

X ЗМФ-1116 / 08.08.2024

Annex to item 1of

Order No

Signed by: Ministry of Finance

## **INTERNAL RULES FOR THE ORGANISATION OF THE ADMINISTRATIVE SERVICES AT THE MINISTRY OF FINANCE**

### **Section I**

#### **General Provisions**

**Art. 1.** These Rules shall set the organisation, the coordination and the general provision of activities related to:

**1.** Registration of incoming and outgoing correspondence and delivery of statements related to integrated administrative services upon the delivery of administrative services by the Ministry of Finance;

**2.** Registration of incoming and outgoing correspondence in relation to appeals and protests, alerts and proposals;

**3.** Registration of incoming and outgoing correspondence related to the granting of access to public information;

**4.** Registration of incoming and outgoing correspondence related to the issuance of certificates of contributory income (VII-2 form) and/or contributory service (VII-3 form).

**Art. 2. (1)** The activities under Article 1 shall be performed by Personnel and Administrative Activities Division of Human Resource and Administrative Services Directorate through the Administrative Service Centre (ASC). The functioning of the Administrative Service Centre shall be ensured by the Office and Administrative Service Sector.

**(2)** The interaction among the administrative bodies in relation to the integrated administrative services shall take place by virtue of Section IIa, Chapter Two of the Ordinance on Administrative Services adopted by Council of Ministers' Decree No 246 of 2006.

### **Section II**

#### **Submission and Registration of Incoming Documents**

**Art. 3. (1)** Applications/requests for the delivery of an administrative service and the annexes thereto, applications for access to public information, appeals and protests, alerts and proposals shall be made at the Administrative Service Centre, Room No 1, of the Ministry of Finance from 9.00 until 17.30 every business day at the following address: city of Sofia, 102 G.S. Rakovski Str. (Entrance for Citizens, Benkovski Str). Applications may be submitted via a licensed post operator, by fax, by e-mail at [feedback@minfin.bg](mailto:feedback@minfin.bg) and [minfin@minfin.bg](mailto:minfin@minfin.bg), in the form of a scanned copy of the paper application/request or through the single portal for access to electronic administrative services at: <http://egov.bg/>.

**(2)** Upon submission of applications/requests by electronic means:

1. for provision of electronic administrative services by natural entities that have identified themselves electronically according to the procedure of the Electronic Identification Act – the electronic statements may be signed with an advanced electronic signature;

2. for access to public information – applications shall be considered written in the cases where they are submitted electronically to the addresses specified in paragraph 1 or via the platform for access to public information, with no signature being required as per the requirements of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ L 257/73 of 28 August 2014) as well as of the Electronic Documents and Electronic Trust Services Act.

(3) When at the end of the working hours there are users of administrative services that still need to be attended, the Administrative Service Centre continues working until the users are attended but not later than two hours after the set working hours.

(4) The officers from the Administrative Service Centre shall have their lunch break in such a way so as to ensure an uninterrupted process of delivery of administrative services within the set working hours. There shall be seats and appropriate conditions provided for elderly people, pregnant women and people with disabilities in and in front of the premises.

### Section III

#### Requesting of Administrative Services, Documents Required and Structural Units Responsible for Their Delivery

**Art. 4. (1)** The application/request for issuing individual administrative acts shall be filed in writing or orally, with applicants choosing the form and the manner of requesting. Written applications/requests shall be filed in paper form or electronically.

(2) Oral applications/requests shall be filed through the Administrative Service Centre according to the procedure of Article 5(3). Oral requests shall be received during visitor hours while written requests shall be received during business hours.

(3) Requests submitted by post, e-mail or any other technically feasible means before the expiry of a time limit regardless of the working hours, shall be deemed to have been submitted within the deadline.

**Art. 5. (1)** Applicants shall be provided with an application form for the administrative service requested which lists all the documents that need to be enclosed. The users of administrative services shall be informed by the Administrative Service Centre officer that they can download the required set of documents from the website of the Ministry of Finance or from the single portal for access to electronic administrative services at: <http://egov.bg/>.

