

APPROVED
by Order No 1V-7 of
the Head of the Seimas Ombudspersons' Office
of the Republic of Lithuania
of 12 January 2023

SEIMAS OMBUDSPERSONS' OFFICE OF THE REPUBLIC OF LITHUANIA, 191759894

(name and code of the manager of appropriations or
name of the management area covered by the strategic action plan)

STRATEGIC ACTION PLAN 2023-2025

**CHAPTER I
MISSION**

Focusing on and assisting each individual, defending and respecting human rights and freedoms, and promoting dialogue between individuals and the government, so that public institutions serve people well.

**CHAPTER II
AREA OF ACTIVITY OF THE STATE AND STRATEGIC AND/OR OPERATIONAL
OBJECTIVES**

The area of activity of the state in which the institution operates – justice (13).

Table 1. Objectives and indicators for assessing their impact

Operational objective and indicator for assessing its impact	Value of the indicator for assessing the impact of the operational objective	Values of the indicator for assessing operational objective			Actual value of the indicator for assessing the impact of the strategic objective of the NPP for the immediately following period	Values of the indicator for assessing the impact of NPP strategic objective	
		2023	2024	2025		2025	2030
1	2	3	4	5	6	7	8
11.1 Handling complaints from individuals							
11.1 Information provided by institutions on the implementation of the recommendations of the Seimas Ombudspersons, per cent	98 (2022)	98	98	98			
11.2 Implementation of the National Prevention of Torture							
11.2 Proper implementation of recommendations made following inspections (%)	85 (2022)	85	85	85			
11.3 Exercising the functions of the National Human Rights Institution							

CHAPTER III OPERATIONAL PRIORITIES

Operational priorities:

- 1) strengthening human rights and freedoms by investigating complaints, acting as the National Preventive Authority and the National Human Rights Institution (NHRI);
- 2) disseminating information on human rights and freedoms and the institution's activities.

The priorities have been set for three years, taking into account the human rights issues raised by individuals in their complaints, in the mass media, social networks and other sources, as well as the comments made by international organisations to Lithuania in the field of human rights.

All the measures taken are related to the implementation of the priorities.

CHAPTER IV PROGRAMMES

There is one ongoing programme – protection of human rights and investigation of abuse and bureaucracy by officials.

The aim of the programme implemented by the Seimas Ombudspersons' Office aims to protect human rights and freedoms by all means provided for by law.

This objective is pursued through the implementation of the three mandates of the Seimas Ombudspersons: investigating complaints from individuals, carrying out the national prevention of torture in places of deprivation of liberty, and carrying out the functions of a NHRI.

The programme being implemented by the Seimas Ombudspersons' Office is an important contribution to improving the human rights situation in the country. The activities of the Seimas Ombudspersons' Office also contribute to the implementation of the international commitments assumed by the Republic of Lithuania and to the protection of human rights. The importance of independent and strong ombudsmen's institutions in promoting and protecting human rights, good public administration and the rule of law is also highlighted in international documents at the level of the United Nations and the Council of Europe (Resolution 75/186 of the UN General Assembly of 16 December 2020; the Principles for the Functioning of Ombudsmen Institutions approved by the Council of European Commission for Democracy through Law (the Venice Commission) in 2019).

The effectiveness of human rights enforcement also depends on the quality of public administration. Every entity performing public administration functions must also view its activities from the perspective of human rights protection, i.e. to ensure that its actions and decisions comply with the requirements of the law and do not violate human rights. The aim of the Seimas Ombudspersons in this area is to work with public administration institutions to encourage them to comply with the principle of good public administration in all cases, thus ensuring human rights.

Measures to increase the effectiveness of human rights protection include public education on human rights, dissemination of information on human rights and the institution's activities, and efforts to harmonise national law with international human rights obligations. Monitoring the human rights situation and reacting to violations of human rights, assessing the country's implementation of its international human rights obligations and presenting them to the UN human rights protection mechanisms are also measures that increase the effectiveness of human rights protection.

