

PROCEDURE FOR PROVIDING INTERACTIVE CONSULTANCY SERVICES

CHAPTER I GENERAL PROVISIONS

1. Interactive consultancy service (hereinafter referred to as the Service) is available on the website info.registrucentras.lt where visitors (hereinafter referred to as the Service Recipients) may receive consultations on general issues related to the services provided by the State Enterprise Centre of Registers (hereinafter referred to as the Centre of Registers).

2. The service is provided free of charge.

3. The service aims at improving the quality of consultancy services provided by the Centre of Registers, ensuring the availability of useful and relevant information to users of the Centre of Registers, the prompt processing of inquiries and supporting the feedback to the site's visitors.

4. The interactive consultancy website provides the most commonly asked questions and answers to them as well as information videos. Service Recipients can search for answers to their questions or ask a personalised question.

5. Consultations on the interactive consultancy website are provided in Lithuanian language. Answers to the questions asked in a foreign language are prepared in Lithuanian, together with the translation into English, within the next two business days from the moment of submitting the question.

6. The use of the Service is an act of expressing person's will to receive an interactive consultation in accordance with the procedure and terms established in the current description. When asking a question on the website info.registrucentras.lt, the Service Recipient agrees with the provisions of the current description.

7. The content of interactive consultations is public and accessible for re-use, unless the disclosure of such content may reveal sensitive personal data and/or violate the confidentiality of sensitive data.

8. Questions placed on the service website are answered, as a rule, within 12 working hours after the question was submitted. If due to the objective reasons (technical malfunctioning, different or incomplete practice issues or in case a confirmation from other competent experts is required, etc.) it is not possible to prepare an answer within the set time limit, the Service Recipient should be informed about the extension of the term.

CHAPTER II CONTENT OF CONSULTATIONS

9. The interactive consultancy website shall provide general consultations and information on the following topics:

9.1. organizational structure of the Centre of Registers, customer service units, their working hours;

9.2. services provided from the registers kept by the Centre of Registers, namely the Real Property Cadastre and Register, the Register of Legal Entities, the Address Register, the Population Register, the Mortgage Register, the Register of Property Seizure Acts, the Register of Power of Attorneys, the Register of Contracts, the Register of Wills, the Register of Marriage Settlements, the Register of Legally Incapable Persons and Persons with Limited Legal Capacity; their prices, terms and conditions for providing the services;

9.3. individual and mass valuation of real property and issues related to taxable values of the real property subject to taxes calculated by the Centre of Registers;

9.4. qualified electronic signature certificates distributed by the Centre of Registers and its partners, conditions for obtaining them, preparation of computer equipment for the work using electronic signature, and other services based on electronic signature technology;

9.5. services provided in the customer self-service system of the Centre of Registers and the use of other e-services provided by the Centre of Registers.

CHAPTER III LIMITATIONS

10. The following limitations shall apply to the consultations available on the interactive consultancy website:

10.1. the Service Provider shall not provide legal or operational consultations to the Service Recipients and not explain or interpret legal acts.

10.2. The Service Provider does not perform any assessment of the documents or situation in advance and does not take any decision. In cases where consultations cannot be provided without the assessment of data, documents or information, the Service Recipient shall be advised to contact a competent professional and/or is instructed how to submit a formal request/complaint in accordance with the established procedure.

10.3. The interactive consultancy website does not support ongoing correspondence between the Service Provider and the Service Recipient. In order to add some information to the question already asked, the Service Recipient has to ask a new question, repeating the information provided in the question asked before.

10.4. The interactive consultancy website does not accept orders for services and works provided by the Centre of Registers.

10.5. The interactive consultancy website does not provide excerpts from the registers, certificates and other documents, copies of documents and/or data that constitute the content of public and commercial services provided by the Centre of Registers.

10.6. Consultations provided on the interactive consultancy website do mean an official document and cannot be considered as a legal basis for expressing the position of the Centre of Registers in legal disputes.

CHAPTER IV INFORMATION SOURCES AND RE-USE OF INFORMATION

11. The Service is provided in accordance with the laws and other legal acts valid in the Republic of Lithuania and normative documents of the Centre of Registers. The content of public consultation shall not be stored; therefore it can be restored, quoted and communicated to third parties indicating the primary source of information, namely the Centre of Registers.

CHAPTER V FINAL PROVISIONS

12. Provisions of the current description apply to all Service Recipients. The description is publicly available in the footer of the interactive consultancy website info.registrucentras.lt. Provisions of the current description are amended, supplemented or cancelled by the order of Director of the Centre of Registers.
