

**SELF-ASSESSMENT REPORT
ON THE ACTION PLAN FOR
LITHUANIAN PARTICIPATION
IN THE INTERNATIONAL
INITIATIVE “OPEN
GOVERNMENT PARTNERSHIP”**

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REPORT

**ON THE ACTION PLAN FOR LITHUANIAN PARTICIPATION IN THE
INTERNATIONAL INITIATIVE
“OPEN GOVERNMENT PARTNERSHIP”**

On 9th June 2014 the Government of Lithuania has approved the Action Plan for Lithuanian participation in the international initiative “Open Government Partnership” for the next 2 years period. The 2014-2016 directions of the Lithuanian action plan: 1) the improvement and development of services, 2) society participation in public administration, 3) publicity of the activity of the public administration authorities in the society, 4) corruption prevention system in the public administration authorities. The Action Plan provides the main initiatives of the Open Government, and predicts the guidelines for their implementation, actions, administrators who are responsible for these actions and expected results.

The Action Plan was prepared by the Working Group. This Work Group contained the representatives from the Ministry of Transport and Communications, Information Society Development Committee (under the Ministry of Transport and Communications), Ministry of Social Security and Labour, Ministry of Education and Science and Ministry of Interior

The Action Plan is based on the strategic documents:

1. Lithuania's progress strategy „Lithuania 2030“.
2. The Programme for the Improvement of Public Administration 2012-2020.
3. The priority measures of the Government's Programme for 2012-2016.
4. The Strategic Action Plan of the Minister of the Interior for 2014-2016.
5. The Strategic Action Plan of the Ministry of Social Security and Labour for 2013-2015.
6. National Education Strategy for 2013-2022.
7. The Strategic Action Plan of the Ministry of Education and Science for 2014-2016.
8. The Strategic Plan of the Ministry of Transport and Communications for 2014-2016.
9. The Inter - institutional Action Plan for the implementation of the Lithuanian Information Society Development Programme.
10. The Lithuanian Information Society Development Programme 2014–2020 „Digital Agenda of Lithuania“.
11. 2011–2014 National Anti-Corruption Programme.

The draft of the National Action Plan has undergone through the public consultation process. The round table discussions with representative of civic society were held in the Office of the Government. The online consultation was done through Government website (<http://www.lrv.lt/lt/veikla/viesosios-konsultacijos/>).

All the information concerning Lithuania' participation in Open Government Partnership is published on Government website <http://www.lrv.lt/lt/veikla/atviros-vyriausybes-partneryste/> .

On 1st July 2015, the Office of the Government has held the discussion on the progress of the implementation of the National Action Plan. The participants of the discussion were representatives from state institutions responsible for the implementation and the representatives of civic society. The discussion was organized in the framework of Lithuania`s State progress strategy „Lithuania 2030“¹.

In March 2016, the Working Group was supplemented with new members from the non-governmental sector joined the Working Group, namely: from the Civil Society Institute, Transparency International, NGO Information and Support Centre.

The Independent Reporting Mechanism progress report of the Open Government Partnership Action Plan was presented, together with non-governmental organizations (hereinafter referred to as NGOs), in the extended meeting of the Working Group, with recommendations for increased Government openness and development of a new Open Government Partnership Action Plan. A discussion was held on potential open government partnership initiatives and new trends in the Action Plan.

The Working Group members also presented the progress of Lithuania's participation in the international initiative of Open Government Partnership and the guidelines of the new Open Government Partnership Action Plan to the NGO Board (hereinafter referred to as the NGO Board), which consists of NGOs and public institutions.

¹ **State progress strategy - Lithuania2030** - is the most important policy document that provides long-term goals, to be achieved by 2030, aiming at the creation of an economically and socially successful Lithuania, based on the three pillars of openness, creativity, and responsibility. It recognises that the role of government should be one of a coordinator that delivers services together with its citizens, private sector, local communities and NGOs. Lithuania2030 gives a great importance to systematic and effective engagement of citizens in the political process and states that transparency and openness are important values to strive for.

The results achieved on the implementation of the Action Plan for Lithuanian participation in the international initiative “Open Government Partnership”

Initiative 1: customer-focused public services

Area	To improve the quality of services
Action:	
To make an inventory and catalogue of public and administrative services	
The Authority/Date:	
Ministry of the Interior/2014	
The achieved results:	
<p>A centralized directory for administrative and public services, a portal of public and administrative services, and analytical information system (hereinafter referred to as the PASIS) have been introduced. In collaboration with the 217 state and municipal institutions and agencies, detailed information has been compiled in relation to their services, resulting in the inventory of 9,000 items.</p> <p>A new methodology for the evaluation of service provision, and service monitoring indicators have been developed. The data of these indicators will serve the basis to measure the demand for services and quality, and see the prevalence of online services. In the future, through the development of PASIS, it is expected to strengthen its integration with the portal of electronic public services, to build composite services enabling a wider application of one-stop shop service, to translate the profiles of the services into English, to provide links between the directory and relevant information systems, developed at EU level. PASIS may be accessed at: www.lietuva.gov.lt.</p>	
Action:	
To ensure the monitoring and assessment of the quality of services	
The Authority/Date:	
Ministry of the Interior/2014-2016	

The achieved results:

The Ministry of Interior promoted and coordinated ministerial initiatives for quality improvement and evaluation; it has also developed a *Set of Reference Criteria for Measuring Service Provider Performance*, which was subsequently presented to the ministries. The set of reference criteria provides for guiding principles (categories), which should be followed in setting performance targets (related to service provision/service quality improvement), as well as the evaluation criteria. The Ministry of Interior referred to other ministries, inviting them to analyse strategic and/or annual activity plans for 2015 by subordinate institutions operating as administrative service providers, and on the basis of the information received, select service-related performance targets and appropriate performance measures, and, as a result, to develop a set of performance targets and performance measurement criteria. The performance measurement criteria used for the evaluation of the performance of subordinate institutions were considered following the requirements for the categories of the criteria specified in the *Set of Reference Criteria for Measuring Service Provider Performance*.