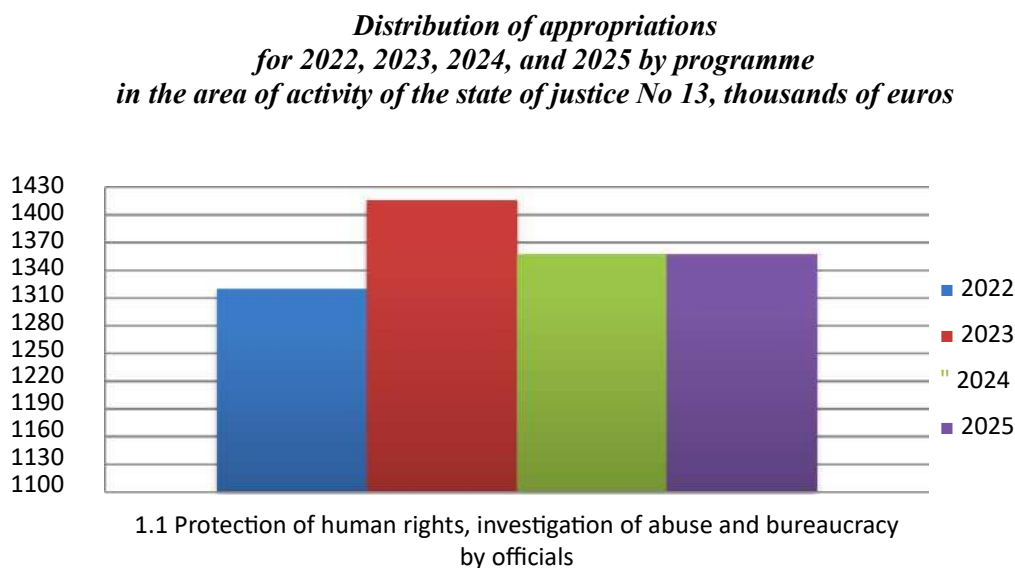
In order to successfully achieve the objective of the Seimas Ombudspersons' Office programme, it is important to increase the efficiency of the Seimas Ombudspersons, their advisors and other staff by strengthening financial and human resources of the Seimas Ombudspersons' Office and improving the organisation and management of the Office.

Table 2. Distribution of appropriations by area of activity and programme of the state for the 2023-2025 period (thousands of euros)

Seq. No.	Title of the area of activity of the state, programme code and name	Approved appropriations for 2022				Appropriations for 2023				Appropriations for 2024				Appropriations for 2025			
		total	of which			total	of which			total	of which			total	of which		
			for expenses		for acquisition of property		for expenses		for acquisition of property		for expenses		for acquisition of property		for expenses		for acquisition of property
			total	of which for salary			total	of which for salary			total	of which for salary			total	of which for salary	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
1.	13 Area of activity of the state – justice	1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20
1.1.	13-001 Protection of human rights, investigation of abuse and bureaucracy by officials	1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20
TOTAL		1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20
of which progress measures																	
of which ongoing activity measures		1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20
of which transfer instruments																	
change in appropriations compared to the previous year																	
of which progress measures																	
of which ongoing activity measures																	
of which transfer instruments																	

n - 1 – the current year, *n* – the first planned year, *n* + 1 – the second planned year and *n* + 2 – the third planned year.

Figure 1. Distribution of appropriations for 2022-2025 by programme



**Programme 1.1 of the area of activity of the state of justice No 13
Protection of human rights, investigation of abuse and bureaucracy by officials**

The programme “Protection of Human Rights, Investigation of Abuse and Bureaucratic Practices by Officials” implements the three ongoing tasks provided for in the Law on the Seimas Ombudspersons: the investigation of complaints from individuals, the national prevention of torture, and the performance of the functions of a NHRI.

The following ongoing activity measures have been planned in the implementation of the task of dealing with complaints from individuals:

- 1) resolving problems raised in complaints lodged by individuals through mediation,
- 2) investigating individuals’ complaints on the merits, providing a legal assessment of officials’ actions,
- 3) making and recommendations from the Seimas Ombudsperson and control of their implementation.

