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If a whole or part of a paragraph has been amended, the date of the amending regulation appears in square brackets at the end of the paragraph. If a whole paragraph or sub-paragraph has been deleted, the date of the deletion appears in square brackets beside the deleted paragraph or sub-paragraph.

Republic of Latvia

Cabinet

Regulation No. 401

Adopted 4 July 2017

**Regulations Regarding the Types of the Unified Customer Service Centres of the State Administration, the Scope of Services Provided and the Procedures for the Provision of Services**

*Issued pursuant to*

*Section 98, Paragraph three of the State Administration Structure Law*

**I. General Provisions**

1. This Regulation prescribes the types of the unified customer service centres of the State administration, the scope of services provided, and the procedures for the provision of services.

2. The following terms are used in this Regulation:

2.1. State and local government unified customer service centre (hereinafter – the unified customer service centre) is a unit organised in accordance with the procedures laid down in this Regulation where State administration services of several State administration service holders are provided in one place;

2.2. institution – an institution of direct State administration the services managed by which as the service holder are included in the minimum basket of services;

2.3. local government – a service provider which ensures the provision of the services included in the minimum basket of services at the unified customer service centre;

2.4. minimum basket of services – an indivisible bundle of services approved in accordance with the procedures laid down in this Regulation which is provided at the unified customer service centre;

2.5. service management system – an information system which contains a bundle of technical resources and software to ensure the data circulation for the operation of the unified customer service centre (hereinafter – the service management system);

2.6. authorised e-service – an e-service which, on behalf of a natural person, on the basis of an authorisation, shall be requested by the employee of the unified customer service centre if the electronic identification means of the person are not available to the natural person.

*[19 February 2019]*

**II. Types of Unified Customer Service Centres**

3. Types of unified customer service centres:

3.1. the municipal level unified customer service centre;

3.2. the regional level unified customer service centre;

3.3. the national level unified customer service centre.

4. The municipal level unified customer service centre shall be situated at a municipal level development centre where in one place:

4.1. the local government shall ensure the provision of services which are under the management of the local government;

4.2. the local government shall ensure the provision of at least the services included in the minimum basket of services.

5. The regional level unified customer service centre shall be situated at a regional level development centre where in one place:

5.1. the local government shall ensure the provision of services which are under the management of the local government;

5.2. the local government shall ensure the provision of the services of the minimum basket of services of those institutions which do not ensure a customer service function at the particular regional level development centre;

5.3. at least three institutions provide all the services which are under their management at least for one working day in a week.

6. The national level unified customer service centre shall be situated at a national level development centre, where in one place:

6.1. the local government shall ensure the provision of services which are under the management of the local government;

6.2. the local government shall ensure the provision of the services of the minimum basket of services of those institutions which do not ensure a customer service function at the particular national level development centre;

6.3. at least four institutions shall provide all the services which are under their management on all the working days in a week.

**III. Scope of State Administration Services Provided at the Unified Customer Service Centre**

7. The scope of State administration services provided at the unified customer service centre shall consist of:

7.1. the services included in the minimum basket of services;

7.2. the local government services which are intended to be provided at the unified customer service centre;

7.3. other services.

8. The State administration services of the Rural Support Service, the State Employment Agency, the Enterprise Register, the Office of Citizenship and Migration Affairs, the State Revenue Service, the State Social Insurance Agency, and the State Land Service referred to in Annex 1 to this Regulation shall be included in the minimum basket of services. The Ministry of Environmental Protection and Regional Development (hereinafter – the Ministry) shall publish information regarding the services included in the minimum basket of services on the portal of State administration services.

9. In order to regulate the amount of services provided at unified customer service centres and to maintain the procedures for the provision of services, the Ministry shall set up a monitoring committee and approve the articles of association thereof. The monitoring committee shall include representatives of the Ministry, institutions, holders of State administration services (hereinafter – the service holder), the Latvian Association of Local and Regional Governments, the Association of Large Cities of Latvia, and the Association of Regional Development Centres.

10. The monitoring committee shall:

10.1. consider proposals and take a decision on other services (or the stages of provision thereof) that may be transferred to the unified customer service centre;

10.2. assess the quality of service provision at unified customer service centres;

10.3. analyse the activity of unified customer service centres and provide proposals for improving the activity;

10.4. at least once every three years, review the prepared Ministry report on the results of the customer satisfaction surveys conducted at unified customer service centres.

11. The Ministry shall organise meetings of the monitoring committee at least twice a year.

12. A local government, an institution, or the service holder may prepare proposals regarding services (or the stages of provision thereof) that may be transferred to the unified customer service centre.