Action: To develop service quality standards

The Authority/Date:

Ministry of the Interior/2014-2015

The achieved results:

The Ministry of Interior has published a methodological publication: *Service Benchmarking. Recommendations for Public Administration Institutions* (www.vakokybe.vrm.lt). These recommendations provide practical instructions for service providing institutions on appropriate preparation of citizens' charters, adequate service standards, and their relevance to institutional performance targets and measurement criteria. It is likely to help service providing institutions to establish service quality related performance targets and performance measurement criteria. This would also encourage performance-driven approach in service providing institutions as well as focus on higher efficiency. The Ministry of Interior has provided a series of consultations on the benchmarking recommendations to each individual ministry and service providing institutions.

To improve the examination of applications and personal service in public administration institutions, on 26 August 2015, the Government approved a new version of the Rules for Examination of Citizens' Applications and Personal Service in Public Administration Institutions and Other Public Administration Bodies. The Draft Law Amending the Law on Public Administration has been submitted for Government's consideration. It aims to revise the provisions regarding complaints and substantive clauses on examination of applications. Only after the enactment of this legislation that the guidelines or standards will be drawn up on the examination of applications and complaints and personal service in public administration institutions.

Area	To develop and promote e-services
Action: To carry out projects for online service dissemination at public libraries	
The Authority/Date: Information Society Development Committee under the Ministry of Transport and Communications/2014-2016	
The achieved results: <p>The Information Society Development Committee under the Ministry of Transport and Communications (hereinafter referred to as ISDC) uses technical assistance funds allocated to the ISDC, acting as an institution responsible for the administration of assistance from the European Union structural funds for 2007–2013 in the field of information society, to implement the publicity campaign "Lithuania Online" aimed at promoting administrative and public online services financed from the European Union funds and providing information about such services. The Internet website www.prisijungusi.lt run as part of the publicity campaign "Lithuania Online" was updated during 2014–2015; now it regularly presents new information and serves as means to provide comprehensive, definite and attractive descriptions of new public and administrative online services, news on newly developed topical online services as well as links to such online services. In Facebook profile https://www.facebook.com/prisijungusi of the publicity campaign "Lithuania Online", one can find brief information about online services as well as announcements of games and competitions aimed at the promotion of new online services. Moreover, when conducting the publicity campaign a set of photos visualizing new and most needed society oriented online services was prepared to be exhibited during events organized by the ISDC, informative TV announcements introducing the most needed society oriented online services, benefits and possibilities they offer were developed and broadcasted on the channel of the National Radio and Television of Lithuania, online services for the circulation of articles in regional mass media were acquired aiming at informing the population of Lithuania about online services offered or developed in their region. In the fourth quarter of 2015, when the implementation of all the online service development projects receiving assistance from the European Union structural funds for 2007–2013 will come to an end, the following actions aimed at encouraging their use and promoting them will be taken: development of new TV announcements and their broadcast, visual advertising (promo clips) in public places and a specialized informational column in a popular information web portal.</p>	

In 2015 Ministry of Interior of the Republic of Lithuania, Communications Regulatory Authority of the Republic of Lithuania, ISDC and Association "Langas į ateitį" ("Window to the Future") prepared and submitted to the Ministry of Transport and Communications a draft proposal on the implementation of project "Stronger Lithuanian Digital Community: Incentives to Use Internet Services and Technologies Effectively, Safely and Responsibly". This project is expected to help to conduct a huge publicity and competence enhancement campaign aimed at encouraging the population of the country to use Internet, numerous information and communication technology products as well as online services (various administrative, health care, culture, language related online services, e-signature, e-commerce, etc.) When implementing the project the aim to enhance digital competence will be achieved by making use of a network of public Internet access points established in public libraries. Events and initiatives will take place in libraries where visitors will be informed about new online services, receive advice on direct and remote use of such online services as well as receive expert help, etc. It should be noted that appropriate measure forms part of the draft interinstitutional action plan for the implementation of the 2014–2020 Information Society Development Programme "Digital Agenda for the Republic of Lithuania" soon to be submitted to the Government of the Republic of Lithuania. The implementation of the project is expected to start at the end of 2016.

It should be noted that 34 % of Lithuania's population used administrative and public online services in 2013, this percentage being 40 % and 44 % in the year 2014 and 2015 respectively.

Action:

By employing new technologies, to develop solutions for improving public and administrative services geared to promote the use of e-services and the provision of services through a centralised portal, e-Government Gateway (www.epaslaugos.lt)

The Authority/Date:

Information Society Development Committee under the Ministry of Transport and Communications/2014-2016

The achieved results:

During the reporting period, electronic public and administrative services were largely developed under the measures of Priority 3 "Information Society for All" of the Action Programme for Economic Growth. The Priority "Information Society for All" aimed to make an effective contribution in speeding up information society development processes, in creating opportunities for all the people of the country to evaluate and experience the benefits of information and communication technologies and solutions for daily life, business, civic and democratic development. The four following measures are being carried out in relation to the development of electronic public and administrative services:

1. Under the measure "Intelligent electronic services" funding was earmarked for 17 projects. In 2014, one project was implemented, in 2015, 15 projects completed;
2. Under "E-Government Services" funding was awarded to 28 projects. All projects were successfully completed: in 2014 – 15 projects, in 2015 – 13 projects;
3. Under "Intelligent Management Systems" funding was awarded to 14 projects. In 2014, 6 projects were implemented, in 2015 – 8 projects completed;
4. Under "E-Government Services in Municipalities" funding has been allocated for 1 project "Centralized Transfer of Municipal Services Online", which was completed in 2015.

All the electronic services developed under the above projects are available at Electronic Government Portal www.epaslaugos.lt.

The year 2015 saw a significant change in the implementation of electronic services at municipal level. The project "Centralized Transfer of Municipal Services Online" has resulted in the development of 65 e-services on State Information Resources Interoperability Platform (Electronic Government Portal) and their implementation in all the municipalities, provided by 60 municipal institutions (full access maturity level).

In 2015, on the State Information Resources Interoperability Platform, another 29 e-services provided by 14 public institutions and agencies (full access maturity level) were created, as well as 111 electronic interactively filled in application forms for public service to state institutions that do not have sophisticated service rendering processes.

Currently, 610 electronic public and administrative services are available at the portal e-government gateway.

In 2015, 88.3 per cent of public and administrative services were transferred to the electronic environment (full access maturity level).

In 2015, 71 per cent of the population used the Internet. In 2015, 49 per cent businesses used high-speed Internet.

