



MINISTRY OF FINANCE

Customer Service Charter

Through this Charter, we take the commitment to comply with the announced quality standards for administrative service



The applied quality standards for administrative service guarantee to you:

➤ Easy access and facilities at the Administrative Service Centre (ASC)

Easy access by public transport to ASC: City of Sofia, 102 G.S. Rakovski Str. (Entrance for Citizens – Benkovski Str.)

- “Serdika” and “SU “St. Kl. Ohridski” metro stations
- “National Opera” stop: tram line No 20, 22
- “Slaveykov Square” stop tram line No 10, 12, 18
- “Satirical Theatre” and “Al. Nevsky Square” stops: trolley line № 9

Parking

You can park near the building on 102 G.S. Rakovski Str. in “blue zone” parking spaces

Convenient working hours

from 09:00 a.m. to 05:30 p.m. on weekdays, with no breaks

Sign-plates for easy and quick orientation in terms of:

- the working hours
- the desk for requesting and receiving documents
- the information about the services

For customers with special needs:

- adapted access to ASC is provided (an electrically powered lift mechanism is installed at the entrance for citizens – from Benkovski Str.)
- our staff will provide you with the necessary assistance while you are in the ASC

At ASC, you have at your disposal:

- chairs, tables and tools to fill in documents
- drinking water and WC
- free internet

➤ Good information, quick and easy communication

Our employees will introduce themselves to you and will provide you with the relevant services

- politely, with personal attitude, respect and patience
- with respect for confidentiality

You will find information about our services:

- on our website at www.minfin.bg in the “Administrative Services” section
- on-site at the ASC:
 - ✓ on an information board
 - ✓ on paper, including easy-to-use and simplified sample forms for the services: the information about the services we provide is grouped by subject matter

You will receive on-site assistance at the ASC from

- Our ASC staff and/or our experts who:
- ✓ will answer your questions about the service
 - ✓ will assist you in filling in the documents related to the service

In the “Frequently Asked Questions” section on our website www.minfin.bg you will find answers to the most frequently asked questions

Advantages of the service

We examine and respond quickly to your inquiries of general nature

- for oral inquiries on-site or via telephone – within 20 minutes
- for written inquiries – up to 5 working days

Quick service

Within 20 minutes:

- ✓ we will receive your documents
- ✓ we will provide you with the ready documents

One-stop-shop service

At the ASC, for one service you will not need:

- ✓ to go to more than one desk
- ✓ to go to one and the same desk twice

Please inform us in case of any problems with the administrative service; you can also submit an alert, suggestion or complaint:

On-site at the ASC

We strive to immediately solve the issue and address the problem – while you are at the ASC

- contact our ASC staff
- ask to be referred to and to get a contact with the expert on the issue
- if necessary, contact the head of the unit

Write to us

Your alerts, suggestions or complaints will receive an objective response

You can submit them:

- to postal address: City of Sofia, 1040 102 G.S. Rakovski Str.
- to e-mail: feedback@minfin.bg and minfin@minfin.bg
- in the designated box in the ASC

Call us

We will listen to you and let you know what reaction you can expect and in what timeframe

For contact with the ASC: 02/ 9859 2634 and 02/ 9859 2639

Information about the level of your satisfaction

Every year until 1 April, in the “Administrative Services” section on our website at www.minfin.bg, you will find a publication of the

Annual report assessing customers’ satisfaction, containing:

- ✓ the received and analysed information from your feedback
- ✓ the results from the measurement of your satisfaction
- ✓ the actions taken by us to improve the quality of service

Thank you for your polite attitude and respect when communicating with us!