The following ongoing activity measures have been planned to implement the task of national prevention of torture:

- 1) monitoring the human rights situation in places of detention;
- 2) making recommendations and control of their implementation.

The following ongoing activity measures have been planned to address the mission of a NHRI:

- 1) monitoring human rights in Lithuania and drafting a human rights report,
- 2) education and dissemination on human rights issues,
- 3) presentation of the assessment of the human rights situation in Lithuania to international organisations,
- 4) making systematic proposals to state and municipal institutions and bodies on human rights issues,
- 5) aligning national legislation with the international obligations of the Republic of Lithuania in the field of human rights,
- 6) initiating and conducting major investigations into the human rights situation and investigations initiated by the Seimas Ombudspersons.

The planned transfer instrument is membership fees to international organisations of ombudsmen and national human rights institutions.

Figure 2. Programme “Protection of Human Rights, Investigation of Abuse and Bureaucracy by Officials” and its tasks

<N	13 Justice	
<y		
	13-001 Protection of human rights, investigation of abuse and bureaucracy by officials	
	13-001-11-01 Handling complaints from individuals	
	13-001-11-02 Implementation of the National Prevention of Torture	
	13-001-11-03 Exercising the functions of a National Human Rights Institution	

The programme is permanent (ongoing), implemented by all the staff of the Institution.

Programme coordinators: Head of the Seimas Ombudspersons’ Office, Seimas Ombudsperson Erika Leonaitė (erika.leonaite@lrski.lt, 8 70565100) and Seimas Ombudsperson Milda Vainiutė (milda.vainiute@lrski.lt, 8 706 65103)

CHAPTER V INDICATORS FOR ASSESSING PROGRAMME TASKS

Indicator for assessing the first task of the programme “Handling complaints from individuals” – “Information provided by institutions on the implementation of the recommendations of the Seimas Ombudspersons, percent”.

Having conducted an investigation on the merits or mediating on a problem identified in a complaint, the Seimas Ombudspersons make recommendations to public authorities and officials on how to improve public administration, thereby drawing their attention to the problems they have identified and encouraging them to address them in good faith, in order to fulfil the constitutional duty of public authorities to serve the people properly.

The information provided by the institutions on the implementation of the Seimas Ombudspersons’ recommendations is a relative indicator reflecting the information received by the Seimas Ombudspersons on the handling of recommendations by institutions in relation to the number of recommendations provided to them.

After assessing the information provided by institutions, the Seimas Ombudspersons decide whether the recommendations made by them have been properly implemented, i.e., whether the institutions and officials have taken steps to reduce the number of cases of abuse, bureaucracy or other violations of human rights and freedoms in public administration.

Assessment indicator for the second task of the programme “Implementation of the National Prevention of Torture” – “Appropriate implementation of recommendations made following inspections, percent”.

The implementation of the recommendations made following inspections of places of detention contributes to the prevention of torture and other human rights violations. This leads to positive results as risks of human rights violations are identified, the attention of institutions is drawn to problems and aspects that may lead to violations of the rights of persons detained in institutions, and a progressive and respectful approach is promoted, with the long-term aim of ensuring that the rights of persons detained in places of deprivation of liberty are not violated.

The third task of the programme, “Implementation of the functions of the National Human Rights Institution”, is not measured by a common assessment indicator due to the multiplicity of functions and their different nature.

