

1.	Name of service	<b>Consultations to Persons on Issues Regarding the Competences of the Entity of Public Administration in Oral and Written Form</b>
2.	Recipients of service	Natural persons not for business purposes; Legal persons not for business purposes; Legal persons for business purposes; Natural persons for business purposes
3.	Type of service: electronic/ non-electronic	non-electronic
3.1.	Link to electronic service	-
3.2.	Link to online application form ( <i>when electronic service unavailable</i> )	In order to obtain consultation or information, the person shall submit a request and information detailing the circumstances of the request which is of concern to him.  There is no special form. Persons can submit their inquiries by logging on to the Control Authority's website at <a href="http://www.lpt.lrv.lt">www.lpt.lrv.lt</a> in the "Frequently Asked Questions" section.
4.	Timeframe of service	Requests of persons, with the exception of requests from persons which may, without prejudice to the interests of the person making the request, to other persons or the institution, be dealt with immediately, shall be processed within 20 working days of registration of the request by the Control Authority.
5.	Fees of service	The service is free of charge
6.	Cross-border payment measures and procedure	-
7.	Description of process for obtaining a service	Consultation shall be provided in the manner in which the question is submitted. Oral consultation: 1. The natural or legal person shall submit a question and information detailing the circumstances of the matter of interest to him. 2. Administrator of the Legislation, Staff and General Affairs Division shall refer the question to the heads or specialists of divisions of the Gaming

		<p>Control Authority under the Ministry of Finance of the Republic of Lithuania (hereinafter – Control Authority) according to their competence.</p> <p>3. The answer is submitted to the natural or legal person.</p> <p>Written consultations:</p> <p>1. The natural or legal person shall submit a question and information detailing the circumstances of the matter of interest to him.</p> <p>2. Administrator of the Legislation, Staff and General Affairs Division shall refer the question to director of the Control Authority.</p> <p>3. The director shall refer the question to the heads of the Control Authority according to their competence.</p> <p>4. The heads of the Control Authority shall submit the reply to the request to the director of the Control Authority.</p> <p>5. The answer agreed with the director of the Control Authority shall be registered in the Document Management System of the Control Authority.</p> <p>6. The answer shall be submitted to the natural or legal person.</p>
8.	List of documents to be submitted to obtain a permit	In order to obtain consultation or information, the person shall submit a request and information detailing the circumstances of the request which is of concern to him.
9.	Contact details of the authority providing a service (position of responsible employee, name and surname, e-mail, phone no.)	<p>Head of the Legislation, Staff and General Affairs Arnoldas Dilba</p> <p>Phone No +370 5 2336246, e-mail <a href="mailto:arnoldas.dilba@lpt.lt">arnoldas.dilba@lpt.lt</a></p>
10.	Information concerning available remedies	In accordance with the procedure established by the Law on Administrative Proceedings of the Republic of Lithuania, the action or non action of the service provider can be appealed to the Supreme Administrative Disputes Commission or the Vilnius Regional Administrative Court within one month from the receipt of the decision.
11.	Contact details of organisations from which providers or recipients can obtain practical assistance	-

