

ADMINISTRATIVE PROCEDURES DESCRIPTION

No	Title	Content of description
1	Title of an Administrative service	Administrative procedure
2	Description of the administrative service	Administrative procedure – actions, which the institution is mandated to perform in examining person's complaint or report concerning violation of rights and legitimate interests of a person indicated in a complaint or a notice by actions, inactivity or administrative decisions of the institution and in making administrative procedural decision concerning that. Complaints or reports may be submitted in person at the institution, by courier mail or electronically (must be signed by the electronic signature) at the e-mail address of the institution. Responses shall be delivered in person at the institution, send by mail, via a courier or electronically.
3	Legal Acts Regulating Provision of Administrative Service	1. The Republic of Lithuania Law on Public Administration (Official <i>Gazette</i> Valstybės Žinios 1999, No. 60-1945; 2006, No. 77-2975); 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).
4	Information and documents to be provided by a person	A complaint or a report. Documents related to the object and subject of the complaint or report or copies there of maybe attached. A complaint or a notice must indicate the name, last name, residential address, signature or name and address of the person, who has written a complaint or a notice. When a person's representative is addressing the institution on the behalf of the person, in his/her complaint or report 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.
5	Information and documents to be received by an institution (an officer examining the application)	Depending on the content of the person's complaint or the report additional documents must be received by the institution.
6	Provider of administrative service	Administrative service shall be provided by all administrative units of the institution in accordance with their competence and according to the content of a particular complaint or a report. Information about which administrative unit is investigating a complaint is provided by phone +370 41 433 620.
7	Manager of administrative service	Acting director, Paulius Žvaliauskas, phone +370 41 430 921, e-mail paulius.zvaliauskas@siauliuti.lt Deputy director, Darius Gaidamavičius, phone +370 41 435 504, e-mail darius.gaidamavicius@siauliuti.lt

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8	Duration of provision of administrative service	The administrative procedure must be completed and a decision in the administrative procedure must be made within 20 working days after it's start. If the administrative procedure may not be completed within this term due to objective reasons, it may be extended, but for a period not longer than 10 working days. The person must be informed about extension of the term of the administrative procedure in writing by electronic mail (if the complaint was received by electronic mail) and reasons for such extension must be given.
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	A complaint or an application is submitted in free form.
11	Features of administrative service	<p>Complaint or report, which does not include person's name, last name, residential address, is not signed, by the decision of Siauliai Remand prison director or deputy director may not be analyzed.</p> <p>Complaint which Siauliai Remand Prison is not authorized to take a decision of the administrative procedure, not later than in 5 working days are transferred to public administration units which have authority to accept a decision of the administrative procedure and the person is informed about that.</p> <p>If the administrative procedure is already started and after that turns out that complaint regarding same matter started to examine court, administrative procedure will be stopped, until the court ends examining the complaint and the person is informed about that.</p> <p>Complaint is not analyzed, when court or Siauliai Remand Prison already have taken the administrative procedure decision to the same subject matter and the person does not provide new facts to challenge the decision, as well if complaint includes offenses which are older than 6 month. About the decision not to analyze the complaint person gets in a five working days' time after complaint was received.</p> <p>Complaints submitted by e-mail must be signed by electronic signature.</p> <p>The answers to these complaints provided to the person by e-mail, at the request of the person - sent by post to the address indicated in the complaint or delivered in person.</p>