



Valsts reģionālās  
attīstības aģentūra

Latvija.lv

> 350  
e-services

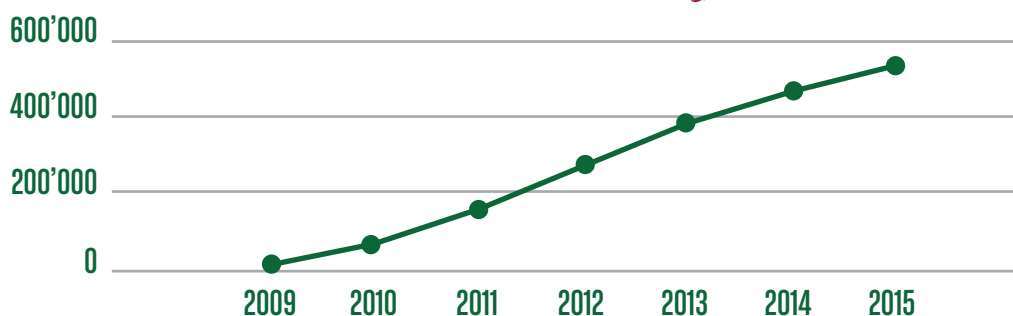


> 2200  
descriptions of public services



# INTERESTING FACTS ABOUT Latvija.lv AND E-SERVICES

## ONE IN FOUR INHABITANTS OF LATVIA HAS USED Latvija.lv

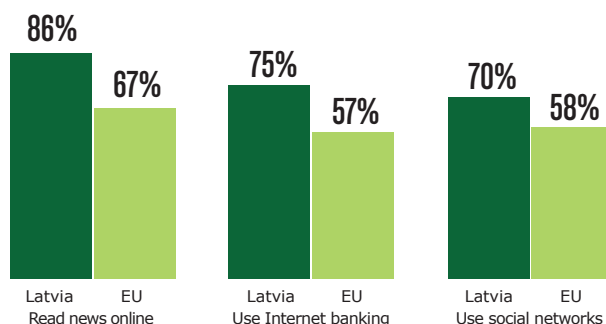


Unique users of Latvija.lv who have started using e-services

## THE MOST POPULAR Latvija.lv E-SERVICES IN 2015

- 1 Submission of **the declaration of the place of residence**
- 2 Electronic **application for studies** within the framework of basic study programmes
- 3 **My data** in the Population Register
- 4 Information on the **planned amount of old-age pension**
- 5 Bank account statement of the participant to the state-funded pension scheme (**second pillar pension**)
- 6 Information regarding **social insurance contributions** and insurance periods
- 7 **Registration** with registers maintained by the **Register of Enterprises**

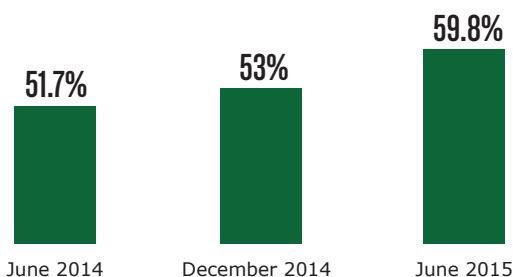
## INHABITANTS OF LATVIA ARE READY FOR COMMUNICATION WITH THE STATE ON THE INTERNET



- ◇ 72% use the Internet on a regular basis (on average 75% in EU)
- ◇ 25% use state e-services (on average 33% in the EU)
- ◇ 90% of e-service users admit that these services have facilitated their everyday life

MEPRD, EC Digital Economy and Society Index 2015

## INHABITANTS TEND TO USE E-SERVICES MORE FREQUENTLY



Inhabitants who used e-services provided by the state and local governments over the last 6 months

MEPRD's (Ministry of Environmental Protection and Regional Development) study of public opinion on the use of e-services in Latvia

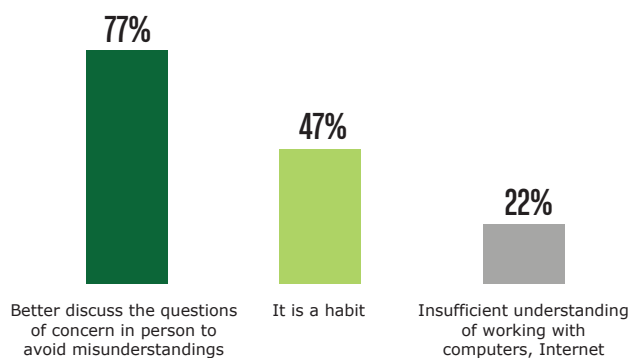


Visit  
Latvija.lv  
contact the  
state on the  
Internet!

MEPRD's (Ministry of Environmental Protection and Regional Development) study of public opinion on the use of e-services in Latvia

- Before visiting an institution in person, check if a service is available on the Internet
- Should any doubts or uncertainty arise, do not be afraid to ask the Portal User Support Service for advice
- E-services are secure, if personal precaution is ensured

## MASTERING OF E-SERVICES IS DELAYED ONLY BY THE FEAR TO MAKE A MISTAKE AND BY HABIT



Why do we avoid using the services provided by the State and local governments electronically?

Portal User Support Service: T.: 67502757 | E.: portals@vraa.gov.lv | W.H.: Weekdays 08:30 - 16:30

Latvija.lv



IEGULDĪJUMS TAVĀ NĀKOTNĒ!



ē! VALSTS IR INTERNETĀ