

APPROVED  
by Order No 1V-12  
of the Head of the Seimas Ombudsmen's Office  
of 20 February 2023

**List of measures to be taken by the Seimas Ombudsmen's Office of the Republic of Lithuania in 2023 to implement its Strategic Action Plan**

Assessment indicator code	Titles and units of measurement of tasks, measures and assessment indicators				
		Planned value 2023	Specific measure planned	Planned implementation period	Implementor
1	2				
	<b>HANDLING COMPLAINTS FROM INDIVIDUALS</b>				
R-13-001-11-01	Information provided by institutions on the implementation of the Seimas Ombudsmen's recommendations, per cent	98	Control of recommendations, reminder letters, call letters, additional arguments	Q1-Q4	Seimas Ombudsmen, all groups of Advisors, Reception Group
	<b>Resolution of problems raised in complaints by individuals by mediation</b>				
P-13-001-11-01-01-01	Number of mediation cases, pcs.	600	Mediation letters	Q1-Q4	Seimas Ombudsmen, Reception Group
P-13-001-11-01-01-02	Number of recommendations made after mediation, pcs.	1000	Mediation letters	Q1-Q4	Seimas Ombudsmen, Reception Group
P-13-001-11-01-01-01	Number of recommendations properly implemented immediately after they were made, pcs.	1000	Evaluation of responses to recommendations	Q1-Q4	Reception Group
P-13-001-11-01-01-02	Number of recommendations duly implemented after repeated calls, pcs.	0	Preparing reappeals	Q1-Q4	Reception Group
	<b>Investigation of complaints from individuals on the merits, providing a legal assessment of the activities of officials</b>				
P-13-001-11-01-02-01	Complaints investigated on the merits, pcs.	300	Statements of the Seimas Ombudsmen	Q1-Q4	Seimas Ombudsmen, all groups of Advisors

P-13-001-11-01-02-02	Number of meetings with representatives of public authorities to resolve problems raised in complaints, pcs.	20	Visits to Šiauliai City and Šiauliai District Municipality - 2	April	Seimas Ombudsperson M. Vainiutė, First and Second Advisor Groups, General Affairs and Resource Management Units
			Visit to Molėtai District Municipality - 1	May	Seimas Ombudsperson M. Vainiutė, First and Second Advisor Groups, General Affairs and Resource Management Departments
			Visits to Elektrėnai and Kaišiadorys District Municipality - 2	June	Seimas Ombudsperson M. Vainiutė, First and Second Advisor Groups, General Affairs and Resource Management Departments
			Visits to Alytus City and Alytus District Municipality - 2	September	Seimas Ombudsperson M. Vainiutė, First and Second Advisor Groups, General Affairs and Resource Management Departments
			Meeting with representatives of the Ministry of Social Security and Labour and the State	Q2	Seimas Ombudsperson E. Leonaitė, Second Advisor Group

			Social Insurance Fund Board - 1		
			Meeting with representatives of the Ministry of the Environment - 1	Q2	Seimas Ombudsperson E. Leonaitė, First Advisor Group
			Meetings with representatives of state and municipal authorities in light of significant and/or systemic problems identified in the course of complaint handling	Q1-Q4	Seimas Ombudsmen, all advisor groups
	<b>Making recommendations and monitoring their implementation</b>				
P-13-001-11-01-03-01	Recommendations issued after the investigation of complaints on the merits, pcs.	500	Statements from the Seimas Ombudsmen	Q1-Q4	Seimas Ombudsmen, all advisor groups
P-13-001-11-01-03-02	Number of recommendations properly implemented immediately after they were made, pcs.	450	Evaluation of responses to recommendations	Q1-Q4	All advisor groups
P-13-001-11-01-03-03	Number of recommendations duly implemented after repeated calls, pcs.	50	Preparing reappeals	Q1-Q4	All advisor groups
	<b>NATIONAL PREVENTION OF TORTURE</b>				
R-13-001-11-02	Appropriate implementation of recommendations made following inspections, %	85	Consultation of institutions on possible measures to implement the Seimas Ombudsmen's proposals/recommendations	Q2-Q4	Seimas Ombudsperson E. Leonaitė, Human Rights Office
	<b>Number of places of detention visited</b>				
P-13-001-11-02-01-01	Number of places of detention visited, pcs.	5	Inspection at the place of detention Screening in a mental health facility Inspection in a care home <i>Ad hoc</i> inspections as required	Q2-Q4	Human Rights Office