13. If an institution or the service holder proposes to transfer a service (or a stage of provision thereof) to the unified customer service centre, it shall send a corresponding letter to the Ministry, and the Ministry:

13.1. shall, within 20 working days after receipt of the letter, acknowledge and prepare information regarding:

13.1.1. the readiness of the institution or the service holder to transfer the service (or a stage of provision thereof) to the unified customer service centre, if it has been proposed by another institution or the service holder;

13.1.2. the number of unified customer service centres that wish to ensure the service (or a stage of provision thereof) at the unified customer service centre, if it has been proposed by the institution or the service holder itself, or if an approval has been received from the institution or the service holder regarding a proposal of another institution or the service holder;

13.2. shall organise a meeting of the monitoring committee within one month after preparation of the information.

14. If a local government proposes to transfer a service (or a stage of provision thereof) to the unified customer service centre, it shall send a corresponding letter to the Ministry and the institution or the service holder, and the Ministry:

14.1. shall, within 20 working days after receipt of the letter, acknowledge and prepare information regarding:

14.1.1. the readiness of the institution or the service holder to transfer the service (or a stage of provision thereof) to the unified customer service centre;

14.1.2. the number of unified customer service centres that wish to ensure the service (or a stage of provision thereof) at the unified customer service centre, if an approval has been received from the institution or the service holder;

14.2. shall organise a meeting of the monitoring committee within one month after preparation of the information.

15. If the monitoring committee takes the decision to transfer a service (or a stage of provision thereof) to the unified customer service centre:

15.1. the Ministry shall organise training and the institution or the service holder shall train the employees of the unified customer service centre in performance of the service (or a stage of provision thereof) within one month after the monitoring committee has taken the decision;

15.2. the institution or the service holder shall insert the methodological materials on the provision of the service into the service management system within 10 working days after the end of the training referred to in Sub-paragraph 15.1 of this Regulation;

15.3. the local government shall commence the performance of the service (or a stage of provision thereof) at the unified customer service centre within one month after the end of the training referred to in Sub-paragraph 15.1 of this Regulation.

16. In order for an institution or local government to propose the exclusion of a service (except for the services included in the minimum basket of services) from the range of services provided at the unified customer service centre, it shall inform the monitoring committee one month in advance and the monitoring committee shall take the relevant decision. In order for the service holder to exclude a service within its competence from the scope of the services provided at the unified customer service centre, except for the services included in the minimum basket of services, it shall inform the monitoring committee one month in advance.

**IV. Procedures for the Provision of State Administration Services at the Unified Customer Service Centre**

17. At the municipal level unified customer service centre, the local government shall:

17.1. accept applications for the performance of services included in the minimum basket of services and register them in the service management system;

17.2. inform of services and register the provision of information in the service management system;

17.3. advise on the application of an e-service or apply for an e-service in accordance with the authorisation of the client, if the technological solution of the e-service allows this;

17.4. advise on the creation and use of the official electronic address;

17.5. ensure an IP telephony connection for the service management system;

17.6. ensure a publicly available computer with a connection to the portal of State administration services;

17.7. ensure the opportunity to use a wireless Internet network at the unified customer service centre free of charge;

17.8. maintain up-to-date information on the official website of the local government regarding the services provided at the unified customer service centre;

17.9. maintain up-to-date information on the portal of State administration services and the official website of the local government regarding the working hours of the unified customer service centre and means of remote communication;

17.10. ensure the operation of the unified customer service centre;

17.11. ensure the continuity of the operation of the unified customer service centre by providing for the substitutability of an employee of the unified customer service centre during the working hours of the centre;

17.12. ensure that an employee of the unified customer service centre responds to the telephone calls received at the unified customer service centre;

17.13. register proposals, complaints, and queries in the service management system and provide responses to them, if they are related to the provision of a service (or a stage of provision thereof) at the unified customer service centre;

17.14. ensure the participation of employees of the unified customer service centre in training organised by the Ministry on the services provided by the unified customer service centre;

17.15. notify the Ministry of the need to organise training on the services provided at the unified customer service centre;

17.16. at least once every three years carry out the customer satisfaction survey developed by the Ministry and report on its results.

*[19 February 2019]*

18. The institution and the service holder whose services are provided at the unified customer service centre shall:

18.1. participate in the training organised by the Ministry and at least once a year train the employees of the unified customer service centres in the provision of the services;

18.2. develop and update the methodological materials regarding the services provided at the unified customer service centre as necessary.

