

Procedures and information in terms of individuals counselling at the State Inspectorate for Spatial Planning and Construction under the Ministry of the Environment.

1.	Name of the Service	Individuals counselling
2.	Recipients of the Service	Natural and legal persons
3.	Type of the Service: electronic / non-electronic	electronic / non-electronic
3.1.	Link to the electronic Services	<ul style="list-style-type: none"> – Electronic inquiries → http://vtpsi.lrv.lt/lt/konsultacijos/elektronis-paklausimas;
3.2.	Link to the request form / forms <i>(in case of non-electronic service)</i>	<ul style="list-style-type: none"> – Phone: +370 5 207 3333, for individuals who are calling from abroad, Inspectorate provides direct consultations by phone: +370 5 207 3333. – For those who are intended to receive a written and confirmed consultations from Inspectorate, a free-form, signed inquiry should be submitted. Written form inquiries for the Inspectorate as well as sent by the electronic devices, should be signed by electronic or regular signature and formatted by the means that ensures the integrity exchangeability of the text. For example, PDF format, Fax, etc. <p style="margin-left: 40px;">Inquiries should be sending to the:</p> <p style="margin-left: 40px;">Email address: info@vtpsi.lt Post address: <i>Valstybinei teritorijų planavimo ir statybos inspekcijai prie Aplinkos ministerijos</i> <i>/ State Inspectorate for Spatial Planning and Construction under the Ministry of Environment</i> <i>Kalvarijų g. 147,</i> <i>LT-08532 Vilnius</i> <i>Lithuania</i></p>
4.	Duration of the Service	20 working days
5.	Price of the Service	Free of charge
6.	Ways and procedures of payment for provided Services <i>(including payment for foreigners)</i>	–

7.	Description of the Service delivery process	Request for direct consultation by phone or after ones arrives to the Inspectorate from Administrative division → provision of direct consultation ('word' consultation) Request for written consultation by writing or electronic request → providing written consultation
8.	Information and documents to be provided by the individual	Attached documents are optional and can be provided upon Inspectorate request.
9.	Contact details of the Service provider (position, name, e-mail, telephone number of responsible person)	Employees of the Consulting department info@vtpsi.lt +370 52 073333
10.	Procedure for appealing inaction / actions of the service provider	Rules for the Examination of Requests and Complaints in Public Administration Institutions, approved by Government Resolution No. 875 of 22 August 2007 (as amended by Government Resolution No. 1014 of 1 December 2021) https://www.e-tar.lt/portal/it/legalAct/TAR.6565D97B9AA2
11.	Contacts of organizations that can provide information or practical assistance to recipients (if known)	–