Table 3. Indicators for the assessment of the tasks of programme 1.1 Protection of human rights, investigation of abuse by officials and bureaucracy

Title of the programme task and its assessment indicator	Assessment indicator values				Explanation of significant changes in the values of assessment indicators
	2022	2023	2024	2025	
1	2	3	4	5	6
11.1 Handling complaints from individuals					
11.1 Information provided by institutions on the implementation of the Seimas Ombudsperson’s recommendations, per cent	98	98	98	98	
11.2 Implementation of the National Prevention of Torture					
11.2 Proper implementation of recommendations made following inspections, %	85	85	85	85	
11.3 Exercising the functions of the national human rights institution					

($n - 1$) – the current year, n – the first planned year, ($n + 1$) – the second planned year and ($n + 2$) – the third planned year.

	of which for progress measures financed from other sources																	
	Total funding for the programme's continuous measures	1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20	
	of which for continuous measures financed by the State budget of the Republic of Lithuania	1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20	
	of which for continuous measures financed from other sources																	
	Total funding for the programme (1 + 2)	1320	1295	1087	25	1416	1391	1144	25	1357	1337	1126	20	1357	1337	1126	20	

$n - 1$ – the current year, n – the first planning year, $n + 1$ – the second planning year and $n + 2$ – the third planning year.

Table 5. Programme tasks, measures, assessment indicators and their values

Assessment indicator code	Names and units of measurement of tasks, measures, assessment indicators	Assessment indicator values				Relevant strategic planning document (LRG Programme Implementation Plan, NDP, PP)
		2022	2023	2024	2025	
1	2	3	4	5	6	7
	HANDLING COMPLAINTS FROM INDIVIDUALS					
R-13-001-11-01	Information provided by institutions on the implementation of the Seimas Ombudspersons' recommendations, per cent	98	98	98	98	
	Mediated resolution of problems raised in complaints by individuals					
P-13-001-11-01-01-01	Number of mediation cases, pcs.	678	600	600	600	
P-13-001-11-01-01-02	Number of recommendations made after mediation, pcs.	1197	1000	1000	1000	
P-13-001-11-01-01-01	Number of recommendations properly implemented immediately after they were made, pcs.	1101	1000	1000	1000	
P-13-001-11-01-01-02	Number of recommendations duly implemented after repeated calls, pcs.	51	0	0	0	
	Investigation of complaints by individuals on the merits, providing a legal assessment of the activities of officials					
P-13-001-11-01-02-01	Complaints investigated on the merits, pcs.	240	300	300	300	
P-13-001-11-01-02-02	Number of meetings with representatives of public authorities to resolve problems raised in complaints, pcs.	20	20	20	20	
	Making recommendations and monitoring their implementation					
P-13-001-11-01-03-01	Recommendations issued after investigation of complaints on the merits, pcs.	507	500	500	500	
P-13-001-11-01-03-02	Number of recommendations properly implemented immediately after they were made, pcs.	388	450	500	500	
P-13-001-11-01-03-03	Number of recommendations duly implemented after repeated calls, pcs.	155	50	0	0	
	NATIONAL PREVENTION OF TORTURE					
R-13-001-11-02	Proper implementation of recommendations made after the inspections, %	85	85	85	85	
	Number of places of deprivation of liberty visited					
P-13-001-11-02-01-01	Number of places of deprivation of liberty visited, pcs.	6	5	5	5	
	Providing recommendations after inspections and control of their implementation					
P-13-001-11-02-02-01	Recommendations made, pcs.	55	100	100	100	

	PERFORMING THE FUNCTIONS OF A NATIONAL HUMAN RIGHTS INSTITUTION					
	Monitoring human rights in Lithuania and drafting a human rights report					
P-13-001-11-03-01-01	Human rights report prepared, pcs.	1	1	1	1	
	Education and dissemination of information on human rights matters					
P-13-001-11-03-02-01	Number of information measures (educational information programmes, lectures, trainings, leaflets, etc.) on human rights matters, pcs.	6	5	5	5	
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 Ombudspersons' Office, pcs.	272	300	300	300	
	Presentation of the human rights situation in Lithuania to international organisations					
P-13-001-11-03-03-01	Number of reports submitted to international institutions, pcs.	1	2	2	2	
P-13-001-11-03-03-02	Number of meetings with representatives of international organisations and foreign ombudsmen, pcs.	17	15	15	15	
	Making systematic proposals to state and municipal institutions and bodies on human rights issues					
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.	43	40	40	40	
P-13-001-11-03-04-02	Number of recommendations on how to address fundamental human rights issues, pcs.	5	8	8	8	
P-13-001-11-03-04-03	Number of meetings with representatives of public authorities on issues of public concern, pcs.	29	20	20	20	
	Aligning national legislation with the Republic of Lithuania's international human rights obligations					
P-13-001-11-03-05-01	Number of assessments on compliance of legislation (draft) with human rights standards, pcs.	4	4	4	4	
	Conducting investigations into fundamental human rights problems and investigations at the initiative of the Seimas Ombudspersons					
P-13-001-11-03-06-01	Number of investigations carried out at the initiative of the Seimas Ombudsperson, pcs.	10	12	13	14	
P-13-001-11-03-06-02	Number of studies conducted on core human rights issues, pcs.	1	2	2	2	

