**Additional comments on GovTech Maturity Index Online Survey.**

**Republic of Latvia.**

I-19.4 Has the government released any mobile app for the citizens' access to public services? –

“Vides SOS”, “Aizdomīgie darījumi”, “Attaisnotie izdevumi”, “kadastrs.lv”, “Covid19Verify”, “Apturi Covid Latvia – SPKC” and other apps.

I-31.6 Does the Gov respond to citizen feedback? (how the Gov has updated their services in response to citizen feedback)

I-31.6.1 If Yes > Supporting document (report/URL)

Every client request is being answered in written (official social media accounts, [**https://latvija.lv/epakalpojumi/ep155/apraksts,**](https://latvija.lv/epakalpojumi/ep155/apraksts%2C) also in feedback on quality forms, for example, <https://latvija.lv/ppk/izglitiba/augstaka-izglitiba/p11899/procesaapraksts> below process description, also e-mails, chatbots) or oral (phone calls, video calls) form.

I-45 Is there a government strategy / program to improve digital skills in the public sector?

Currently we have strategy developed and accepted, but also program is already developed, but at this moment is not accepted yet.

I-48.6 Is there a procurement policy aimed at prioritizing bids from startups/SMEs? (e.g., having a quota for SMEs)

The correct answer will be: don’t know.