


**LITHUANIAN HYDROMETEOROLOGICAL SERVICE UNDER THE MINISTRY OF ENVIRONMENT**

I HEREBY APPROVE  
Director of the Lithuanian  
Hydrometeorological Service

  
Saulius Balys  
/04/2018

**DESCRIPTION OF THE PROVISION OF AN ADMINISTRATIVE SERVICE**

23/04/2018 No. 03  
Vilnius

No.	Title	Description
1.	Code of the administrative service	03
2.	Version of the administrative service	01/23/04/2018
3.	Title of the administrative service	Examination of complaints or reports on the violation of rights or legal interests of the person, indicated in the complaint or report, caused by actions, lack of actions or administrative decisions, possibly committed by the employees of the Lithuanian Hydrometeorological Service under the Ministry of Environment (hereinafter – LHMS)
4.	Description of the administrative service	<p>Complaints or reports may be submitted in writing (directly by coming to the LHMS, by mail or by courier) and by electronic means (if there is a possibility to identify the claimant). In order to submit a verbal complaint or a report, it must be possible to solve it instantly, without violating the interests of the claimant, other persons or the LHMS.</p> <p>The administrative procedure (investigation) begins with a written order (resolution) of the Director of the LHMS in three working days since the date, when the complaint was received. The complaint shall be investigated by an employee, appointed by the Director.</p> <p>The fact of receiving a complaint is confirmed by issuing a document, which indicates the date of receiving the complaint, the name, surname of the person that has received the complaint, as well as the registration number of the complaint.</p> <p>The administrative procedure ends with a decision. The claimant shall be informed of the decision made in 3 working days.</p> <p>The inquiries of persons shall be responded in the same manner as the inquiry was made, unless the person requests otherwise.</p> <p>In case of refusal to provide information, the claimant shall be provided with a letter, indicating the reasons of the refusal and the appeal procedure.</p>

No.	Title	Description
5.	Legislation, regulating the provision of the administrative service	<ul style="list-style-type: none"> <li>• Law on the Right to Obtain Information from State and Municipal Institutions and Agencies of the Republic of Lithuania;</li> <li>• Law on Public Administration of the Republic of Lithuania;</li> <li>• Rules for Processing Applications of Individuals and Their Service at Public Administration Institutions, Offices and Other Public Administration Entities, approved by the Resolution No. 875 of 22 August 2007 of the Government of the Republic of Lithuania;</li> <li>• Rules for Processing Applications of Individuals and Their Service, approved by the Order No. V-55 of 3 June 2010 of the LHMS;</li> <li>• Rules for Electronic Document Management, approved by the Order No. V-158 of 29 December 2011 of the Chief Archivist of the Republic of Lithuania.</li> </ul>
6.	Information and documents to be provided by a person making an inquiry	A complaint or a report, which must indicate the person's name, surname (or title of a legal entity) and address. The document must be signed.
7.	Information and documents to be received by the LHMS	A complaint or report of a violation of rights or legal interests of the person, indicated in the complaint or report, caused by actions, lack of actions or administrative decisions, possibly committed by the employees of the LHMS.
8.	Providers of the administrative service	Employees, authorised by LHMS Director.
9.	Head of the administrative service	LHMS Director Saulius Balys, phone: 275 1194, e-mail: lhmt@meteo.lt
10.	Length of the provision of the administrative service	<p>The administrative procedure must be completed and the decision must be made in 20 working days since the commencement of the procedure. When this administrative procedure cannot be completed in this term due to objective reasons, the term may be extended, but for no longer than 10 working days. A person is to be informed about the extended deadline of the administrative procedure by giving reasons for such extension in a written form by mail or by e-mail (when the complaint was received by e-mail), including the reasons for the extension. If the claimant was requested to provide more details or specify the request, then the term of information submission is calculated since the date of submission of the revised request.</p> <p>If the information requested is at another institution, the request is transferred to another competent institution in no later than 5 working days since the receipt of the request at the LHMS and the claimant shall be informed about it in 3 working days since the transfer of the request.</p>
11.	Price of the provision of the administrative service (in case of	No fee.

No.	Title	Description
	a fee for the service)	
12.	Application form, filling example and content	Free. It is necessary to indicate the person's name, surname, place of residence (in case the complaint or report was submitted by a legal entity – title, code, address), communication details, information on the violation of rights or legal interests of the person, indicated in the complaint or report, caused by actions, lack of actions or administrative decisions. In case the request was made by the person's representative, indicate the representative's name, surname and address, representation document and the person on whose behalf the application is made.
13.	Information and communication technology, used in the provision of the administrative service	Information level
14.	Peculiarities of the provision of the administrative service	<p>The service is final.</p> <p>A verbal request may be submitted in a language, understandable to the person, who makes the request, his representative and the employee receiving the request. If the person or his representative cannot speak the official state language and no employee at the LHMS understands the language of the claimant, or when a person cannot express his thoughts in an understandable way due to a sensory or speech disorder, his verbal application to the LHMS must be submitted by a person, who can translate the request into the official state language (a translator). The translator must be invited by the initiative of the person, who is addressing the LHMS.</p> <p>Unreadable requests shall be returned to the claimant with reasons of return in 3 working days since the receipt of the request at the institution.</p> <p>Requests that are not signed, do not include the name, surname, place of residence (in case the claimant is a natural person) or title code, domicile (in case of a legal person) and communication details, shall not be processed, unless the LHMS Director decides otherwise.</p> <p>In case of requests submitted electronically, when it is impossible to recognize the format of the electronic document; open and process them using electronic document management systems or other IT means, used by the LHMS; recognize the content of the request; identify the electronic signature and the person that has submitted the request, shall not be processed, unless the LHMS Director decides otherwise.</p> <p>Information and documents shall not be provided in presence of the circumstances, provided in the Art. 1, pt. 3 and Art. 16, pt. 2 of the Law on the Right to Obtain Information from State and Municipal Institutions and Agencies of the Republic of Lithuania.</p>

No.	Title	Description
15.	Inclusion of the applications for administrative services into the document accounting	The description of the provision of services is included into the accounting and is stored at the Division of Strategic Management, file 1.59, in accordance with the documentation plan.

Chief Expert of the  
Strategic Management and Communication Subdivision

Snieguolė Rastenytė

**DRAWING OF THE NECESSARY ACTIONS TAKEN IN THE PROVISION  
OF THE ADMINISTRATIVE SERVICE**