Initiative 2: public participation in public governance

Area	To encourage public administration authorities to have consultations with people
Action:	
To ensure public consultations and facilitate public involvement in public governance processes	
The Authority/Date:	
Ministries/2014-2016	
The achieved results:	
<p><u>To facilitate easier public participation in the public management processes, the Office of Government from 2015 holds public consultations through the website of the Government of the Republic of Lithuania (http://lrv.lt/en/). This website consists of different electronic tools created to increase communication between Government and society. It allows Lithuania's inhabitants, as well as Lithuania's citizens living abroad, to: access all relevant information regarding decisions that are being prepared and adopted by the Government; to cooperate in suggesting, drafting, considering, adopting Government's decisions; to receive all information regarding examination of peoples' complaints, requests, applications; etc. The website also offers two-way public consultations with the society on different Governmental issues and topics, and the possibility to present e-petition. Two-way public consultations involve the following steps: public announcement online on particular topic in parallel with invitation to potential bodies interested in the topic; the registration of the answers with confirmation; analysis of the proposals received and online announcement of the results with the message to those who have participated in the consultation.</u></p> <p>In 2014-2015, the Ministry of Interior has implemented the project on <i>Bringing Municipal Services Online</i>, which has resulted in online service availability of 60 Lithuanian municipalities at one spot: the Lithuanian E-Government Gateways (www.epaslaugos.lt.) The implementation of the activities of this project, together with the project STORK2 (www.eid-stork2.eu), has led to the development of the National Electronic Identity Information System (NETAIS). As NETAIS is linked with the Lithuania e-government gateway (www.epaslaugos.lt), the citizens of the European Union Member States and those countries that are involved in STORK 2 project, may confirm their identity electronically and receive electronic services available in Lithuania (https://peps2.eid.lt/PEPS/CountrySelector.action). This is of particular relevance for those foreign nationals who want, for</p>	

example, to start business in Lithuania, because it has become easy to do this online for those who have national electronic identification tools. It is also notable that the website of the Ministry of Interior has posted the 2014 results of European Commission's annual monitoring of e-governance across the EU Member States at: (previous version <http://old.vrm.lt/>), field Activities> Fields of Activities> E-government> Electronic government results> 2014 e- government survey results (<http://old.vrm.lt/lit/Elektronines-valdzios-stebesenu-tyrimai/1848>). It has been confirmed that Lithuania continues in its leading position among European Union Member States in the field of institutional transparency.

For the purpose of implementation of the Law on the Development of NGOs, which came into force on 1 April 2014, the Government approved, on 9 July 2014, institutional composition of NGO Board and its regulations. Following the problems faced in appointing members to the NGO Board, the Government amended, on 24 September 2014, the procedure for the appointment of members to the NGO Board. On 19 December 2014, the Minister for Social Security and Labour approved the composition of the NGO Board, involving public institutions, the Lithuanian Association of Local Authorities and non-governmental organizations, as well as umbrella associations.

Overall, the NGO Board is having regular meetings, elected its Chairman and Vice-Chairman, drafted and approved a declaration of impartiality, drew up and approved NGO Board's Activity Plan for 2015-2016 and the priorities, set up working groups for individual NGO-related issues (NGO legal regulation, programming and monitoring of investments under EU Structural Support 2014-2020, development of NGO registry/database, overseeing the creation of the Civil Society Fund and national programmes, cross-sectoral cooperation).

Action:

To implement a measure promoting active involvement by local communities and individuals in decision-making as regards responding to public needs in the fields of local community relevance.

The Authority/Date:

Ministry of Social Security and Labour/2014-2015

Programme for Self-Government of Local Communities for 2013-2015 aims to encourage local communities to take active part in decision making as regards local public requirements in social, cultural, educational and other matters. Decisions on actions to be funded lie with the local community councils, made up of the representatives from the neighbourhoods within the jurisdiction of the council, their elders (*seniūnai*), community group leaders (*seniūnaičiai*), community-based organizations, religious communities and other non-governmental organizations, and local authorities representatives. The implementation of the decisions of local community councils is arranged by municipal administrations. In 2014, the programme involved all the

60 municipalities (with 548 *seniūnijos* (smallest administrative units)). Local community councils adopted 2518 decisions for funding activities, 2510 projects were successful in terms of funding (99.6 percent). The majority of the projects focused on improvement of public spaces and the overall quality of the environment, cultural-educational activities and increased involvement in extracurricular activities of children and the youth. To achieve closer engagement and cooperation of the main actors in local communities, the programme completes with the implementation analysis to evaluate qualitative aspects of its implementation: set up of local community council, decision-making and implementation processes, the publicity of the decisions taken and implemented, dissemination of good practice. Survey-based analysis is presented and discussed in an annual programme progress conference. The survey data of the implementation of the programme in 2014 showed that the majority of programme participants had no problems in setting up local community councils (84 percent), in council decision-making (84 percent) and in the implementation of council decisions (77 percent). Among the problems identified in setting up local community councils, was the passive approach in the local population, the shortage of competent potential candidates, difficulties related to proportionality at the council, the rotation of the council. Decision-making difficulties comprised divided opinions over the activities proposed for funding, different understanding of programme objectives, ambition to implement narrow interest typical of a specific community (or organization) rather than wider public needs of local communities.

The implementation of the programme in 2014 was discussed on 11 December 2014 at the event held by the Ministry of Social Security and Labour, attended by local government representatives responsible for the implementation of the programme in municipalities, the elders, associations of community-based organizations, the Association of Local Authorities in Lithuania. The discussion encompassed the presentation of the analysis of the implementation of the programme in 2014, and prospects for its implementation in 2015. The 2015 programme has received 2,606,580 euros. In order to allow more time for the implementation of the programme in 2015, the Ministry of Social Security and Labour took early efforts to draft the necessary legal instruments and take other steps for the programme by disbursing allocations to municipal administrations; informing municipalities in writing on the approved legislation and the opportunity to participate in the programme. By 12 March 2015, agreements with municipalities were drafted, agreed and signed. The 2015 programme involved all the 60 municipalities in Lithuania.