19. Upon providing services at the regional or national level unified customer service centre within the meaning of Sub-paragraphs 5.3 and 6.3 of this Regulation, the institution and the service holder:

19.1. shall, five working days prior to the commencement of work at the unified customer service centre, send information electronically to the means of remote communication of the unified customer service centre regarding the position, given name and surname of the employee appointed to the unified customer service centre;

19.2. shall, not later than five working days prior to the reception of customers, send information regarding changes in the customer servicing office hours electronically to the remote communications of the unified customer service centre, except for the cases where the institution or the service holder does not have the possibility to provide for the substitution of an employee on temporary absence;

19.3. shall, without delay, send electronically to the remote means of communication of the unified customer service centre information regarding the temporary absence of the employee, provided that there is no possibility to ensure the substitution of an employee on temporary absence;

19.4. shall electronically send to the remote means of communication of the unified customer service centre the information regarding the substitution of the employee by sending to the local government an electronic statement on the position, given name and surname of the employee and the planned substitution period;

19.5. shall inform the employee appointed to the unified customer service centre of conformity with the rules on labour protection, electrical safety, fire safety, and use of premises, as well as the internal rules of the unified customer service centre which determine the arrangements for the protection of the premises of the unified customer service centre;

19.6. shall maintain up-to-date information on the official website and the portal of State administration services regarding the customer servicing office hours at the unified customer service centre and the means of remote communication;

19.7. shall respond to proposals, complaints, and queries if they are related to the provision of a service (or a stage thereof) at the unified customer service centre.

20. At the regional and national level unified customer service centre the local government or the service holder shall:

20.1. ensure the operation of the unified customer service centre and maintain up-to-date information on the official website regarding the services provided by the unified customer service centre, and on the official website and on the portal of State administration services regarding the working hours and means of remote communication of the unified customer service centre;

20.2. provide the employee of the institution and the service holder with the possibility to fulfil his or her work duties uninterrupted at the premises of the unified customer service centre;

20.3. appoint a head of the unified customer service centre, ensuring that he or she fulfils his or her duties and co-operates with the employee of the institution and the service holder;

20.4. familiarise the employee of the institution and the service holder with the labour protection, electrical safety and fire safety rules of the unified customer service centre, the operating rules of the premises of the unified customer service centre, and the internal rules of the unified customer service centre which determine the arrangements for the protection of the premises of the unified customer service centre;

20.5. ensure the connection of the engineering networks to the workplace of the employee of the institution and the service holder necessary for ensuring the work duties;

20.6. provide the support and necessary agreements to enable the institution and the service holder to equip the workplace of the employee with the communications connection necessary for the fulfilment of his or her work duties;

20.7. according to the competence, cooperate with the institution and the service holder and respond to customer complaints, queries, or proposals if they are related to the unified customer service centre;

20.8. accept and register in the service management system only those services included in the minimum basket of services which cannot be provided by the institution or the service holder at the time of the request;

20.9. inform regarding services and register information in the service management system only regarding those services included in the minimum basket of services which cannot be provided by the institution or the service holder at the time of the request;

20.10. ensure a publicly available computer with a connection to the portal of State administration services;

20.11. ensure the opportunity to use a wireless Internet network at the unified customer service centre free of charge;

20.12. at least once every three years carry out the customer satisfaction survey developed by the Ministry and report on its results;

20.13. advise on the application of an e-service or apply for an e-service in accordance with the authorisation of the client, if the technological solution of the e-service allows this;

20.14. advise on the creation and use of the official electronic address;

20.15. ensure an IP telephony connection for the service management system;

20.16. ensure the operation of the unified customer service centre;

20.17. ensure the continuity of the operation of the unified customer service centre by providing for the substitutability of an employee of the unified customer service centre during the working time of the unified customer service centre;

20.18. ensure that an employee of the unified customer service centre responds to the telephone calls received by the unified customer service centre;

20.19. ensure the participation of employees of the unified customer service centre at training organised by the Ministry on the services provided by the unified customer service centre;

20.20. notify the Ministry of the need to organise training on the services provided at the unified customer service centre.

*[19 February 2019]*

21. In order to ensure the provision of uniform and quality services at the unified customer service centres, the Ministry shall:

21.1. monitor the operation of the unified customer service centres;

21.2. develop the customer satisfaction survey;

21.3. analyse the data of the customer satisfaction survey and inform the unified customer service centre, the institution, the service holder, and the monitoring committee of the results;

21.4. organise training for employees of the unified customer service centres on the services provided at the unified customer service centre and on the customer service.