(2) The Administrative Service Centre officer shall examine the documents submitted for the delivery of the administrative service and shall open a file which is registered in the web-based automated workflow information system (Web-AIS).

(3) A user's request for administrative services which is made orally shall be written down in a statement (Annex No 1) signed by the applicant and by the Administrative Service Centre officer who draws up the statement, and shall be registered as per paragraph 2.

(4) No information or documents that are available with the Ministry of Finance or with another body and that are provided ex officio for the need of the relevant proceedings may be requested for delivery.

(5) Applicants shall be provided with a reference number for the file opened.

(6) No file shall be opened for applications which do not contain the citizen's full name and address or the seat of his organisation, the nature of the request, the date and the signature of the applicant or of the proxy, as well as a statement of consent by the data subject for the administrative services for which the existing legislation so requires.

(7) Applicants may give their telephone number, fax number and/or e-mail or information about the existence of a personal profile registered in the information system for secure electronic delivery as a module of the e-Government Portal, if they are willing to do so.

(8) Applications as per paragraph 1 shall be distributed on the day of their entry into the system.

**Art. 6. (1)** The head of the administrative unit to whom the file is addressed shall be responsible for drafting a response within the deadlines set.

(2) The deadline for issuing administrative acts shall be 14 days as from the date on which the application is entered, unless otherwise provided for in a special law. In the cases referred to in Article 4, paragraph 3, the deadline for taking a decision shall start from the next working day.

**Art. 7.** In the cases where citizens' requests are unjustified and unlawful, the administrative service shall be refused by virtue of a reasoned act.

**Art. 8. (1)** The issuance of the act, or the refusal for the issuance, respectively, shall be communicated to the interested parties in a three-day period.

(2) Communication may take place orally by notification of the contents of the act, which is certified by the signature of the official drafting it in a special journal, or by a message in writing via a licensed post operator, by e-mail or by fax, provided the party has provided any.

(3) Applicants shall be notified of the issuance of the act, or of the refusal for the issuance, respectively, by the administrative unit responsible for the delivery of the service. When any of the interested party is not found at the address provided, the notice shall be forwarded to the organisation's archive of the relevant file and shall be noted in Web-AIS.

**Art. 9. (1)** Acts with regard to the administrative services delivered by the Ministry shall be delivered in person at the Administrative Service Centre to applicants after they have proven their identity with an ID card, to proxies after they have presented a power of attorney, or shall be dispatched by registered mail with return slip via a licensed post operator or electronically.

(2) The persons who receive and send on behalf of the Ministry of Finance electronic documents/statements, including in regard to appeals, alerts and proposals submitted, via e-mail through [feedback@minfin.bg](mailto:feedback@minfin.bg) and [minfin@minfin.bg](mailto:minfin@minfin.bg), as well as in the profile of the Ministry in the Secure Electronic Delivery System, shall be the head of the Office and Administrative Service Sector and the Registry and Archive Sector.

**Art. 10. (1)** The Personnel and Administrative Activities Division shall arrange the display of the list of types of administrative services (Annex No 2) and the documents required for them on the Ministry's official notice board at the Entrance for Citizens on Benkovski Str. This information shall be published on the Ministry's website.

(2) In case of any changes related to the administrative services delivered, the leading administrative units for the delivery of the given service shall be obliged to inform the Personnel and Administrative Activities Division of these changes within 3 days as from the entry into force of the act as a result of which the changes are made in order for them to be reflected in the Administrative Register under Article 61, paragraph 1 of the Administration Act (hereinafter called the "Register of Services"), on the Ministry's website and official notice board.

## **Section IV**

### **Registration and Consideration of Applications for Access to Public Information**

**Art. 11. (1)** Written applications under the Access to Public Information Act shall be registered by the Administrative Service Centre officers in Web-AIS with an individual registration index on the day of their submission and shall be referred to the Head of the

Minister's Cabinet, the Secretary General, the Human Resources and Administrative Services Directorate and the Legal Directorate.