Action:

To develop and implement measures encouraging people and local communities to participate in local decision making

The Authority/Date:

Ministry of Interior/2014-2016

In 2014, a publication for community leaders *Seniūnaitis'Guide* "(hereinafter referred to as the Guide) was prepared and presented at a seminar-discussion organised at Kėdainiai Municipality by the Ministry of Interior in December, with the participation of *seniūnai*, *seniūnaičiai* and municipal administrations. The publication uses a simple language to provide information on residents' rights and possibilities of participating in local decision making, as well as other relevant information for the people (e.g., safe neighborhood, emergency number 112, mobilization, etc.). The publication has attracted considerable interest and was also welcomed by *seniūnaičiai*. The Ministry of Interior intends to update this publication in 2015, following proposals by *seniūnaičiai* and local communities, adding information of public relevance not only from the field of the Ministry of Interior, but also from other ministries. The publication is available at: <http://www.vrm.lt/lit/Vietos-savivalda/263>.

On 19 August 2015, the Ministry of Interior signed a cooperation agreement with the Union of Lithuanian community-based organizations (*LVBOS*). It seeks to establish cooperation between community-based organizations and the central government as regards the development and implementation of the activities in the areas of local self-government, regional development and the increased public security, as well as promotion of best practice across the communities. This agreement obliges the Ministry of Interior to provide advice and methodological assistance, within the area of its competence, to *LVBOS* on local government, regional development and public security, as well as new legislative proposals developed by the Ministry of Interior, as well as to inform *LVBOS* about upcoming regional development council meetings which plan to consider issues of local relevance. Following the agreement, and in case the parties are in consent with it, *LVBOS* representatives will be included in the working groups and commissions set up by the Ministry of Interior to tackle issues of community relevance. The Ministry of Interior, if possible, will participate in *LVBOS*-organized events related to the competence of the Ministry. *LVBOS* undertake to collect and provide to the Ministry of Interior information about local community organizations and their associated structures, to support initiatives of the Ministry in the fields of local self-government, regional development and public security, and pass the information over to its members and the social partners; where possible, to provide comments and proposals to the Ministry on draft legislation, to cooperate in organizing activities related to implementation of community development policy, etc.

As a continuation of work started in 2013, local population survey and monitoring was effected in 2014. The monitoring results revealed the low local involvement in surveying. It is thought that the passivity of the local population in initiating surveys is due to the following:

- 1) complicated survey procedures (e. g., the collection of signatures to initiate a survey, etc.);
- 2) advisory nature of surveys in municipal decision-making;
- 3) public distrust of local government and disbelief that they themselves can make a difference;

4) lack of information about municipal or neighbourhood issues of relevance (confidence in state and municipal institutions and agencies and service quality evaluation survey done by UAB RAIT under the commission of the Ministry of Interior in 2014 showed that 64 per cent of the population had not received any information about the activities of their municipality or neighbourhood on relevant issues in 12 months.

Area	Raising civic awareness
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Action:
To update civic and historical education at school

The Authority/Date:
Ministry of Education and Science/2014-2020

The achieved results
Following the extensive discussion, in 2015, general programmes of the Lithuanian language and literature in primary and basic education for all Lithuanian ethnic communities have been drafted. They were approved in January 2016. The reviewed programmes aim to provide pupils with education fundamentals in humanities required for a young individual’s moral, intellectual, national and civic maturity.

Two methodical Lithuanian language-learning tools for pre-school and pre-primary schoolteachers have been developed. They provide methodological advice to teachers on how to develop pupils’ competence to consciously use the Lithuanian language, as well as how to develop civic and national self-awareness under the conditions of bilingualism, in a multicultural environment. In the period June 2015-June 2014, the Civic Education Programme was updated and published on the web site of the Education Development Centre as a guide for teachers. The Ministry of Education has also carried out a variety of citizenship projects, and continues to do so. The most important development areas include media literacy and social activities (the 2015 project on media and information literacy fosters openness and critical approach, the 2014 project *Building a Republic* promotes honesty, mutual assistance, and love for the country by trying to know it better). In cooperation with the Ministry of National Defence, in 2015, a course entailing 10 lessons on national security was developed for 8-11 graders. General education plans for 2015-2016 and 2016-2017 feature an increased number of social-civic activity lessons (hours): from 5 to 20 or more over the school year (depending on the age of pupils). Instructions have been issued as regards school’s obligation to provide for pupils in secondary education to voluntarily engage in social -civic or other socially useful activities. For schools to be able to organize social and civic activities in extra-curriculum, Recommendations for Organizing and Evaluating Social-Civic Activities have been developed.

With a view to enhanced education of students in civic and national identity and national language areas, a 2016-2020 Inter-institutional Action Plan for Civic and National Education has been developed and approved. According to this plan, civic and national education activities will be initiated, supported and coordinated in 2016.

In autumn 2014 and spring 2015, two forums were held for Lithuanian language specialists, teachers of history and academic community: *Lithuania's story at school. What we have now and what we are going to make of it; Personalities having contributed to building Lithuania*. To celebrate the 25th anniversary of Lithuania's Independence Day the Ministry of Education sponsored and supported the civic campaign: *For Lithuania and for me*, involving students, teachers, parents, the entire school community, as well as Lithuanians living abroad, who made a tri-colour - yellow, green and red - friendship bracelets in commemoration of Lithuania. In 2014 and 2015, the Ministry of Education funded civic education children's summer camps organised by the organisation "Home of Lithuanians" for children from Lithuanian ethnic lands. In order to discover and disseminate best practice of civic lessons, a competition for teachers was held on *Civic Education Success Story*, as well as various creative competitions for children on citizenship and national identity. Training seminars for teachers (leaders at young rifleman camps) were held.

There has been more focus on civic education. As of 1 September 2015, schools can allocate 4 times more hours for civic-social activities than before. Following the increased number of hours for civic-social activities, schools have been provided with activity evaluation models. In 2015, guidelines for organizing and evaluating civic-social activities were developed. One of the parts describes the evaluation of civic-social activities, which can be followed by schools in choosing the most appropriate self-evaluation method. Its aim is to provide good practice ideas in civic-social activities, encourage schools to effectively organize their civic-social activities.

Municipalities have developed individual initiatives on civic and national identity education and children's socialization and extra curriculum activities in the project "Development of non-formal education support system for municipalities".

