital Transformation Guidelines for 2021-2027 is to develop the legal framework for management of national government data:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes, the Digital Transformation Guidelines for 2021-2021 covers matters regarding digital identity (see action 4.2.2.):

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes, the digital-by-default principle is included in regards to the digitalisation of key economic processes (see action 4.4.11.). As well as completely digitalised and data driven public administration core operations (see action 4.4.9.3.):

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Yes, the Once only principle is included (see action 4.4.9.3.).

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Artificial intelligence (AI); link/detail: **Action 4.4. Digital transformation of the economy:**

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

Robotics; link/detail: **Action 4.4.2 Data management, opening and analysis:**

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

Blockchains; link/detail: **X**

5G; link/detail: **Action 4.3.1.1 development of the electronic communications infrastructure networks:** <http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

Internet of Things (IoT); link/detail: **Action 4.3.2. Promoting IPv6 deployment:**

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

Others; link/detail: _____

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes, the Digital Transformation Guidelines for 2021-2027 were developed according to the recommendations from the European Commission and OECD.

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes, the Digital Transformation Guidelines for 2021-2027 were developed taking into consideration the recommendations of the OECD. The OECD published a study about Digital transformation in Latvia "Going digital in Latvia". In the study the OECD experts developed different possible scenarios for further development. Going Digital in Latvia: <https://www.oecd.org/latvia/going-digital-in-latvia-8eec1828-en.htm>

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Not at the moment. Some of the national actions are currently in the planning stage, so that we would be able to test AI based technology, drones etc.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

Yes, please see action 4.4.9.2 of the Digital Transformation Guidelines for 2021-2027 “Digital transformation of public administration services - multi-channel delivery. As well as completely digitalised and data driven public administration core operations (see action 4.4.9.3.):

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

Please go to section 24 of the questionnaire for further information.

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Yes, please see action 4.1. Digital skills and education:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

Yes, Unified Customer Service Centres provide 28 authorised e-services for non-digital groups:

<https://likumi.lv/ta/en/en/id/292260> and <https://www.varam.gov.lv/lv/vpvkac>

Unified Customer Service Centres provide authorised e-services.

In accordance with Section 2.6. of Cabinet Regulation No. 401, adopted on 4th of July 2017

“Regulations Regarding the Types of the Unified Customer Service Centres of the State Administration, the Scope of Services Provided and the Procedures for the Provision of Services”, authorised e-service is an e-service which, on behalf of a natural person, on the basis of an authorisation, shall be requested by the employee of the unified customer service centre if the electronic identification means of the person are not available to the natural person. Together 28 authorised e-services are provided in the 122 Unified Customer Service Centres.

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Predictable Disability and Disability Examination Services: <https://www.vdeavk.gov.lv/lv/pakalpojumi>

Public services for promoting the social integration of people with disabilities and persons with functional disorders, providing access to vocational rehabilitation and to vocational secondary or first-level vocational higher education: <https://www.siva.gov.lv/lv/pakalpojumi>

Public services in the field of social insurance and national social benefits:

<https://www.vsaa.gov.lv/lv/e-pakalpojumi>, for example, maternity benefits:

<https://www.vsaa.gov.lv/lv/pakalpojumi/maternitates-pabalsts>

<https://www.vsaa.gov.lv/lv/pakalpojumi/maternitates-pabalsts>

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Yes, Latvia has developed a Network of State and Municipal Unified Customer Service Centres where citizens can receive public services, these centres also facilitate further development of citizen digital skills. In the centres the staff will assist the citizens in the provision of e-services.

Unified Customer Service Centres inform citizens about the public participation, the use of the Public initiative platform <https://manabalss.lv/> and on-going initiatives, Area development planning information system <https://tapis.gov.lv/>, the construction information systems (the functionality of the public consultation of the construction project is available) <https://bis.gov.lv/>, and soon will announce the new single legislative portal for drafting and harmonising projects of legal acts, where the public participation section is provided <https://www.mk.gov.lv/lv/tap-portals>.

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Please go to section 35 of the questionnaire:

<http://tap.mk.gov.lv/lv/mk/tap/?pid=40496916&mode=mk&date=2021-07-06>

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Social media is used to inform the society about the current and upcoming events, each ministry or institutions have their own social media accounts.

Please include any guidelines for government officials/institutions on the use of social media.

None

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

Public participation is mandatory in the process of policy planning and decision making in Latvia. The Procedures for the Public Participation in the Development Planning Process are set by the regulation of the Cabinet of Ministers in Latvia (please, kindly find the Regulations text in English: <https://likumi.lv/ta/en/en/id/197033-procedures-for-the-public-participation-in-the-development-planning-process> Portal ManaBalss.lv (MyVoice) is a platform of public initiatives

[\(https://manabalss.lv/\)](https://manabalss.lv/) in place for 10 years already, where every citizen of Latvia can put his or her initiative in place and collect signatures for bringing it to the National Parliament (Saeima). Portal is one of the largest and most successful grassroots participation projects in Latvia's history, which has also been greatly appreciated by leaders and organisations around the world. *“Manabalss” puts Latvia in the forefront of European efforts to change the forms of political participation on the Internet.* The New York Times (US), April 9, 2013

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

Yes. In accordance with Cabinet Regulation No. 402, adopted 4 July 2017 “Regulations Regarding the Public Administration E-services” indicators shall be measured for each e-service and regularly analysed the satisfaction of users, survey the needs and feedback of users, and continuously improved the e-service:

<https://likumi.lv/ta/en/en/id/292261-regulations-regarding-the-public-administration-e-services>

Institutions compile and report annually these data and collect in the open data portal:

<https://data.gov.lv/dati/lv/dataset/pakalpojumu-uzskaites-statistika-par-2019-gadu>

<https://data.gov.lv/dati/lv/dataset/statistika-par-latvija-lv-e-pakalpojumiem>

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

In order to ensure the provision of uniform and quality services at the Unified Customer Service Centres, the Ministry monitor the operation of the unified customer service centres; develop and organise the customer satisfaction survey; analyse the data of the customer satisfaction survey and inform the Unified Customer Service Centres, the institution - the service holder, and the Monitoring Committee of the results. The public services Call Centre (a part of the network of Unified Customer Service Centres) provides automated customer satisfaction assessment immediately after call.

<https://likumi.lv/ta/en/en/id/292260-regulations-regarding-the-types-of-the-unified-customer-service-centres-of-the-state-administration-the-scope-of-services-provided-and-the-procedures-for-the-provision-of-services>

and <https://www.varam.gov.lv/lv/petijumi-e-parvaldes-joma>

In according to Single Digital Gateway regulation, portal www.latvija.lv provide feedback of customer satisfaction.

In accordance with Cabinet Regulation No. 402, adopted 4 July 2017 “Regulations Regarding the Public Administration E-services” indicators shall be measured for each e-service and regularly analysed the satisfaction of users, survey the needs and feedback of users, and continuously improved the e-service:

<https://likumi.lv/ta/en/en/id/292261-regulations-regarding-the-public-administration-e-services>

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

44. Please provide any other information related to e-government development in your country.

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>