(2) Any application shall be considered to have been submitted in writing when sent to the official fax number of the Ministry, i.e. (02) 980-68-63, electronically at: [feedback@minfin.bg](mailto:feedback@minfin.bg) and [minfin@minfin.bg](mailto:minfin@minfin.bg), in the form of a scanned copy of the paper application or through the single portal for access to electronic administrative services at: <http://egov.bg/>, or via the public information access platform, with no signature required in accordance with the Electronic Document and Electronic Trust Services Act.

(3) Upon applicants' request, the Administrative Service Centre officer shall deliver an application form for access to public information (Annex No 3). The application form shall be released on the Ministry's website, [www.minfin.bg](http://www.minfin.bg).

**Art. 12.** Applications that do not contain the data as per Article 25(1), items 1, 2 and 4 of the Access to Public Information Act shall be left without consideration.

**Art. 13.** Oral enquiries as per the Access to Public Information Act shall be received by the Administrative Service Centre officers who draft a statement (Annex No 4) registered as per Article 11.

**Art. 14.** Any additional documents submitted or drafted with reference or in reply to an application that has already been registered shall hold the registration number of the application and the date of submission.

**Art. 15.** Any complaints of the decisions granting or refusing access to public information shall be submitted to the Administrative Service Centre in two copies, shall be registered as per Article 11 and Article 14 and shall be delivered to the Litigation Directorate.

**Art. 16. (1)** When the public information requested by the applicant refers to the activity of administrative units within the structure of the Ministry of Finance, the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate shall prepare a written request to the head of the relevant administrative unit for delivery of the information requested.

(2) The head as per paragraph 1 shall provide a written answer granting or refusing (with a reasoned explanation) to deliver the information requested; in the cases of refusal, the latter shall include the reasons, specifying the factual circumstances and the specific reason for that in accordance with the Access to Public Information Act.

(3) When the deadline for preparing the decision set in the Access to Public Information Act is insufficient, the head of the administrative unit shall give reasons in writing about the need for its extension.

(4) The Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate shall draft a notice to the applicant stating the reasons for extension of the deadline.

(5) When the requested information is not available at the Ministry, the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate shall prepare a notification to the applicant which is agreed with the Director of the Legal Directorate, with the Secretary General and with the Head of the Cabinet, and when the applicant is a journalist, a representative of media, a non-governmental organisation or a political party – with the Director of the Public Relations and Protocol Directorate.

**Art. 17. (1)** The decision for granting or refusal to grant access to public information shall be drafted by the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate, shall be agreed with the Legal Directorate, with the the Secretary General and with the Head of the Cabinet and shall be signed by a person authorised by the Minister of Finance. An accompanying letter, which holds the application's reference number, is drafted in order to communicate the decision to the applicant.

(2) In the cases where the applicant is a journalist, a representative of media, a non-governmental organisation or a political party, the decision for granting or refusal to grant access to public information must also be agreed with the Director of the Public Relations and Protocol Directorate. The decision for granting or refusal to grant access to public information

in connection with completed, ongoing or future court and arbitration proceedings shall also be agreed with the Litigation Directorate.

(3) The decision for granting access to public information shall be delivered to the applicant in person, against signature, or shall be dispatched by registered mail with return slip, or by electronic means, provided that the applicant has so requested and has supplied an electronic mail address. The decision for refusal to grant access to public information shall be delivered to the applicant against signature or shall be dispatched by registered mail with return slip.

(4) If the applicant agrees that the decision to grant access to public information shall be published on the website of the Ministry of Finance in compliance with the personal data protection rules, the decision containing the information shall be published in the Open Government section.

**Art. 18. (1)** Access to public information shall be granted to the applicant or to another person upon presentation of a power of attorney signed by the applicant after payment of the prescribed material costs and upon presentation of documentary proof of payment.

(2) A statement form is drafted about the access granted (Annex No 5) signed by the persons as per paragraph (1) and by an officer from the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate.

(3) In cases where the applicant has requested electronic access to the required information and has supplied an electronic mail address for receipt of such information, the authority shall dispatch to the said electronic mail address the decision granting access to such information together with a copy of the information itself or the electronic address where it can be obtained. In such cases, no statement as per paragraph (2) is to be drawn up and no cost shall be payable for the delivery of such information.