The Education Development Center and the Office of the Nordic Council of Ministers in Lithuania are implementing a project "Media and Information Literacy (MIR) Education", a methodological tool is being developed for MIR education in grades 9-12, translation and adaptation to Lithuanian cultural context is being done of methodical guidelines from Nordic methodological sources for primary and lower secondary schools, conferences held for teachers, librarians, school administrators on how to recognize misleading information in the media or individual groups' interests, to understand the mechanisms determining media content. Education Development Center is holding for teachers series of virtual lessons on National Security: "Lithuania's News: What Do You Think?"

As of 1 September 2015, schools can allocate 4 times more hours for civic-social activities than before. Following the increased number of hours for civic-social activities, schools have been provided with activity evaluation models. In 2015, guidelines for organizing and evaluating civic-social activities were developed. One of the parts describes the evaluation of civic-social activities, which can be followed by schools in choosing the most appropriate self-evaluation method. Its aim is to provide good practice ideas in civic-social activities, encourage schools to effectively organize their civic-social activities.

Municipalities have developed individual initiatives on civic and national identity education and children's socialization and extra curriculum activities in the project "Development of non-formal education support system for municipalities"².

The Education Development Center and the Office of the Nordic Council of Ministers in Lithuania are implementing a project "Media and Information Literacy (MIR) Education", a methodological tool is being developed for MIR education in grades 9-12, translation and adaptation to Lithuanian cultural context is being done of methodical guidelines from Nordic methodological sources for primary and lower secondary schools, conferences held for teachers, librarians, school administrators on how to recognize misleading information in the media or individual groups' interests, to understand the mechanisms determining media content. Education Development Center is holding for teachers series of virtual lessons on National Security: "Lithuania's News: What Do You Think?".

Civic empowerment index. Civic society institute Civitas conducted a civic empowerment survey, which revealed the growing civic empowerment among students (in 2012, it was 47.6 points from 100 possible, while in 2014 it went up to 52.4 points), which is much higher than the overall national index. The same survey shows that the overall civic empowerment in our society has come down in 2014 against 2013 (36 points in 2013, 34 in 2014). In 2015, the total mean public civic empowerment index was 33.4 points from 100 possible. This shows the stagnating national civic empowerment state in the country (in 2014, the mean index stood at 34.0 points).

Action:

To develop a model for the National Civil Society Fund

The Authority/Date:

Ministry of Social Security and Labour/2014

² The Project was carried out by the Education Exchanges Support Foundation. The project has been funded from the national and EU structural support for the period 2007-2013.

The compiling material of the model developed by the National Foundation for Civil Society (hereinafter referred to as fund's model) was presented and discussed at the NGO Coordination Commission meetings in 2014.

Over the reference period, the Ministry of Social Security and Labour worked out possible alternative models, identified challenges, as well as aims and objectives of the model, studied other funds operating abroad in the field of NGO, funded by the state (or in exceptional cases, by private funds). Two alternatives of model coverage presented to the Ministry of Social Security and Labour (Centralized Model for Empowered Civil Society (NGOs) and Specialized (complementary) Model for Empowered Civil Society (NGOs), and five potential structural model alternatives (from the fund as a new institution set up under a separate legislation, to the fund operating as an inviolable capital fund). For a proper assessment of the current situation, data on public funding of NGOs was insufficient (funding through competition is provided to both the NGOs and other public entities). A more specific information and analysis was received at the end of 2014, after Social Security and Labour Ministry commissioned a study on NGO sector development (an important aspect – NGO public funding, strengthening financial independence of NGO). It will serve the basis for the certificate on the impact assessment of draft priority legislation regulating national civic society fund (hereinafter referred as the certificate), which specifies and describes the fund model proposals; and which is expected to be submitted for coordination with stake holders at the end of September 2015. Following the consultations with the stake holders, the certificate will be adjusted accordingly and submitted to the Government for consideration.

Initiative 3: openness to the public of the activities of public administration authorities (Open Data)

Area	To make information held by public administration authorities accessible to the public
<p>Action:</p> <p>To develop an Open Data supply model/ To encourage data supply in open formats</p>	
<p>The Authority/Date:</p> <p>Ministry of Transport and Communications /2014</p>	
<p>The achieved results</p> <p>Directive 2013/37/EU of the European Parliament and of the Council of 26 June 2013 amending Directive 2003/98/EC on the re-use of public sector information (hereinafter referred to as Directive 2013/37 / EU) aims to establish a common principle – an obligation for Member States to allow for the re-use of all public documents, unless access is restricted or forbidden under national procedure for access to documents, as well as under other clauses of Directive 2013/37/EU providing for an exception. Directive 2013/37 /EU provides that in the event of a negative decision, the public sector bodies shall communicate the grounds for refusal to the applicant on the basis of the relevant provisions of the access regime in that Member State or of the national provisions adopted pursuant to Directive 2013/37/EU.</p> <p>For the purpose of transposing the provisions of Directive 2013/37/EU into the national legislation, the Ministry of Transport and Communications of the Republic of Lithuania has drafted a law amending the Law of the Republic of Lithuania on the Right to Obtain Information from State and Municipal Institutions and Agencies, which seeks to regulate institutional capacity in re-use of public sector information, to expand the scope of European Union’s common rules for information re-use, to regulate open license conditions and to consolidate its minimum requirements, to establish an institution for applicant’s rights and thus expand possibilities for defending applicant’s rights, to supplement the legal regulation with provisions regarding the application of open electronic formats, to specify methods for the calculation of the fee for the service, etc. The Law will consolidate general principles and practices for re-use of public sector information.</p> <p>Laws regulating the activities of state registers and information systems are attributable to special legislation, whose provisions create premises for restricting the re-use of public sector information. In most cases, restrictions on the provision of information have been provided for in the implementing legislation. For reasons of legal certainty, it may be necessary to initiate amendment of the implementing legislation of the laws regulating provision of</p>	

information, with a view to harmonizing their provisions with those of the Law on the Right to Obtain Information from State and Municipal Institutions and Agencies. Therefore, it must be ensured that restrictions for re-use of public sector information should be provided not in implementing laws, but in relevant special laws.

The authorities must be provided with a possibility of publishing information in one place and ensuring convenient access, adherence to open data criteria, and effective procession of the data. Linking different data files will enable to achieve the highest level in the provision of open data. Advanced semantic search will conveniently and easily find the data needed.

