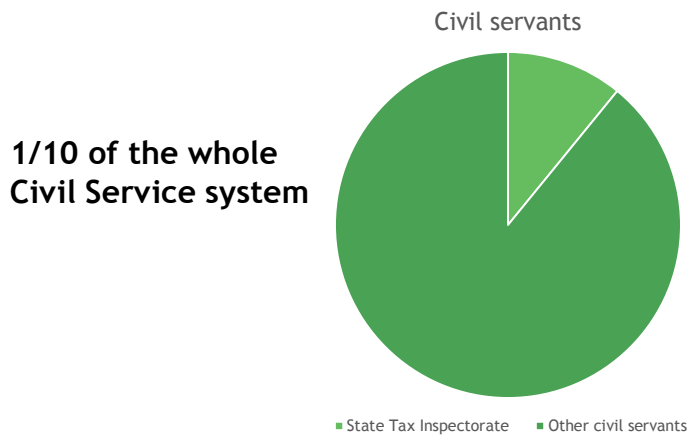


Digitization of tax services in Lithuania - when, why, how much, how and its effects on employees and tax collection

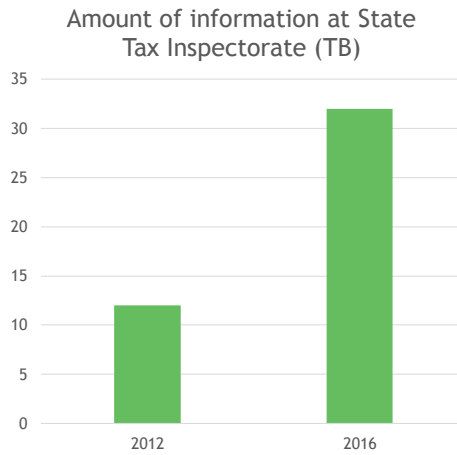
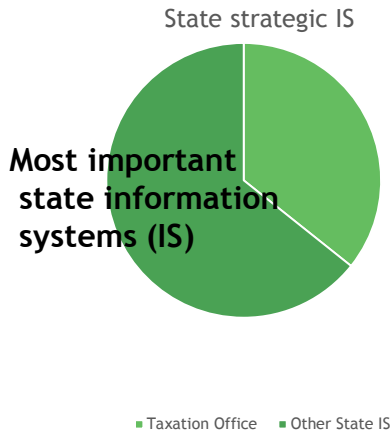
Vygantas Ivanauskas
Deputy Head of State Tax Inspectorate under the
Ministry of Finance of the Republic of Lithuania



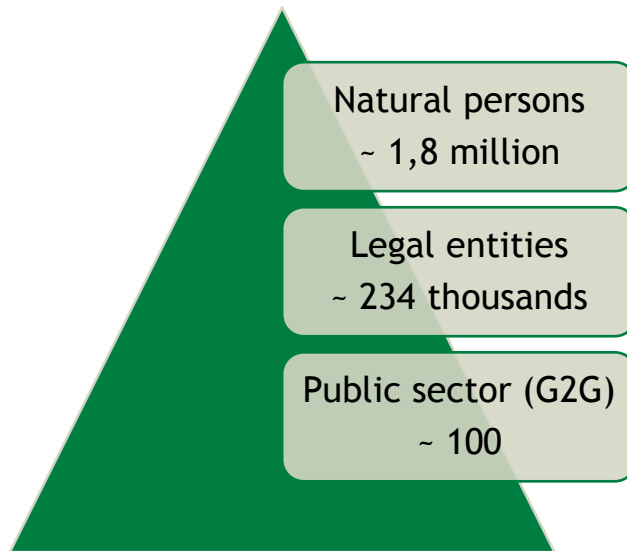
State Tax Inspectorate as Part of Civil Service System