(4) In cases where the applicant has changed his/her e-mail address without notifying the Ministry of Finance, or has supplied a wrong or non-existent address, the requested information shall be deemed to have been received as of the day of dispatching it.

(5) The review of the information by examining originals or copies as per Article 26(1)(1) of the Access to Public Information Act shall be made at the Administrative Service Centre of the Ministry of Finance.

(6) In case the information is submitted to more than three applicants or may be of public interest, the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate shall send to the Public Relations Division of Public Relations and Protocol Directorate the information to be released on the website of the Ministry of Finance in an open machine-readable format delivered by the administrative unit of the Ministry that owns the information.

**Art. 19. (1)** Chapter Four of the Access to Public Information Act shall be applicable to any written requests for any public sector information.

(2) Requests as per paragraph 1 shall be made by means of an application form (Annex No 6) and shall be submitted, registered and considered pursuant to the present section.

(3) Public sector information shall be provided for reuse free of charge or for a fee that cannot exceed the cost of reproduction or provision of the said information as per a tariff adopted by the Council of Ministers.

**Art. 20.** On an annual basis, the Personnel and Administrative Activities Division of Human Resources and Administrative Services Directorate shall draw up a report on the applications for access to public information which is presented to the Ministry's Secretary General. The annual report is part of the annual reports as per Article 62(1) of the Administration Act.

## Section V

## **Registration of incoming and outgoing correspondence in relation to appeals, protests, alerts and proposals**

**Art. 21. (1)** Any appeals, protests, alerts and proposals submitted to the Ministry shall be registered on the day of their submission and shall be considered under an order established in the Administrative and Procedure Code and the Rules of Procedure of the Ministry of Finance adopted by Council of Ministers' Decree No 353 of 2016.

**(2)** A decision with regard to alerts or a proposal shall be made within 2 months of its submission at the latest.

**Art. 22. (1)** Under the procedure of Article 3, alerts under the E-Government Act on any violations of the requirements for content accessibility shall be filed at:

1. the website of the Ministry of Finance: <https://www.minfin.bg/>;
2. the state aid web page of the State Aid and Real Sector Directorate: <https://stateaid.minfin.bg/>

**(2)** Any alerts submitted to the Ministry shall be registered in Web-AIS by the head of the Office and Administrative Service Sector and the Registry and Archive Sector and shall be delivered/directed to the Public Relations Division of Public Relations and Protocol Directorate or to the European Affairs and Policies Directorate.

**(3)** When the issues raised in the alert also concern other administrative units in the Ministry, the Public Relations Division of the Public Relations and Protocol Directorate shall request their opinion.

**(4)** The alert shall be considered within one month from its receipt; the answer under paragraph 5 shall be prepared within the same deadline and shall contain:

1. a description of the actions and measures taken to eliminate the violation of accessibility as well as the period within which the said violations of accessibility will be eliminated, or
2. a reasoned refusal in the cases where the request is considered unfounded and unlawful.

**(5)** The answer to the person that has submitted the alert shall be prepared by the Public Relations Division of the Public Relations and Protocol Directorate when the alert refers to the website of the Ministry of Finance or by the European Affairs and Policies Directorate when the alert refers to the state aid web page, shall be agreed with the Information Systems Directorate and shall be signed by the Director of the Public Relations and Protocol Directorate or by the Director of the European Affairs and Policies Directorate, respectively.

**(6)** When the person who has submitted the alert has indicated an e-mail, the answer shall be sent signed with a certificate for qualified electronic signature; in the other cases it shall be sent on paper to the address indicated in the alert. Where wrong or non-existent address is indicated, the information shall be deemed to have been received as of the day of dispatching it.

**Art. 23. (1)** Data and information required for monitoring and checks under the E-Government Act shall be submitted to the competent body, the Minister of E-Government, in a 14-day period from receiving the request by:

1. the Public Relations Division of the Public Relations and Protocol Directorate as to complaints filed pursuant to Article 58d, paragraph 2 of the E-Government Act and upon exercising control under Article 60a of the E-Government Act over the compliance of the content on the website of the Ministry of Finance;
2. the European Affairs and Policies Directorate as to complaints filed pursuant to Article 58d, paragraph 2 of the E-Government Act and upon exercising control under Article 60a of the E-Government Act over the compliance of the content on the state aid web page.