Information on all the information files handled by the authorities is now published on the List of Information Files (hereinafter referred to as the LIF), at <http://opendata.gov.lt/>. However, the LIF fails to meet the current needs of open data due to unstructured metadata, lack of computer-readable data formats and so on. Part of the data submitted to the LIF are in closed, computer unreadable formats, there is also the lack of data filtering and functionalities of visualization. Although the LIF is not designed to collect and publish open data, still part of the LIF-listed data stored in institutional files may be attributable to the open data. The LIF has provided for an opportunity for LIF users and LIF file managers to communicate request to a specific file manager or a recommendation as regards missing information in the file or modifications of the data, as well as the data that can be provided in open formats. Currently, the LIF has metadata about 316 public sector files.

For the purpose of the implementation of the open data initiative, an open data portal has been planned to be created, which means a centrally managed technical tools enabling businesses and the public at large have a convenient access to public sector data managed by institutions for business development and non-governmental initiatives.

To avoid additional administrative burden for the authorities, they have to prepare for the implementation of the open data initiative, which will include deciding on data compilations which are likely to have maximum benefit, their opening up priorities, opting only for high quality, relevant, depersonalized and containing no confidential information data, and an effective way to convert data from closed to open formats.

A feasibility study has been carried out to define the architectural model of the implementation of the Open Data initiative in Lithuania. The study provides information related to the concept of Open Data, opening up conditions, and the overview of the current situation in Lithuania and abroad, as well as possible alternatives and recommendations for the Lithuanian Open Data platform. The feasibility study is available on the website of ISDC: <http://ivpk.lrv.lt/lt/veiklos-sritys-1/atvirieji-duomenys>.

A draft order of the Lithuanian Minister of Transport has been drawn up for the approval of the recommendations for opening up public sector data (hereinafter – Recommendations). The recommendations define the concept of Open Data, sets out the data opening objectives and priorities with a view to enhancing access to and re-use of public sector information. It aims to help the authorities to properly organize data opening, make correct setting of data opening objectives and priorities and to open up data in the most effective way. The Recommendations are currently reviewed against the comments and remarks by the Ministries and are to be approved shortly.

Initiative 4: corruption prevention, transparency promotion

Area	To reduce the scale of corruption
Action: To ensure publicity and transparency in public decision-making, enhance public access to draft legislation.	
The Authority/Date: Ministry of the Interior, Special Investigation Service /2014-2016	
The achieved results: The Law of the Republic of Lithuania No XI-2220 on Legislative Framework adopted on 18 September 2012 by the Seimas of the Republic of Lithuania provides for the obligation to make publicly available all legislative initiatives, envisages mandatory indication of the dates of publication of the draft legal act and its adoption so that all persons concerned are involved in the legislative process, also, the Law provides the opportunity for all persons concerned to give opinion on all drafts of legal acts and requires the law-making subjects to publish the evaluation of all suggestions and comments. Since the entry into force of the Law on Legislative Framework on 1 January 2014, all drafts of legal acts have been published in the Registry of Legislation. ³ With a view to achieving the goals of this measure, a plan for consolidation of activities of the institutions for the supervision of economic entities has been developed, aiming at reforming the system of supervisory institutions, including reduction of the number of supervisory institutions, optimisation of the allocation of supervisory functions, enhancement of quality of supervision and directing it towards assisting business, introduction of advanced supervision methods and tools, relieving of supervisory burden on economic entities in order to optimize the number of inspections. A Network for Cooperation of Supervisory Institutions has been launched, consisting, in the first half of 2015, of 17 supervisory institutions; Resolution of the Government of the Republic of Lithuania “On the Amendment of Resolution No 511 of 4 May 2010 “On the Optimization of Supervisory Functions Performed by Institutions” was adopted, laying down, among other things, guidelines for the supervisory institutions as specified in the approved set of guidelines for optimization of functions performed by supervisory institutions, underlining the importance of provision of	

³ Access via Internet: <https://www.e-tar.lt/portal/index.html>

methodological support for economic entities, ensuring a more transparent regulation of the procedure of publication of the legislation on business regulation on the Draft Legislation Registration Subsystem of the Seimas' Legislative Information System.

According to the data for 2014, 71 per cent of all inspections by supervisory institutions have been carried out on the basis of clear and finite control questionnaires⁴ (a total of 144 control questionnaires have been designed which are applied in more than 40 areas of economic activity), 14 supervisory institutions provide audio recorded telephone consultations as a uniform service, 47 institutions have joined the Declaration of the First Business Year committing themselves to not imposing enforcement measures, but instead providing active consultations during the first year of business of an economic entity. All the above-mentioned measures contribute to the reduction of opportunities for illegal payments: – according to the data of the Global Corruption Barometer 2013, the number of bribery cases has dropped from 34 per cent to 26 per cent, as compared to the results of the 2010 survey.

The possibility of illegal payments in the area of health care has become less likely with the drafting and approval of a new version of the Order No 159 of the Minister of Health of the Republic of Lithuania of 5 April 2002 “On Approval of the Procedure for Entering Diseases and Compensated Medicinal Products for their Treatment, Compensated Medicinal Products and Compensated Medical Procedures into Lists and Amendment Thereof“, as from 2012, the costs for state covered health care services (from the Compulsory Health Insurance Fund (CHIF)) are available on the websites of the Ministry of Health and the territorial health insurance funds. Also, opportunities for illegal payments have been reduced by Order No V-710 of the Minister of Health “On the Procedure of the Provision of Data on Day Care Personal Health Care Services and their Costs, on Approval of the Patient’s Checklist and Consolidated Form of Data on Day Care Personal Health Care Services and their Costs“, signed on 22 July 2013.

According to the 2011 patient’s survey, out of a total of 863 respondents who received personal health care services, 31 per cent rewarded their physicians, of which 19 per cent rewarded with monetary payments and 12 per cent with gifts. Based on the results of the 2014 survey, 17 per cent of persons who received health care services offered unofficial payments, while 5 per cent rewarded with gifts.

On 2 July 2014, Resolution No 630 of the Government of the Republic of Lithuania “On Approval of the Action Plan for Reduction of Administrative Burden in 2014–2015“ was adopted, providing for an increase in the number of electronic services rendered by state institutions. In 2014, all 8 services for business and 8 out of 12 services provided to the population have been fully transferred into electronic medium (i.e., 16 out of 20 key e-services, or 80 per cent, were fully accessible via Internet).

