

**NATIONAL LAND SERVICE
UNDER THE MINISTRY OF AGRICULTURE**

APPROVED by:
the Director of the National Land
Service under the Ministry of
Agriculture

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**THE DESCRIPTION OF ACCEPTANCE AND SUPPLY OF PERSONS' APPLICATIONS,
COMPLAINTS AND REPORTS AT THE NATIONAL LAND SERVICE UNDER THE
MINISTRY OF AGRICULTURE**

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No.	Title	Description content
1.	Code of an administrative service	APBR.1.
2.	Version of an administrative service	2 (28-11-2011).
3.	Title of an administrative service	The acceptance and conclusions of persons' applications, complaints and reports at the National Land Service under the Ministry of Agriculture.
4.	Description of an administrative service	All accepted and recorded (date of receipt) applications, complaints and reports by mail, e-mail (signed by e-signature), by courier, by person arrived at the National Land Service under the Ministry of Agriculture (hereinafter - the Service). Prepared responses to applications, complaints and reports are provided to a person at the Service, by mail or e-mail.
5.	Legislation governing the provision of an administrative service	1. Law on Public Administration of the Republic of Lithuania (Official Gazette, 1999, No. 60-1945; 2006, No. 77-2975). 2. Lithuanian Law to obtain information from state, municipal institutions and agencies (Official Gazette, 2000, No. 10-236; 2005, No. 139-5008). 3. Rules of persons' applications and their service at the public administration institutions and other public administration entities issued by the Government of the Republic of Lithuania on 22 August 2007 Resolution No. 875 (Official Gazette, 2007, No. 94-3779). 4. Law on Land Reform of the Republic of Lithuania (Official Gazette, 1991, No. 24-635; 1997, No. 69-1735) art.18. 5. Rules out of court of the precedent litigation analysis at the National Land Service under the Ministry of

		Agriculture approved by the Director of the National Land Service under the Ministry of Agriculture on 7 September 2010 Order No. 1P-90 (Official Gazette, 2010, No. 109-5624).
6.	Information and documents to be provided by a person	<p>1. Persons' applications, complaints and reports in written form must be:</p> <p>1.1. written in the official language (this provision does not apply to applications, complaints, reportedly sent by mail);</p> <p>1.2. written legibly;</p> <p>1.3. signed by a person, full name, place of residence (if natural person is applying) or a name, code, address (if legal person is applying) and contact details indicated;</p> <p>2. Persons' applications, complaints, reports, provided electronically and signed by e-signature are equivalent to applications, complaints, reports submitted in written form.</p> <p>3. Persons' applications, complaints, reports submitted electronically must be designed so that the officers of the Service could:</p> <p>3.1. identify the format of electronic document ;</p> <p>3.2. open and process it by means of electronic document management system information technology;</p> <p>3.3. recognize content;</p> <p>3.4. identify electronic signature and person who provided application, complaint, report.</p> <p>4. The complaint analysed according to the order of the precedent litigation out of court at the National Land Service under the Ministry of Agriculture shall be as follows:</p> <p>4.1. date and place of the composition of complaint;</p> <p>4.2. name, surname, of a civil servant of a Territorial Division whose functions, decisions, actions (or inactions) are unaffected;</p> <p>4.3. circumstances based on person's claim;</p> <p>4.4. rights and interests protected by Law that have been violated by the decision, actions (or inactions) of a Territorial Division;</p> <p>4.5. individual claim;</p> <p>Copies of personal documents proving the circumstances set forth in the complaint must be added by a person.</p> <p>Note. If the application, complaint, report is signed by a representative of a person the commission must be accompanied by a power of attorney confirming the representative's powers.</p>
7.	Information and documents to be received by the Service (officers dealing with applications, complaints, reports)	Information and documents related with an application, complaint or report at the Service received from other institutions or state registers: The Residents' Register Service of the Republic of Lithuania (http://ivn.vrm.lt/),

		Farmer's Holding Registration of the Republic of Lithuania (http://www.vic.lt), Real Estate Cadastre and Register of the Republic of Lithuania (http://www.registrucentras.lt)
8.	Provider of an administrative service	Chief officers of the Document Management Division of the General Affairs Department: Rita Stalnionienė, phone (8 5) 239 1333, e-mail Rita.Stalnioniene@nzt.lt and Laimutė Vaitkutė, phone (8 5) 210 0544, e-mail Laimute.Vaitkute@nzt.lt . Names, surnames, phone numbers and e-mails of the officers of the Territorial Divisions are on the website: www.nzt.lt .
9.	Heads of an administrative service	Head of the Document Management Division of the General Affairs Department: Eglė Hurčinaite, phone (8 5) 210 0567, e-mail Egle.Hurcinaite@nzt.lt . Names, surnames, phone numbers and e-mails of the heads of the Territorial Divisions are on the website: www.nzt.lt .
10.	The provision term of an administrative service	Received applications must be dealt within 20 working days from the day of receipt at the Service. Administrative procedures must be completed and decision made within 20 working days of its start. The Director of the Service or his authorized representative shall have the right to extend these deadlines for a maximum of 10 working days.
11.	Application form, filling model and content of an application	An application, complaint, report must be provided according to application / complaint / report form (Annex 1) prepared by the Service or in a free form. Precedent litigation for a complaint out of court at the National Land Service under the Ministry of Agriculture is provided according to the form prepared by the Service (Annex 2 for the description). Provided application, complaint, report of a person must correspond to the requirements listed in paragraph 5.
12.	Information and communication technologies used for the provision of an administrative service	An opportunity to download the forms of application / complaint / report and precedent litigation for complaint out of court at National Land Service under the Ministry of Agriculture are on the website www.nzt.lt
13.	Provision features of administrative services	Territorial Divisions analyse complaints about the propriety of land parcels formed during land reform, land privatization, lease and gratuitous transfer to use prepared documentation and Laws and other mismatch requirements of legal acts until the decision on state land purchase, lease or gratuitous transfer. The decisions and actions (inactions) of the Territorial Divisions of the Service, except decisions to restore property rights of land ownership, to provide land parcel gratuitously, sell, lease or transfer for gratuitous use are appealed to the Director of the Service

		<p>according to the precedent litigation out of court at the National Land Service under the Ministry of Agriculture.</p> <p>A complaint or report is not analysed if the court or the Service has adopted the decision of administrative procedures on the same issue and a person has no new factual evidence to challenge the decision.</p> <p>An application to which the same person applies to the Service on the same subject is not analysed if no new circumstances which constitute the base for additional arguments or allowing uncertainties of the previous validity of an answer are indicated.</p> <p>The decision not to analyse the complaint, report or application must be reported to a person within 5 working days from the receipt of the complaint, report or application.</p> <p>Complaints and reports submitted electronically must be signed by a secure electronic signature.</p> <p>A person has the right to appeal the decision of an administrative procedure according to the Laws.</p>
14.	The description of administrative services provision involvement in the document register	The description is involved in the document register of the Service, recorded and stored in 5.29 case of “Administrative Service Provision Descriptions and Registry 1AP“.

Head of the Document Management Division
of the General Affairs Department

Eglė Hurčinaitė