**(2)** When a complaint under Article 58d, paragraph 2 of the E-Government Act is considered well-founded, the Public Relations Division of the Public Relations and Protocol Directorate or the European Affairs and Policies Directorate shall inform the Information

Systems Directorate to take actions to implement the mandatory instructions of the chairperson of State Agency “E-Government” within the established deadline.

## **Section VI**

### **Issuance of certificates of contributory income (VII-2 form) and contributory service (VII-3 form)**

**Art. 24. (1)** The Ministry of Finance shall issue certificates of contributory income (form VII-2) and/or contributory service (form VII-3) upon submission of a written application. The application form shall be released on the Ministry’s website, [www.minfin.bg](http://www.minfin.bg), (Annex No 7). It is also available on paper at the Administrative Service Centre of the Ministry of Finance and shall be provided for filling in.

**(2)** Upon submission of the application for issuance of certificates of contributory income (VII-2 form) and/or contributory service (VII-3 form) the applicant must also present a statement of consent for personal data processing (statement of consent by the data subject in accordance with Annex No 2 to the Policy on Personal Data Protection at the Ministry of Finance approved by Minister of Finance’s Order No 3MΦ–817 of 30.08.2018). The statement form shall be released on the Ministry’s website, [www.minfin.bg](http://www.minfin.bg). It is also available on paper at the Administrative Service Centre of the Ministry of Finance and shall be provided for filling in.

**(3)** Applications and statements shall be submitted and received at the Administrative Service Centre of the Ministry of Finance either in person by the insured person or his/her proxy from 9.00 until 17.30 every business day (Entrance for Citizens, Benkovski Str). Applications and statements may also be submitted via a licensed post operator, by fax, by e-mail at: [feedback@minfin.bg](mailto:feedback@minfin.bg) and [minfin@minfin.bg](mailto:minfin@minfin.bg) through the profile of the Ministry of Finance in the Secure Electronic Delivery System and the single portal for access to electronic administrative services at: <http://egov.bg/>.

**(4)** The certificates of contributory income (VII-2 form) and contributory service (VII-3 form) shall be issued as per the deadlines under Article 6(2).

**(5)** Depending on what is specified in the application, the certificates issued shall be received in person by the insured person or by his/her proxy against a signature, or shall be dispatched by registered mail with return slip via a licensed post operator, by e-mail or through the Secure Electronic Delivery System.

## **Section VII**

### **Examining the Satisfaction of Users of Administrative Services**

**Art. 25.** An inquiry shall be published on the Ministry’s website in order to examine the satisfaction of users of administrative services (Annex No 8).

**Art. 26.** The results from the inquiries shall be analysed at least once a year by the Personnel and Administrative Activities Division. An annual report assessing users’ satisfaction for the previous year shall be prepared and published on the website of the Ministry.

## **Section VIII**

## **Obligations of the Administrative Service Centre officers**

**Art. 27.** When fulfilling their obligations, the officers shall be obligated to:

1. Provide information to users about the acts issued and the services provided in the framework of the delivery of administrative services in a simple and comprehensible language;
2. Reply to general inquiries and refer the issues to the competent administrative units of the Ministry, as well as to other administrative bodies that are competent in the relevant issue;
3. Explain, in accordance with a predefined procedure, the requirements which the application/request for administrative services, the appeal, the protest, the alert or the proposal should meet;
4. Receive applications and requests, appeals and protests, alerts and proposals;
5. Receive applications and register oral inquiries under the Access to Public Information Act;
6. Verify, in accordance with a check-list prepared in advance, the completeness of the documentation for each application/request for administrative services;
7. Provide information about the progress of the work on the file;
8. Liaise with the rest of the administration's units with regard to the delivery of the administrative services;
9. Provide the requested documents, including the issued individual administrative acts and other documents, data and information, which result from the administrative services provided;
10. Liaise with the expert units working on the files opened in connection with applications/requests for administrative services, as well as on the files opened on the basis of alerts or proposals;
11. Explain the manner of payment and encourage card payments through POS terminals in the cases when such payments are possible;
12. Perform also the functions of an intermediary in requesting, paying for and receiving electronic administrative services under the Ordinance on General Requirements for Information Systems, Registers and Electronic Administrative Services;
13. Invite users of administrative services to fill in the questionnaire examining the satisfaction of the users of administrative services;
14. Make periodic references, reports and analyses of the administrative services delivered;
15. Respect the Integrity Rules for the employees of the Ministry of Finance and the Customers' Charter.