⁴ Control questionnaires are a tool designed for business and supervisory institutions and enabling their inspection of economic entities by the use of questionnaires – documents, which are approved by supervisory institutions and publicized, containing explicitly worded main requirements in a specific area to be complied with by economic entities.

Moreover, adoption of the Law Amending Articles 13 and 15 of the Law on Local Government No I-533 enabled the establishment of anti-corruption commissions in the responsible municipal institutions, preparation of questionnaires designed to help civil service employees recognize the potential conflicts of interests, deepen theoretical and practical knowledge in this area; the Law no XII-871 Amending Article of the Law No VIII-1524 6 on the Right to Obtain Information from State and Municipal Institutions and Agencies, passed on 8 May 2014, laid down that information should be published on an institution's website concerning all identified cases of official misconduct and disciplinary penalties imposed for them as well as information on rewarding civil servants employed in a respective institution and also provided for the rotation of statutory civil servants and prosecutors, while taking into account the nature of the functions performed.

It should be noted that a new webpage on corruption prevention has been added to the websites of ministries, municipalities, their subordinate bodies and other state institutions, often providing the Special Investigation Service (STS) hotline number and other contact details or an active link to an STS webpage through which known potential cases of corruption can be reported.

On 28 May 2014, the Government of the Republic of Lithuania approved Resolution No 481 "On Approval of Civil Servants' Training Strategy for 2014–2017", requiring all civil servants employed in state and municipal institutions and agencies to complete an anti-corruption awareness raising course. Each year, or often each quarter, the civil servants of state and municipal institutions and agencies are offered training on assessment of legislative drafts in terms of corruption, social, economic, financial and other aspects. The training is organized by the institutions and agencies themselves with an active involvement of the officers from the Special Investigation Service.

Action:

To promote anti-corruption education by employing mass media and other means.

The Authority/Date:

Ministries/2014-2016

The achieved results:

With a view to increasing public intolerance of corruption, the SIS officers, on a regular basis, deliver lectures to different social groups, a new system of information about the liability for corruption-related violations of law has been introduced in all ministries and their subordinate institutions, training related to anti-corruption activity is organized for employees of all state and municipal institutions and agencies. For several years on a regular basis the Public Institution Lithuanian National Radio and Television has been broadcasting reports and programmes on anti-corruption, social video

advertisements have been created and broadcasted via television or outdoor screens. Also, anti-corruption education has been introduced and is actively implemented in general education and higher education schools, also, youth social actions, drawing, essay-writing and filmmaking contests on the topic of corruption prevention are held on a regular basis.

According to the Lithuanian Map of Corruption 2011, of those who were ready to offer bribes in 2011, 40 per cent were businessmen, 57 per cent – general population and 35 per cent – civil servants. As indicated by the Lithuanian Map of Corruption survey of 2014, the number of those ready to offer a bribe has decreased: among the respondents from business, those who were willing to offer a bribe made up 21 per cent, from population – 48 per cent and from civil servants – 23 per cent.

According to the results of the Eurobarometer survey carried out by the European Commission in February 2014, 95 per cent of the respondents stated that corruption is very widespread in Lithuania (the European Union average is 76 per cent). Those who believed that corruption level has greatly increased over the past 3 years comprised 24 per cent (compared to the EU average of 29 per cent).

As reported by the Lithuanian Map of Corruption survey of 2014, 16 per cent of the Lithuanian population believe that the scale of corruption has decreased over the past 5 years (in Lithuania in 2010, those who believed so made up 8 per cent).

In 2014, Lithuania was awarded 58 points in the Corruption Perceptions Index. This score indicates that the state is attributed to countries that control corruption better and seek to become even more transparent.

In December 2014, in co-operation with the Education Development Centre a public discussion “Anti-corruption education at school: how to stimulate activity and achieve results?” was held with participation of the teachers from the Lithuanian general education and vocational training establishments, education social partners and representatives of the Lithuanian pupils’ organizations, which presented results of part (“Transparency Laboratory”) of the project “Creating Republic: Fostering Civic Engagement and Integrity” implemented by the Civil Society Institute.

In 2014, a youth initiative (research, projects) competition was organized including, as one of its topics, “Development and Possibilities of Implementing of the Strategy for Encouragement of Academic Integrity in Higher Education Schools“. One of the winners of the competition, the Lithuanian Students Union, received financing for conducting research titled “The Grey Zone of Academic Integrity – Forms and Recommendations“. After completion of research, the publication “The Grey Zone of Academic Integrity – Forms and Recommendations“ was published.

In 2015, a youth initiative competition was held, which had as one of its topics “Job Buying-Selling, Prevention and Punishment“. One of the winners of the competition, the Lithuanian Students Union, received a grant for conducting research on “Academic Integrity Index. Continued Research”; The

University of Applied Social Sciences received a grant for the project “Anti-Corruption and Prevention of Plagiarism in a Higher Education School“.

The Vilnius University obtained a grant for the Project “Prevention of Plagiarism and Buying of Final and other Research Papers“.

Incentives for illegal payments in the area of health care have been reduced, including

setting of a standard for provision of information to patients (indicating what kind of information should be provided on the information boards and websites of health care institutions as well as criminal liability for payment (unofficial) of a bribe, phone numbers of responsible persons of the institution, phone number of the Special Investigation Service, confidential phone number of the Ministry of Health.

The video address of the head of the institution to patients about intolerance of unofficial payments in the health care institution is played on information screens and posted on the website of the institution.

Medical Staff Codes of Conduct have been introduced in health care institutions.

As shown by the survey conducted in 2015, the number of persons who visited a health care institution and paid unofficial fees to the medical personnel has decreased to 17 per cent of the total number of visitors to health care institutions. In 2013, persons offering unofficial payments accounted for 21 per cent.

Order No V-773 of the Minister of Health of 7 July 2014 sets forth the rules of conduct for the employees of health care institutions who have been confronted with corruption-related criminal acts. The Order regulates the actions of administration, namely, the procedure of reporting to the Special Investigation Service and the Ministry of Health.

Measure 1.1.5 of the Interinstitutional Action Plan for Implementation in 2015-2019 of the National Anti-Corruption Programme for 2015-2025 specifies the following actions to be taken: Identification of primary reasons for unofficial payments in the health care system; Development of measures to reduce and eliminate unofficial payments in the health care system; Implementation of the measures to reduce and eliminate unofficial payments in the health care system. Implementation deadline is set at 31 December 2017.