	<b>Providing recommendations after inspections and control of their implementation</b>				
P-13-001-11-02-02-01	Recommendations made, pcs.	100	NCP reports	Q2-Q4	Seimas Ombudsperson E. Leonaitė, Human Rights Office
	<b>PERFORMING THE FUNCTIONS OF A NATIONAL HUMAN RIGHTS INSTITUTION</b>				
	<b>Monitoring human rights in Lithuania and drafting a human rights report</b>				
P-13-001-11-03-01-01	Human rights report, pcs.	1	Annual report on the activities of the Seimas Ombudsmen and the National Human Rights Institution	15 03 2023	Seimas Ombudsmen, all Advisory Groups, the Human Rights Office and the General Affairs Departments
	<b>Human rights education and dissemination</b>				
P-13-001-11-03-02-01	Number of information measures (educational information programmes, lectures, trainings, leaflets, etc.) on human rights issues, pcs.	5	National Human Rights Forum - 1	December	Seimas Ombudsperson E. Leonaitė, Human Rights Office, Resource Management Department
			Article in the publication "Municipal News" – "Aspects of the work of the Seimas Ombudsmen in 2022" - 1	March	Seimas Ombudsperson M. Vainiutė
			Lecture for students at the Seimas Ombudsmen's Office "The role of the Seimas Ombudsmen in ensuring human rights" - 1	September	Seimas Ombudsmen
			Lecture for students on international and national human rights mechanisms - 1	March	Human Rights Office (V. Valentinavičius)

			Training for mental health and care workers - 2	Q3-Q4	Human Rights Office
P-13-001-11-03-02-02	Number of speeches in the media, social networks and on the institution's website on the activities of the Seimas Ombudsmen's Office, pcs.	300	Interviews, public positions, press releases, comments, statements in social networks, information on the Seimas Ombudsmen's Office website	Q1-Q4	Seimas Ombudsmen, the institution's communications officer, other staff on the instructions of the Seimas Ombudsmen
	<b>Presentation of the human rights situation in Lithuania to international organisations</b>				
P-13-001-11-03-03-01	Number of reports submitted to international institutions, pcs.	2	Report to the United Nations Subcommittee on Prevention of Torture; Alternative report on the implementation of the United Nations Convention on the Rights of Persons with Disabilities in Lithuania	Q2-Q4	Human Rights Office
P-13-001-11-03-03-02	Number of meetings with representatives of international organisations and foreign ombudsmen, pcs.	15	Multilateral and bilateral meetings with representatives of international intergovernmental and non-governmental organisations and ombudsmen of other countries	Q1-Q4	Seimas Ombudsmen, Human Rights Office, Advisor Groups, General Affairs and Resource Management Departments
	(Re)accreditation of the Seimas Ombudsmen's Office as a National Human Rights Institution	1	Preparation of an accreditation application, participation in the accreditation working/preparatory meetings, accreditation meeting.	Q3- Q4	Seimas Ombudsmen, Human Rights Office
	<b>Making systematic proposals to state and municipal institutions and bodies on human rights issues</b>				

P-13-001-11-03-04-01	Number of recommendations to improve the legal framework, i.e. to amend legislation that may restrict human rights and freedoms, pcs.	40	Statements of the Seimas Ombudsmen	Q1-Q4	Seimas Ombudsmen, all advisor groups
P-13-001-11-03-04-02	Number of recommendations on how to address fundamental human rights issues, pcs.	8	Report on critical human rights issues	Q3-Q4	Seimas Ombudsperson E. Leonaitė, Human Rights Office
P-13-001-11-03-04-03	Number of meetings with representatives of public authorities on issues of public interest, pcs.	20	Meetings with representatives of the Seimas, ministries, law enforcement agencies and other state institutions and bodies	Q1-Q4	Seimas Ombudsmen, all advisor groups, Human Rights Office
	<b>Aligning national legislation with the Republic of Lithuania's international human rights obligations</b>				
P-13-001-11-03-05-01	Number of assessments on the compliance of legislation (draft legislation) with human rights standards, pcs.	4	Positions on the compliance of draft legislation with human rights standards	Q1-Q4	Seimas Ombudsperson E. Leonaitė, Human Rights Office, advisor groups
	<b>Conducting inquiries into fundamental human rights problems and investigations at the initiative of the Seimas Ombudsmen</b>				
P-13-001-11-03-06-01	Number of investigations carried out at the initiative of the Seimas Ombudsman, pcs.	12	12	Q1-Q4	Seimas Ombudsmen, all advisor groups
P-13-001-11-03-06-02	Number of studies conducted on core human rights issues, pcs.	1	Study on the key human rights challenges in the area of the protection of the rights of victims of crime under Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012	II-IV Q4.	Seimas Ombudsperson E. Leonaitė, Human Rights Office
P-13-001-11-03-06-03	Involvement of civil society in decision-making processes (meetings, expert evaluation, opinion giving, etc.), pcs.	7	Involvement of experts from non-governmental sector in torture prevention visits	Q1-Q4	Seimas Ombudsmen, all advisor groups, Human Rights Office

			Meeting with civil society to present the Seimas Ombudsmen's report	Q1-Q2	Seimas Ombudsmen, all advisor groups, Human Rights Office
			Meetings with representatives of civil society to identify relevant human rights protection issues and ways to address them, and to expand cooperation between the non-governmental sector and the Seimas Ombudsmen's Office	Q1-Q4	Seimas Ombudsmen, all advisor groups, Human Rights Office