22. In order to receive access rights at the level of administrator to the service management system, the local government, the institution, or the service holder shall send an application to the Ministry for granting access rights (Annex 2).

*[19 February 2019]*

22.1 In order to ensure an authorised e-service, an employee of the unified customer service centre shall:

22.1 1. check the identity of the customer;

22.1 2. identify himself or herself on the portal of State administration services using qualified means of electronic identification;

22.1 3. inform the customer of the use of personal data in the application of an authorised e-service and receive a written authorisation from the customer. The authorisation shall be prepared in two copies, one copy shall be stored in accordance with the requirements of the Archives Law by the unified customer service centre, the other copy shall be issued to the customer;

22.1 4. process the personal data of a customer necessary for the receipt of an e-service in accordance with the laws and regulations governing the field of data protection of natural persons;

22.1 5. apply for the authorised e-service in the portal of State administration services;

22.1 6. inform the customer of the planned time period for the execution of the service, if the technological solution of the e-service allows this;

22.1 7. inform the customer of the result of the service, if the technological solution of the e-service allows this and the customer has requested this.

*[19 February 2019]*

**V. Closing Provisions**

23. Sub-paragraph 5.3 of this Regulation shall come into force on 1 July 2018.

24. Sub-paragraphs 17.4 and 20.14 of this Regulation shall come into force on 1 June 2018.

Prime Minister Māris Kučinskis

Acting for the Minister for Environmental Protection and

Regional Development – Minister for Justice Dzintars Rasnačs

**Annex 1**

Cabinet Regulation No. 401

4 July 2017

**Minimum Basket of Services of State and Local Government Unified Customer Service Centres**

*[19 February 2019]*

|  |  |  |
| --- | --- | --- |
| No. | Institution | Administrative service |
| 1. | Rural Support Service | Informing of the procedures for the submission of area payments and support for the use of electronic application system services |
| 2. | State Employment Agency | Informing of the following services of the State Employment Agency: |
| 2.1. registering of CVs and vacancies |
| 2.2. active employment measures and preventive measures for the reduction of unemployment |
| 2.3. [19 February 2019] |
| 2.4. acquisition of the status of an unemployed person and a job seeker |
| 2.5. profiling |
| 2.6. career services |
| 2.7. monitoring of training |
| 2.8. labour market forecasts |
| 2.9. electronic training module |
| 2.10. finder of educational institutions |
| 3. | Office of Citizenship and Migration Affairs | Information of and support in the provision of the following e-services: |
| 3.1. submission of the declaration of the place of residence |
| 3.2. application for the prohibition or permit to use the body, tissues, and organs of a person following death |
| 3.3. application for the registration of the place of residence in a foreign country |
| 3.4. persons declared at the property of a person |
| 3.5. personal data in the Population Register |
| 3.6. inspection whether the person is declared at the indicated address |
| 3.7. inspection whether the person is included in the Population Register and whether there is any information regarding the death of the person |
| 3.8. application for the issuance of a personal identification document |
| 3.9. clarification or change of the voting station |
| 3.10. registration for postal voting for voters who reside in a foreign country |
| 3.11. clarification of the voting station |
| 3.12. search for the personal name in the database of personal names |
| 3.13. information regarding the capacity to act of the person |
| 3.14. the compliance of the personal identity numbers for one person |
| 3.15. the current and previous personal identity number |
| 4. | Enterprise Register | Informing of and support in the provision of the following e-services: |
| 4.1. registration in the registers kept by the Enterprise Register |
| 4.2. requesting of a statement from the registers kept by the Enterprise Register |
| 5. | State Revenue Service | 5.1. acceptance of applications for: |
| 5.1.1. the payroll tax booklet |
| 5.1.2. registration/revocation of tax relief on personal income tax |
| 5.1.3. the State Revenue Service identifier and password for the use of the electronic declaration system |
| 5.2. acceptance of annual financial income statements |
| 5.3. provision of support for work with the electronic declaration system/support in the provision of e-services |
| 6. | State Social Insurance Agency | Acceptance of applications and support in the application for e-services: |
| 6.1. funeral benefit |
| 6.2. unemployment benefit (unless documents certifying the length of service insurance need submitting) |
| 6.3. disabled child benefit |
| 6.4. childcare benefit |
| 6.5. childbirth benefit |
| 6.6. joining State social insurance on a voluntary basis |
| 6.7. State family allowance |
| 6.8. granting and recalculation of disability pension (unless documents certifying the length of service insurance need submitting) |
| 6.9. maternity benefit |
| 6.10. benefit for a disabled person who requires nursing |
| 6.11. allowance for compensation of duty travel for a disabled person who has mobility difficulties |
