

## Description of the Procedure for Issuing Documents Attesting Certain Legal Facts and for Disposable Information Provision

No	Title	Content of description
1	Title of an Administrative service	Issuing Documents Attesting Certain Legal Facts and for Disposable Information Provision
2	Description of the administrative service	Person's addressing to the institution with the application containing a request for an administrative service to be provided, i.e. issuing a permit, a document, a copy or an excerpt thereof attesting a certain legal fact; following the established procedure providing with information that the institution disposes; adopting an administrative decision (order, decree, etc.) in the established form and according to the established procedure, which reflects the will of the institution.
3	Legal Acts Regulating Provision of Administrative Service	<p>1. The Republic of Lithuania Law on Public Administration (Official <i>Gazette</i> Valstybės Žinios 1999, No. 60-1945; 2006, No. 77-2975);</p> <p>2. Rules on Persons Applications Consideration and Their Service in Public Administration Institutions and Other Public Entities issued by the Government of the Republic of Lithuania, 2007 August 22 Resolution No 875 (Government of the Republic of Lithuania 2015 August 26 Resolution No 913) (Official <i>Gazette</i> Valstybės Žinios 2007, No. 94-3779);</p> <p>3. The Republic of Lithuania Law on the Right to Receive Information from State and Municipal Institutions and Agencies (Official <i>Gazette</i> Valstybės Žinios, 2000, No. <a href="#">10-236</a>; 2005, No. <a href="#">139-5008</a>);</p> <p>4. Resolution No. IX-1655 „On Protection of Personal Data at State Institutions“ issued on 26 June, 2003 by the Seimas of the Republic of Lithuania (Official <i>Gazette</i> Valstybės Žinios, 2003, No. 65-2938).</p>
4	Information and documents to be provided by a person	An applicant wishing to get information from institution submits an application indicating what kind of information or a particular document she/he wishes to receive from institution.
5	Information and documents to be received by an institution (an officer examining the application)	If the application contains insufficient information or information is not accurate, within 5 working days the officer contacts the applicant with a request for clarification.
6	Provider of administrative service	According to the content of the application all administrative divisions of the institution provide the administrative service. Phone +370 41 433 620; <a href="mailto:administracija@siauliuti.lt">administracija@siauliuti.lt</a> .
7	Manager of administrative service	Acting director, Paulius Žvaliauskas, phone +370 41 430 921, e-mail <a href="mailto:paulius.zvaliauskas@siauliuti.lt">paulius.zvaliauskas@siauliuti.lt</a> Deputy director, Darius Gaidamavičius, phone +370 41 435 504, e-mail <a href="mailto:darius.gaidamavicius@siauliuti.lt">darius.gaidamavicius@siauliuti.lt</a>
8	Duration of provision of administrative	The administrative service shall be provided no later than within 20 working days counting from the date when the application has been received. If the requested information is elaborate and of a big volume the

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	service	Director of the institution has a right to extend the duration of provision of the administrative service for another 20 working days. An applicant has to be informed about the extension and the reasons of extension.
9	Price of provision of administrative service (if the service is provided for a fee)	The service is provided free of charge.
10	Application form, filling example, and content of the application	An application is submitted in free form. An applicant can ask questions at: <a href="mailto:administracija@siauliuti.lt">administracija@siauliuti.lt</a>
11	Features of administrative service	<p>Applications must be written in State language; legibly; sign by an applicant, indicating his/her name and surname, residential address (if the applicant is a natural person) or name, code, office address (if the applicant is a legal person) and contact details.</p> <p>When an application is submitted by a representative of the person, s/he shall provide a document proving the right of representation and a person's application conforming to the above mentioned requirements. When a person's representative addresses the institution on the behalf of a person being represented, in his/her application s/he must indicate his/her name, last name and residential address as well as name, last name, and residential address of the person being represented (if writing on the behalf of a natural person) or name, code, and office address (if writing on the behalf of a legal person), and must attach a document proving the right of representation.</p> <p>Complaints or reports may be submitted in person at the institution, by mail or courier mail, or electronically (if it is possible to identify the applicant).</p> <p>An applicant can submit an oral request by telephone or in person at the institution if s/he wishes to receive the oral information or to familiarize with a document without getting it's copy. This stands in that case if the information could be delivered immediately, without violation of the statutory procedure.</p> <p>An applicant requesting to get personal information about him/her has to indicate his/her personal code. If such a request is sent by mail or via courier, it is required to enclose a notarized copy of the personal identity document. When a representative of the applicant requests to get such information, s/he has to produce his/her personal identity document and a document certifying the right of representation.</p> <p>In that cases when the requested information seems to be at the disposal of other institution, an application have to be forwarded to that institution no more than within five working days. An applicant has to be informed about the referral no more than within three working days. In those cases when an applicant submit an oral request by telephone or in person at the institution and the requested information seems to be at the disposal of other institution, an applicant have to be redirected to proper institution</p>

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		<p>immediately and the applicant have to be provided with the contact information of that institution.</p> <p>An application that does not comply with the requirements can be repulsed by the resolution of the head of institution or by the resolution of the authorized person.</p> <p>An institution can refuse to provide the information, if:</p> <ol style="list-style-type: none"> <li>1) If the satisfaction of the request requires to produce a document or a information file and it is related to disproportionate labour and time costs;</li> <li>2) the content of an application is not clear;</li> <li>3) the same applicant requires the same information repeatedly;</li> <li>4) the requested information was published officially; in that case an institution inform an applicant about the publication source no more than within five working days;</li> <li>5) an institution discontinued to collect and process certain information in relation with changes in body function.</li> </ol> <p>In those cases when an institution refuses to provide an applicant with the requested information, a notice indicating the reasons of refusal and information about the appeal procedure of such decision have to be sent to the applicant.</p>

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