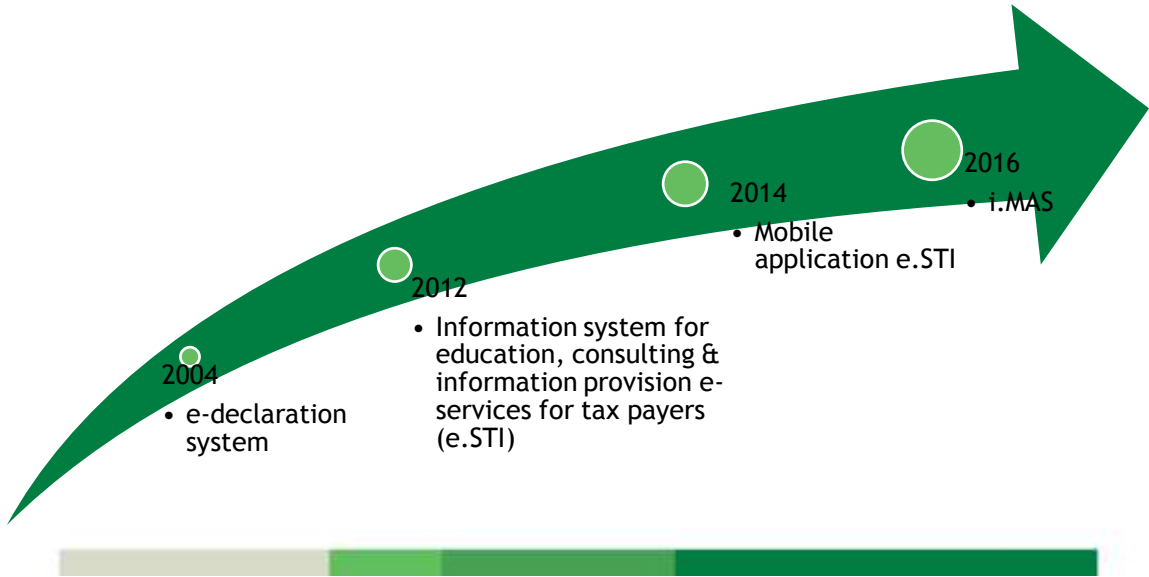
Information Systems of State Tax Inspectorate