From March to September 2014, training sessions were organized for employees responsible for corruption prevention and control at healthcare institutions of municipalities of all counties. The sessions were conducted by the representative of the Corruption Prevention Division of the Ministry of Health and representatives of the territorial boards of corruption prevention divisions of the Special Investigation Service. The training sessions were attended by more than 1300 employees responsible for corruption prevention and control.

From October to December of 2014, the Ministry of Health, together with the Special Investigation Service, organized meetings-discussions with the

heads of healthcare institutions of municipalities of all counties. The meetings-discussions were also attended by the representatives of the High Commission on Ethics in Public Office and the Transparency International Lithuanian Division. 252 heads of health care institutions took part in the meetings.

In total, the Ministry of Health, together with the Special Investigation Service, arranged 32 meetings with heads and medical staff of health care institutions. The anti-corruption education seminars were attended by more than 1500 employees of the health care sector. For the purpose of implementing Order No V-65 of the Minister of Health of 26 January 2015 “On Approval of the Procedure for Awarding the Title of a Transparent Health Care Institution” the Ministry of Health carried out, in the period of 3 March – 28 April 2015, an assessment of personal health care institutions subordinate to the Ministry of Health with a view to determining the corruption index of said institutions. The higher the score of collected points (corruption index), the more transparent and open to the patient is the activity of the health care institution. Information on corruption prevention issues is readily accessible and is presented in a comprehensive and comprehensible manner on a health care institution’s information boards and website. 21 personal health care institutions were evaluated during the period of assessment. 16 of these institutions were assigned to institutions whose activities are transparent and publicly available. 2 institutions were mentioned as candidates for being awarded the title of a transparent personal health care institution. 3 institutions were mentioned as institutions having the probability of manifestation of corruption-related acts.

The assessment focused on whether all employees who are required to do so have filed declarations of private interests and whether employees were offered training or whether they were familiarized with the code of conduct of employees. Also, the assessment reviewed the scope of the information on corruption prevention issues provided on the institution’s website and its information boards (including as to who to refer to in the institution, phone number of the Special Investigation Service, confidential phone number of the Ministry of Health), conducted an anonymous survey of the patients and assessed the results of surveys undertaken by the institution. The evaluation also tried to establish whether the video address to patients about intolerance of unofficial payments in a health care institution made by the head of the institution was being played.

In 2015, the recast Rules for the Examination of Individual Applications and Individual Service in Public Administration Institutions, Agencies and Other Public Administration Entities were approved. The new provisions were to facilitate the process of individual application to public administration institutions and agencies, and for public administration institutions and agencies – a more efficient and better procession and examination of applications and service rendering. Greater possibilities for the people to access public administration institutions and agencies electronically, recorded filing of

applications and clearer process of application examination increases transparency of these procedures and reduces the likelihood of the manifestation of corruption factors in public administration institutions and agencies.

The Law Amending Articles 13 and 15 of the Law on Local Government No I-533 enabled the establishment of anti-corruption commissions in the responsible municipal institutions, preparation of questionnaires designed to help civil service employees recognize the potential conflicts of interests, deepen theoretical and practical knowledge in this area.

With a view to increasing public intolerance of corruption, the SIS officers, on a regular basis, deliver lectures to different social groups, a new system of information about the liability for corruption-related violations of law has been introduced in all ministries and their subordinate institutions, training related to anti-corruption activity is organized for employees of all state and municipal institutions and agencies. For several years on a regular basis the Public Institution Lithuanian National Radio and Television has been broadcasting reports and programmes on anti-corruption, social video advertisements have been created and broadcasted via television or outdoor screens. Also, anti-corruption education has been introduced and is actively implemented in general education and higher education schools, also, youth social actions, drawing, essay-writing and filmmaking contests on the topic of corruption prevention are held on a regular basis.

Incentives for illegal payments in the area of health care have been reduced, including setting of a standard for provision of information to patients (indicating what kind of information should be provided on the information boards and websites of health care institutions as well as criminal liability for payment (unofficial) of a bribe, phone numbers of responsible persons of the institution, phone number of the Special Investigation Service, confidential phone number of the Ministry of Health. Medical Staff Code of Conduct has been introduced in health care institutions. The Ministry of Health, together with SIS, held meetings-discussions with the management and medical personnel of personal health care institutions. As shown by the survey conducted in 2015, the number of persons who visited a health care institution and paid unofficial fees to the medical personnel has decreased to 17 per cent of the total number of visitors to health care institutions (in 2013, persons offering unofficial payments accounted for 21 per cent)

Transparency International Corruption Perception Index demonstrated visible growth: in 2013 – 57, in 2014 – 58, in 2015 – 59, in 2016 – 60. The result was better than expected: in 2015 Corruption Perception Index (CPI)⁵ survey, Lithuania scored 61 point from 100, making to the 32nd place among 168 countries on the list (in 2014, Lithuania scored 58 points and was 39th among 174 countries). Last year Lithuania was 16th among the EU

⁵ CPI is one of the world's most famous annual corruption perception survey. This index is an important source of information for the international political institutions, business and financial organisations, considering investment and new business development in a country.

Member States, and 18th – among the EU and Western European countries. This result shows that the state is attributable to the group of countries able to better control corruption and seeking to become more transparent.

The project, "Who needs it?!" is continued. In 2015, 14 meetings were held with students, participants of the project; and the anti-corruption information presented to about 360 students. The Special Investigation Service organized 10 on-site study-visits (283 students); professional volunteering project has been worked out; Vilnius schools were given classes on anti-corruption initiatives and activities of the SIS.

In 2015, SIS representatives gave a talk on anti-corruption for energy business sector representatives: AB Lesto AB Litgrid, AB Lietuvos Dujos.

In December 2015, SIS provided the Civil Service Department with information on the riskiest areas of the public sector and the riskiest categories of persons. With a view to strengthening civil servants' knowledge of professional ethics and corruption prevention, the Civil Service Department was recommended to include in the 2016 training programme for civil servants the issues of procurement, health, social security, environmental protection, construction, legislation-making, business supervision bodies, employment, EU support distribution and disposal of the property and assets owned or managed by state and municipal authorities or their controlled companies.