## **Section IX**

### **Administrative Service Standards**

**Art. 28.** The following standards shall be adopted at the Ministry with regard to the maximum time for administrative services:

1. Up to 20 minutes for the delivery of services to users of administrative services, provision of information and advice with regard to administrative services when visiting the Ministry's Administrative Service Centre;
2. Up to 5 days for replies to general inquiries received by mail and by the Ministry's official e-mail, and up to 14 days when they require an on-the-spot check or an opinion of another administrative body;
3. 7 days for forwarding proposals and alerts concerning issues which are beyond the competence of the Ministry.



**Art. 29.** The officers from the administrative units within the Ministry's structure shall immediately present the officers from the Personnel and Administrative Services Division, who are vested with functions and competences with regard to the administrative services, with information and/or documents, where needed, for making references and provision of documents when delivering administrative services.

**Art. 30.** For the purposes of achieving good coordination and interaction, front and back office officials shall:

1. Periodically exchange experience and information;
2. Identify any issues with regard to the interaction and propose solutions for addressing them by analysing the users' proposals received through the different channels of communication and investigating their satisfaction, including the proposals received at the two e-mail addresses [feedback@minfin.bg](mailto:feedback@minfin.bg) and [minfin@minfin.bg](mailto:minfin@minfin.bg) with regard to the services delivered;
3. Provide data for the Ministry's report on the status of the administrative services in the Integrated Information System of the state administration;
4. Periodically analyse the need for and/or the effectiveness of card payments, of the introduction and application of various methods of payment, of encouraging and making users aware of using them and of the exercise of control over these activities.

### **Final provision**

**Single paragraph.** Any unsettled cases shall be subject to the provisions of the Internal Rules on the Organisation of Electronic Document and Paper Copy Workflow and on the Supervision of the Performance of Tasks at the Ministry of Finance as affirmed by an order of the Minister of Finance.

**MINISTRY OF FINANCE**

**S T A T E M E N T**

Today.....officer.....  
.....holding the position.....  
at .....  
*(name of the unit)*

Drew up this statement on the basis of Article 29(5) of the Administrative Procedure Code certifying that the applicant

.....,  
With a permanent or current address: City/village of

.....  
Str. (residential district).....

.....  
tel.: ....., fax....., e-mail .....

Submitted an oral request for:

.....  
.....

The applicant encloses the following documents:

.....  
.....  
.....

The applicant wishes to receive the individual administrative act:

By a licensed post operator at the following address:

.....  
.....

- Personally from the Administrative Service Centre
- Electronically, via e-mail
- Through the Secure Electronic Delivery System

Official: .....  
*(Signature)*

Applicant:.....  
*(Signature)*

**Annex No 2  
to Article 10(1)**

**LIST  
of the administrative services and regimes provided by the Ministry of Finance**

1. 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, regime – notification, economic activity – securities);
2. Receipt of a notice for printing of tickets, cards and season tickets for the transportation of passengers (No 1704 of the Register of Services, regime – notification, economic activity – securities);
3. Receipt of a notice for printing of coupons for parking in the areas for paid parking (No 1706 of the Register of Services, regime – notification, economic activity – securities);
4. Issuance of a licence for the performance of duty-free trade (No 2929 of the Register of Services, regime – licensing, economic activity – trade).
5. Recognition of professional qualification for the profession of “internal auditor in the public sector” obtained abroad (No 3029 of the Register of Services)
6. Provision of access to public information (General administrative service No 2 of the Register of Services)
7. Issuance of certificate of contributory service (YII-3 form) (General administrative service No 2133 of the Register of Services)
8. Issuance of certificate of contributory income (YII-2 form) (General administrative service No 2134 of the Register of Services)

**TO  
MINISTER OF FINANCE**

**A P P L I C A T I O N  
FOR ACCESS TO PUBLIC INFORMATION**

by.....  
(natural person's name, legal person's name and seat and agent's name, respectively)

Correspondence address: .....