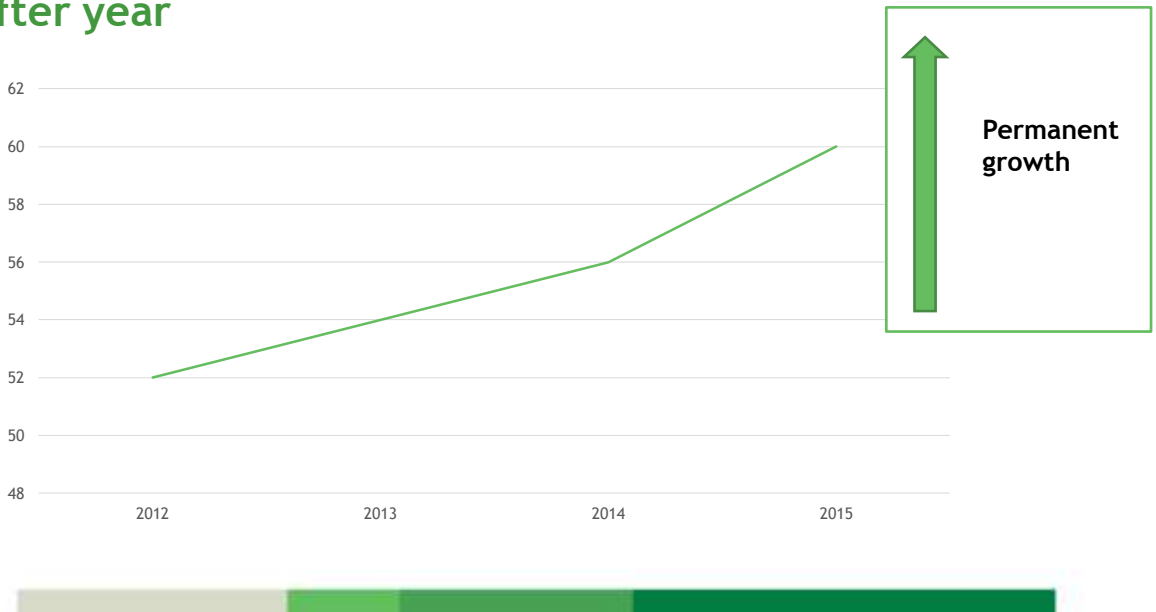
Our customers



Development of e-Services - Strategic Goal for more than 10 Years

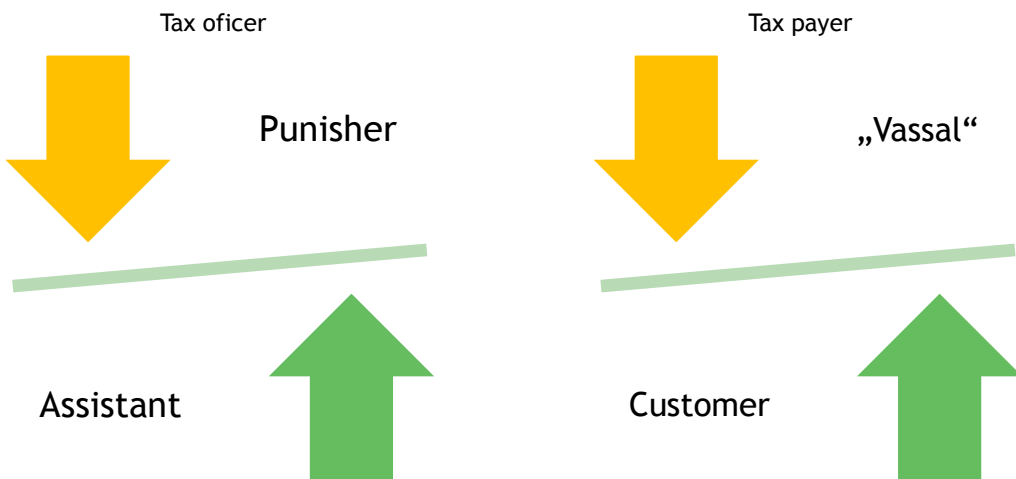


New e-Services for taxpayers are implemented year after year

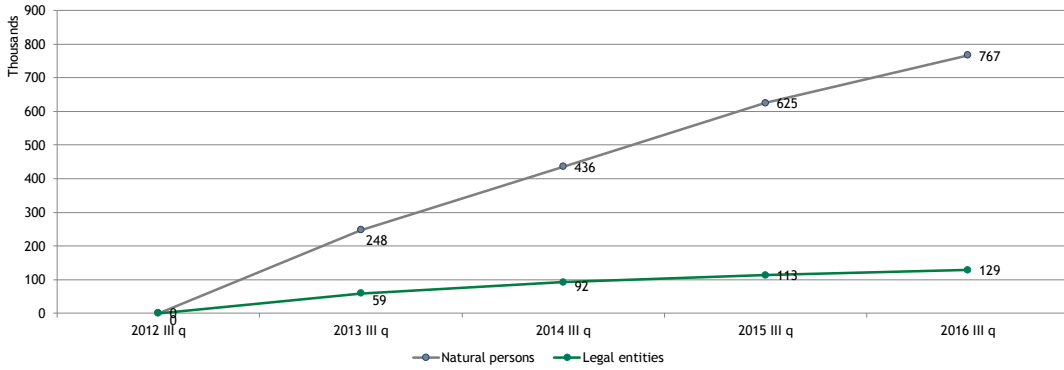




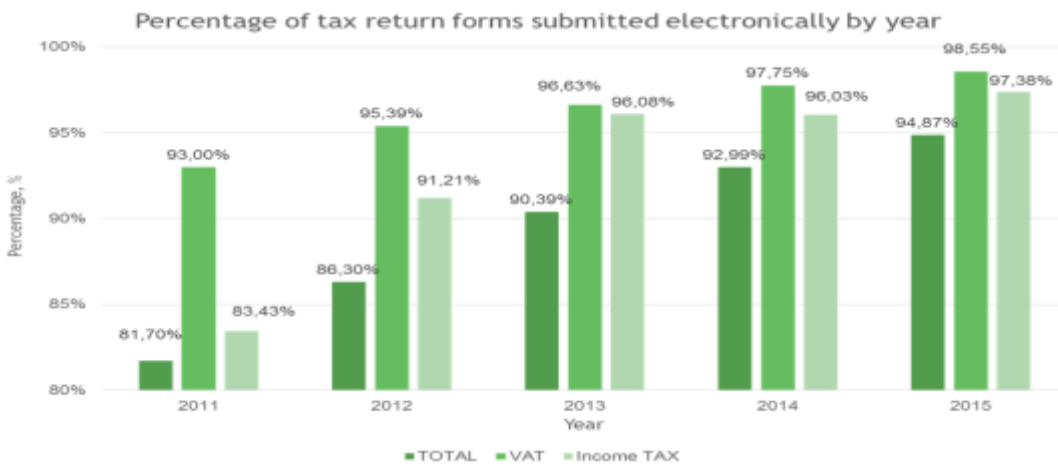
e-Services contribute to change the attitude



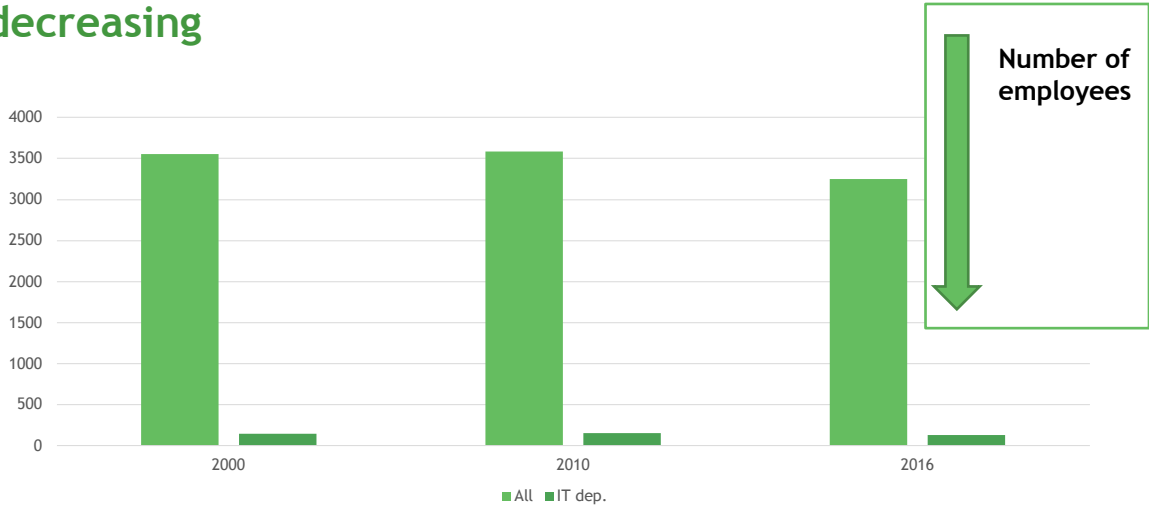
About 60% (900 thousand) of taxpayers are using e-Services



Tax return submission - digital by default?



The Number of Employees of State Tax Inspectorate is decreasing



e-Service development causes changes in organisation



Has our working environment changed?



Development of e-services:

- is essential nowadays
- leads to reengineering of processes' - new opportunities
- causes changes of attitude between organization and clients
- determines new working conditions and environment

THANK YOU FOR YOUR ATTENTION

ANY QUESTIONS ?

Lithuania