| 6.12. paternity benefit |
| 6.13. overpaid State social security contributions |
| 6.14. sickness benefit |
| 6.15. a change of the manager of the funds of the State funded pension scheme (2nd pension level) and investment plan |
| 6.16. registration of a participant of the State funded pension scheme and the selected investment plan |
| 6.17. State social security benefit |
| 6.18. parenting benefit |
| 6.19. benefit for the spouse of the deceased recipient of a pension |
| 6.20. information regarding social security contributions and insurance periods |
| 6.21. information regarding the registered periods of employment (until 1996) |
| 6.22. information regarding the amount of the granted pension/benefit/remuneration |
| 6.23. information regarding pension/benefit/remuneration sent for disbursement |
| 6.24. information regarding the deducted income tax from the calculated pension or benefit |
| 6.25. information regarding the expected amount of the old-age pension |
| 6.26. account statement of the participant of the State funded pension scheme (2nd pension level) |
| 6.27. information regarding a change of the manager of the funds of the State funded pension scheme (2nd pension level) and investment plan |
| 6.28. information regarding the disbursed benefits/pensions/remunerations and the deducted income tax (for the declaration of income) |
| 6.29. information regarding the pension capital of the insured person |
| 6.30. information regarding the registration of the participant of the State funded pension scheme and selected investment plan |
| 6.31. information regarding deductions from the pension/benefit/remuneration to be disbursed |
| 6.32. recalculation of the old-age pension related to the accrued pension capital in the period of time following the granting/recalculation of the pension |
| 6.33. change in the personal data or the address of disbursement |
| 6.34. payment of the pension/benefit/remuneration not received in the event of the death of the customer |
| 7. | State Land Service | Notification regarding the following services and support in the application of e-services: |
| 7.1. change in the composition of immovable property in the cadastre information system (e-service available) |
| 7.2. registration/update of data in the cadastre information system on the basis of the submitted document which is not a cadastral survey document (e-service available) |
| 7.3. registration of a part of the unit of land in the cadastre information system without performing a cadastral survey (e-service available) |
| 7.4. creation of the section “My account” on the data publication and e-service portal kadastrs.lv (e-service) of the State Land Service |
| 7.5. application for the creation of an account of a legal person on kadastrs.lv (e-service) |
| 7.6. personal data in the cadastre (e-service) |
| 7.7. information regarding the historic value of immovable property (e-service available) |
| 7.8. standard text data of the cadastre information regarding the cadastre object (e-service available) |
| 7.9. receipt of a copy of the document from the archives of the State Land Service (e-service available) |
| 7.10. receiving of floor plans of structures, plans of groups of premises in vector data format (available e-service) |
| 7.11. browsing of cadastre text data without contractual obligations (e-service) |
| 7.12. browsing of geospatial data of the State Land Service (e-service) |
| 7.13. data selection and output for specific objects or areas by defined parameters (e-service) |
| 7.14. downloading of geospatial data of the State Land Service without contractual obligations (e-service) |
| 7.15. browsing of thematic maps of the State Land Service (e-service) |
| 7.16. mobile application kadastrs.lv |
| 7.17. tracking of the status of orders registered with the State Land Service and drawing up of new orders (e-service) |

Acting for the Minister for Environmental Protection and

Regional Development – Minister for Justice Dzintars Rasnačs

**Annex 2**

Cabinet Regulation No. 401

4 July 2017

**On Granting User Rights at the Level of Administrator to the Service Management System of the State and Local Government Unified Customer Service Centre www.pakalpojumucentri.lv**

*[19 February 2019]*

Please grant/revoke (mark as required) administrator access rights to the service management system of the State and local government unified customer service centre www.pakalpojumucentri.lv for the following employees:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Given name and surname | E-mail address | Telephone number | Position | Name of the unified customer service centre/institution | Term |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Notes.

1. The request shall be submitted signed by an electronic signature and time stamp.

2. User rights at the level of administrator shall be granted for a specified time period or permanently.

3. For an employee who is granted user rights at the level of administrator to the service management system of the State and local government unified customer service centre www.pakalpojumucentri.lv, the authorisation shall be determined, where necessary, to grant and revoke the user rights of the service management system.

4. An employee to whom user rights at the level of administrator are granted to the service management system of the State and local government unified customer service centre www.pakalpojumucentri.lv shall be responsible for the timely granting and revocation of user rights of the service management system.