Contact phone:....., e-mail .....

**DEAR MINISTER,**

On the basis of the Access to Public Information Act, I request being granted access to the following information:

.....  
(description of the information requested)  
.....  
.....  
.....  
.....  
.....

I wish to receive the information requested in the following form:

(mark the preferred form)

1. Review of the information in the original form or in a copy or through a public, generally accessible register;
2. Oral reference;
3. Copies in paper or on a technical data medium (CD, DVD, USB flash memory);
4. Copies provided electronically, or a web address where data is stored or published;
5. Releasing information on the public information access platform;
6. Combination of forms – .....

On the basis of Article 25(5), item 5 of the Access to Public Information Act, **I refuse** the application submitted by e-mail under Article 15(1), item 4 of the same Act, the decision and the public information thereunder to be published on the public information access platform.

*(mark 'X' in case the applicant **does not wish** to submit the application submitted by e-mail under Article 15(1), item 4 of the Access to Public Information Act, the decision and the information thereunder to be published on the public information access platform)*

**Date**.....

**Signature**.....

**STATEMENT**

**FOR RECEPTION OF AN ORAL APPLICATION FOR ACCESS TO PUBLIC  
INFORMATION**

Today,.....202.....  
(date; officer's name)

.....  
(position, division, directorate)

received by Mr./Ms.  
.....  
(natural person's name, legal person's name and seat and agent's name, respectively)

Correspondence address: .....

phone....., e-mail.....

**APPLICATION FOR ACCESS TO PUBLIC INFORMATION**

DESCRIPTION OF THE INFORMATION  
REQUESTED:.....

.....  
.....  
.....  
.....  
.....  
.....

The applicant wishes to receive the information requested in the following form:

(mark the preferred form)

1. Review of the information in the original form or in a copy or through a public, generally accessible register;
2. Oral reference;
3. Copies in paper or on a technical data medium (CD, DVD, USB flash memory);
4. Copies provided electronically, or a web address where data is stored or published;

5. Releasing information on the public information access platform;
6. Combination of forms.....

Officer:

Applicant:

**STATEMENT**

for granting access to public information

with reference to application Ref.

No .....

Today, ....., on the basis of Article 35(2) of the Access to Public Information Act and Article 18(2) of the Internal Rules for the Organisation of the Administrative Services at the Ministry of Finance, the present statement has been drawn up which certifies the implementation of Decision No ...../.....202....on granting access to information.

Having found that the amount as specified in the Decision on granting access to public information has been paid by a documentary proof of payment  
.....  
by the applicant  
.....  
(natural person's name, legal person's name and seat and agent's name, respectively)

Correspondence address: .....

the following information has been provided

.....  
(indicate the information and the form of submission thereof)

.....  
.....  
.....  
.....  
.....  
.....  
.....

This statement has been drawn up in two identical copies, one for the Ministry of Finance and one for the applicant.

**Delivered by:**.....  
Name and position  
of the officer:.....  
.....

**Received by:**.....  
Applicant:.....  
/Proxy: .....



**TO  
MINISTER OF FINANCE**

**A P P L I C A T I O N  
FOR GRANTING REUSE INFORMATION**

by.....  
(natural person's name, legal person's name and seat and agent's name, respectively)

Correspondence address: .....

Contact phone:....., e-mail .....

**DEAR MINISTER,**

On the basis of the Access to Public Information Act, I request being granted reuse access to the following information:

.....  
(description of the information requested)  
.....  
.....  
.....