P-13-001-11-03-06-03	Involvement of civil society in decision-making processes (meetings, expert evaluation, opinion giving, etc.), pcs.	7	7	7	7	
----------------------	---	---	---	---	---	--

CHAPTER V
PROJECTS OF NATIONAL IMPORTANCE, PROJECTS FUNDED BY ANOTHER NATIONAL DEVELOPMENT PROGRAMME MANAGER
AND
PROJECTS IMPLEMENTING THE 2014-2020 PLANNING DOCUMENTS

Table 6. Projects of national importance for the 2023-2025 period, projects carried out by another body financed by the National Development Programme Manager, ongoing investment projects, measures and projects implementing the National Progress Programme 2014-2020 and/or the Operational Programme for the Investment of European Union Funds 2014-2020 and the appropriations allocated for their implementation (in thousands of euros)

Project type	National PP, national PP managers	Measure/project code	Name of the institution (project promoter)	Name of the project	Implementation deadlines (in years)		Total project value		Residual value up to $n - 1$ years		Planned use in year $n - 1$		in year n		in year $n + 1$		in year $n + 2$	
					Start	End	State budget funds	Other sources	State budget funds	Other sources	State budget funds	Other sources	State budget funds	Other sources	State budget funds	Other sources	State budget funds	Other sources
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Total for projects																		

$n - 1$ – the current year, n – the first planned year, $n + 1$ – the second planned year and $n + 2$ – the third planned year.

Table 7. Indicators for the assessment of projects of national importance for the 2023-2025 period, projects carried out by an institution financed by another national development programme manager, continuing investment projects, measures and projects under the National Progress Programme 2014-2020 and/or the Operational Programme for the Investment of the European Union Funds 2014-2020 and indicator values

Measure/ project code	Name of the institution (project promoter)	Title of the measure/project	Implementation deadlines (in years)		Assessment indicator code	Names and units of measurement of indicators for assessing projects of national importance	Assessment indicator values				Related strategic planning document (PP/NDP)	Explanations of significant changes in the values of assessment indicators
			Start	End			$n - 1$	n	$n + 1$	$n + 2$		
1	2	3	4	5	6	7	8	9	10	11	12	13

$n - 1$ – the current year, n – the first planned year, $n + 1$ – the second planned year and $n + 2$ – the third planned year.

**CHAPTER VI
HUMAN RESOURCES**

Table 8. Information on human resources (pcs.) of the institution (bodies under the authority of the Minister) and the appropriations for maintaining them (thousand euro)

Seq. No.	Name of the institution	Year 2022			Year 2023			Year 2024			Year 2025		
		Number of positions		o 2>O "O<Z -2 o S 22>N <Z	Number of positions		o 2>O "O<Z -2 o S 22>N <Z	Number of positions		o 2>O "O<Z -2 o S 22>N <Z	Number of positions		o 2>O "O<Z -2 o S 22>N <Z
		o (z)><Z	<Z<Z TO >g		o (z)	<Z<Z TO >g		o (z)	<Z<Z TO >g		o (z)	<Z<Z TO >g	
1.	Seimas Ombudspersons' Office	52	34	1087	52	34	1144	52	34	1126	52	34	1126
Total		52	34	1087	52	34	1144	52	34	1126	52	34	1126

Head of Office

Erika Leonaitė