

## ***Ministry of Finance Clients' Charter***

Driven by the desire to provide the best possible administrative services to everyone who needs them, the Ministry of Finance shall be governed by this Clients' Charter /the Charter/.

The Charter consists of a description of the level of one-stop-shop administrative services that could be expected from the Ministry of Finance as well as information on what is expected from clients of services. The Charter also advises clients about the way they should act in different situations.

The Charter shall be supplemented and amended in due time so that it meets clients' changing needs.

A research among both clients and staff on the desired administrative services at the Ministry of Finance shows that they want:

- quick and efficient services
- everyone to be given easy access to information
- staff to be well-informed and helpful
- a pleasant atmosphere at the Ministry of Finance.

We will welcome every opinion or recommendation on the improvement of administrative services at the Ministry of Finance. You can contact us through the reception hall of the Ministry of Finance: Telephones - 9859 2639 and 9859 2634.

### ***Services provided by our institution***

*The Ministry of Finance* ce provides the following administrative services to citizens and legal persons:

- Receipt of a notice for printing of tickets, coupons, cards and other tokens for participation in games of chance within the meaning of the Gambling Act (No 602 of the Register of Services);
- Receipt of a notice for printing of tickets, cards and season tickets for the transportation of passengers (No 1704 of the Register of Services);
- Receipt of a notice for printing of coupons for parking in the areas for paid parking (No 1706 of the Register of Services);
- Issuance of a licence for the performance of duty-free trade (No 2929 of the Register of Services).
- Recognition of professional qualification for the profession of “internal auditor in the public sector” obtained abroad (No 3029 of the Register of Services)

The Ministry of Finance strives after achieving an efficient and quick level of one-stop-shop administrative services of physical persons and legal entities thus attaining maximum results and quality of service given minimum expenses of financial and human resources.

### ***Our responsibilities to you in providing services***

- to pay the due attention and respect to you as well as to esteem your personal dignity
  - to be honest and helpful
  - to work in a professional manner
- to take all the actions needed for a qualitative and accurate provision of services

- to make sure our front offices are cosy and predisposing
- to ensure that our offices are safe for you to the utmost extent.

### ***Your responsibilities to us***

What we expect from you in return is:

- to respect the staff. No offence, threat or physical assault against the staff shall be tolerated
  - to be kind and polite to the other clients
  - to be punctual for the appointments made
  - to provide to us in due time complete and precise information
  - to provide to us additional information when required to do so
- to inform us in due time about any changes in the circumstances concerning you or another person on whose behalf you file a request.

### ***Shared responsibilities***

In order to enjoy a pleasant atmosphere, there should be mutual respect, attention and patience.

### ***Giving information and advice***

We will give information and advice about an administrative service that you can receive. We will inform you about:

- the documents you have to provide;
- the names of the staff who will be directly involved in carrying out the administrative service as well as their contact details;
  - the deadline for receiving the requested administrative service;
- the institution that can reply to you whenever your questions are beyond the Ministry's competence

We will help you to fill in the forms used at the Ministry.

In case a problem arises, we will inform you immediately about the reasons for it as well as about the expected deadline for receiving the service.

### ***Information on the Internet***

You can receive information about the administrative services at the Ministry of Finance on its website: [www.minfin.bg](http://www.minfin.bg), category "Information", subcategory "Services", section "Administrative Services"

### ***Information on the Phone***

You can receive more information about the administrative services we offer from the Ministry of Finance reception hall staff on telephones 9859 2639 and 9859 2634.

### ***Notice board***

You can receive profound information in an accessible way about the administrative services provided by the Ministry of Finance from the notice board at the Ministry's entrance on G. Benkovski St.

### ***Benefits for you***

- facilitation of the long procedures
- reduction of costs related to time and funds needed for the performance of the administrative services by the Ministry

- elimination of possible corruption practices
- creation of a nice and efficient environment for the users of the administrative services provided by the Ministry

### ***Answering telephone calls***

When you want to contact the *Ministry of Finance* for the first time you can call on telephone exchange 9859 1 between 9.00 a.m. and 5.30 p.m. Monday through Friday. The employees of the *Ministry of Finance* will answer the phone with a standard greeting and will present themselves. If you need to call them again you will be provided with a direct telephone number.