I wish to receive the information requested in the following form:

(mark the preferred form)

1. copy on physical data medium (paper, technical, magnetic, electronic data medium)
2. copy supplied by electronic means or an internet address where such data are stored or being published;
3. Combination of forms –

**Date**.....

**Signature**.....

**TO  
THE SECRETARY GENERAL  
OF THE MINISTRY OF  
FINANCE**

**A P P L I C A T I O N**

**BY** .....  
(full name as per the ID card)

Correspondence address: City/village of ..... PC: .....  
municipality.....

Blvd./Str. .... № ....., bl. ...., entr. ...., fl. ...., apt.  
.....

e-mail: ....., contact phone: .....

**DEAR SECRETARY GENERAL,**

Hereby, I would like to have the following documents issued (mark the requested form(s) by X):

**Certificate of contributory income (VII-2 form)**

**Certificate of contributory service (VII-3 form)**

of .....  
(full name during the relevant period)

PIN....., born on ..... 19....., in the city/village of

.....  
municipality....., district

.....  
for the period from .....until  
.....  
(contributory period)

**position held** .....

at ..... Directorate, .....

Division

Administration.....

**I state my willingness to receive the reply:**

In person.

By registered mail with return slip via a licensed post operator.

**I enclose the following documents:**

1. Copies of the employment book/civil administration service book (for the requested period)

*(underline as needed)*

2. Statement of consent by the data subject for personal data processing (by the applicant and by the insured person)

.....

**Date:**

**Signature:**

# **QUESTIONNAIRE**

**LADIES AND GENTLEMEN,**

We appreciate your readiness and willingness to share your views, expectations and recommendations. We will analyse them and will take the actions required to improve the administrative services delivered at the Ministry of Finance.

We aim at mutual trust and citizens' contentment!

## **YOUR OPINION ABOUT OUR WORK**

/Please give one answer to each question/

### **A. Using of services**

**Have you used the services of the Ministry of Finance so far?**

Yes

No

**How often do you use the services delivered by our Ministry?**

Once in a couple of years

Several times a year

Every month

Very often

### **B. Quality of the information provided**

**Information about the services delivered by the Ministry of Finance is easy to find**

I agree

I disagree

I cannot decide

**Is the information provided/notice board, sign boards, Internet, application forms/:**

**– clear /easily comprehensible/?**

I agree

I disagree

I cannot decide

**– precise?**

I agree

I disagree

I cannot decide

– **complete?**

I agree

I disagree

I cannot decide

**Did you need to submit additional documents or data in order to have your issue solved?**

Yes

No

### **C. Channels for access to information**

**I initially learnt for the services delivered by the Ministry of Finance from:**

the media

the Internet

legislation

a notice board

a personal conversation with an Administrative Service Centre officer

a phone conversation with an Administrative Service Centre officer

relatives, friends, acquaintances

### **D. Officers' attitude to clients**

**Officers are kind with clients**

Yes

No

**How do you rate the quality of services delivered by the Administrative Service Centre?**

Excellent

Good

Poor

I cannot decide

**How long did it take you to be attended to?**

Up to 10 minutes

Up to 20 minutes

Over 20 minutes

**Are the statutory deadlines for the delivery of administrative services met?**

Yes

No

**Were you offered to speed up the delivery of the administrative service illegally?**

Yes

No

**Did you seek a non-official connection with an official to help with the faster solution of your issue?**

Yes

No

**Have you witnessed an act of corruption from the officials?**

Yes

No

I cannot decide

## **E. Atmosphere in which the services are delivered**

### **Access to the building is easy**

I agree

I disagree

I cannot decide

### **The working hours for receiving citizens are convenient**

I agree

I disagree

I cannot decide

## **F. Priorities for improvement**

**According to you, which aspect of the services needs greatest improvement?**

Access to information

The volume of information provided

The quality of information provided

The officers' attitude to clients

The officers' competence

The atmosphere in which the services are delivered

## **G. About you**

**Are you**

a man?

a woman?

**How old are you?**



Below 25 years

Between 25 and 40 years

Between 41 and 55 years

Above 55 years

**What education do you have?**

Primary

Secondary

College/university

Other

**Which of the following groups do you belong to?**

Worker

Retired

Student

Other

**Proposals and recommendations**

**THANK YOU FOR YOUR OPINION AND COOPERATION!**