We will strive to answer your telephone calls within 1 minute.

### ***Visits at the Ministry of Finance***

When you visit the Ministry of Finance:

- The employees will bear a badge with their names and will greet you affably and in a businesslike manner.
- In case you have an arranged meeting we will always try to receive you on time
  - In case you don't have an arranged meeting we will try to receive you in no more than 10 minutes
  - In case you need another meeting we will try to arrange it for the same day or for the earliest possible time

### ***When you write to us***

When you contact us by mail, fax or e-mail we will provide you with a complete answer within 7 days after the date on which we have received your letter, fax or e-mail, where an on-the-spot check or another administrative body's opinion is required – within 14 days pursuant to Article 57 of the Administrative Procedure Code and the Ordinance on Administrative Services adopted by Council of Ministers Decree No. 246 Of 2006 (unless another period is stipulated in a normative act).

### ***When we write to you***

We strive all letters sent by the Ministry of Finance:

- To be executed in a clear and comprehensible form as well as to be typewritten
  - To clearly inform you when you have to do something in addition
  - To provide you with the necessary contact information, including:
    - the name of the contact person;
    - the number of the telephone exchange and direct telephone numbers;
    - e-mails and websites;
    - fax numbers.

### ***Providing the services you need***

- We strive to be polite and responsive to each user of the administrative services provided by the Ministry
- We strive to listen to all your proposals and alerts
- We strive to consider your problems with attention and concern.
- We strive to keep confidentiality as regards all applications and requests of each separate user of the administrative services provided by the Ministry
- We strive to be professional and objective as well as to observe the principle of equality of the administrative services users.

### ***If you have a complaint***

When you think that there are problems with the administrative services at the Ministry of Finance we expect from you to inform us about them so that we can eliminate potential irregularities and omissions. The procedure for filing a complaint is an easy one and helps us to make sure that we provide a service equal and accessible to all.

- You can file a written complaint.

### ***We will regularly consult you as to how you evaluate our services***

We will talk to and listen to the customers; we will undertake actions in response to their advices and recommendations. Therefore:

- We will consult the customers and the organizations, which represent them, as to the quality of the provided services
- We will seek their advices and recommendations and will use the information for improving the provided services.

### ***Our objectives and performance of the activity***

You can check whether we have fulfilled the objectives that we had set for the respective year. The Ministry of Finance reports on an annual basis on the implementation of the Ministry's program budget.

### ***Additional information about the Charter***

- The Charter is approved by the Minister of Finance by Order N° 3MΦ-751 of 27.08.2019, and is published on the website of the Ministry: [www.minfin.bg](http://www.minfin.bg), category "Information" subcategory "Services", section "Administrative Services".
- The Charter will be regularly updated.

### ***Useful contact information***

Telephone line for issues related to the Receipt of a notice for printing of tickets, coupons, cards and other tokens for participation in games of chance within the meaning of the Gambling Act:

Working hours – from 9.00 a.m. to 5.30 p.m. Monday through Friday

Telephone numbers - 9859 2661 and 9859 2663

Telephone line for issues related to the Receipt of a notice for printing of tickets, cards and season tickets for the transportation of passengers

Working hours – from 9.00 a.m. to 5.30 p.m. Monday through Friday

Telephone numbers - 9859 2661 and 9859 2663

Telephone line for issues related to the Receipt of a notice for printing of coupons for parking in the areas for paid parking

Working hours – from 9.00 a.m. to 5.30 p.m. Monday through Friday

Telephone numbers – 9859 2661 and 9859 2663

Telephone line for issues related to the Issuance of a licence for the performance of duty-free trade:

Working hours – from 9.00 a.m. to 5.30 p.m. Monday through Friday

Telephone numbers – 9859 2857 and 9859 2876

Telephone line for issues related to the Recognition of professional qualification for the profession of “internal auditor in the public sector” obtained abroad:

Working hours – from 9.00 a.m. to 5.30 p.m. Monday through Friday

Telephon number – 9859 5254