

Ministry of Interior  
“Fire Safety and Rescue” Directorate General

Registration № PO-IA-88  
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I establish:

Director of “Fire Safety and Rescue”  
Directorate General:...../signature/.....  
/Chief Commissar N. Nikolov/

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**RULES FOR THE ADMINISTRATIVE SERVICING IN “FIRE SAFETY AND  
RESCUE” DIRECTORATE GENERAL-MINISTRY OF INTERIOR**

Chapter first.

**GENERAL CONDITIONS**

Article 1. Via these rules is established the organization of the administrative servicing in “Fire Safety and Rescue” Directorate General /CDFSR/ of the Ministry of Interior.

**Principles of the administrative servicing**

Article 2.(1) The administrative servicing is performed in conformity with the principles established in the Law for administration, the Directive for the administrative servicing (made public in State Gazette edition 78 dated 2006, amended edition 47 dated 20.05.2008, amended in State Gazette edition 64 dated 18.07.2008) and in the Administrative procedure code (APC), as well as via ensuring:

1. equal access to the administrative services and to information concerning the administrative servicing;
2. various forms for access to the administrative services and the information concerning them;
3. polite, kind, responsive and correct attitude;
4. reliable feedback;
5. quality of the supplied services according to the established Client’s charter.

(2) “Fire Safety and Rescue” Directorate General of the Ministry of Interior annually reviews and announces the satisfaction of the users of the administrative servicing.

Article 3. “Fire Safety and Rescue” Directorate General ensures raising the professional qualification of the employees performing the administrative servicing.

## Chapter second.

### **ORGANIZATION OF THE ADMINISTRATIVE SERVICING**

#### Unit for administrative servicing

Article 4. (1) Order for the registration of the submitted requests:

1. The administrative servicing of the physical people and the legal entities in “Fire Safety and Rescue” Directorate General is organized and performed in centralized manner by the unit for “Administrative servicing” according to the principle “one desk” for all administrative units;

2. The business hours of the Administration are from Monday to Friday from 08.30 to 17.30 o’clock with 1 hour of lunch break from 12.00 to 13.00 o’clock.

3. The business hours of desk “Administrative servicing” are from Monday to Friday from 08.30 to 17.30 o’clock without interruption;

4. In the cases in which in the end of the announced business hours in the servicing premise there are users of administrative services, the work on desk “Administrative servicing” continues until the finalization of their servicing, but not longer than two astronomic hours counted from the end of the announced business hours;

5. Desk “Administrative servicing” is located in the foyer of the building of “Fire Safety and Rescue” Directorate General on the following address: city of Sofia, “Pirotska” Str. №171A, P.O.B.:1309.

(2) The documents incoming in the “Fire Safety and Rescue” Directorate General are:

- received via mail;
- received via email;
- submitted by the users on the desk for the administrative servicing;

(3) The reception, registration, allocation and submitting the incoming documents is performed on desk “Administrative servicing” according to the order stipulated by these rules;

(4) The citizens that need the performance of the administrative service are in contact only with the employee behind the desk of the “Fire Safety and Rescue” Directorate General;

(5) All documents which are necessary for the performance of the corresponding administrative service (requests/declarations as well as alerts, complaints, suggestions etc) are submitted at the desk and after being registered the citizen is issued with incoming number;

(6) The request is filled with the full name and address of the citizen or the organization from which he comes, the nature of the request, dated and signed. The declarer is obliged to supply telephone, fax and address of e-mail if he has such. The request contains another mandatory elements if they are stipulated in the regulations;

(7) In “Fire Safety and Rescue” Directorate General is utilized automated clerk informational system with activated function for performing control over the deadlines conformity for rendering the administrative services;

(8) At the reception of newly incoming document, its first page is stamped with seal in which are entered the incoming number and the date of its reception; thus is formed the service transcript. The transcript is registered in the e-system for registration and control over the transcripts;

(9) In the e-system for the registration of the service transcripts is reflected the incoming number of the transcript, the date of its formation, the type of the document, the subject matter of the document and the contents of the issued resolution;

(10) At the acceptance of declaration for the performance of the administrative service the employee on desk “Administrative service” supplies the citizens the necessary forms to be filled in depending on its type. The employee gives clarifications on their filling in the cases in which this is necessary;

(11) At the registration of incoming documents the employee behind the desk checks whether the declaration for the performance of the administrative service is combined in a set with all the necessary documents. If there is need of consultation, the employee requires expert opinion from the sphere department, to which refers the service;

(12) Documents submitting is performed by physical or legal entities or by people authorized for this (after supplying copy of the notary verified letter of attorney);

(13) The documents are accepted in the front office (situated in the foyer of the “Fire Safety and Rescue” Directorate General), after which according to the required service are distributed in the back offices (of the “Fire Safety and Rescue” Directorate General or the National Applicable Institute for Fire safety and Rescuing).

Article 5. Order for reception of the submitted requests:

(1) The reception of the documents “on hand” from the “Fire Safety and Rescue” Directorate General is formed via pointing out name, surname and signature of the receiver, as well as the date of reception in diary specifically made for this purpose;

(2) The reception could be done only by the physical person or legal entity who have submitted the document, or by authorized representative (after presenting notary verified letter of attorney). The copy of the letter of attorney is added to the archive of the transcript.

### Information about the services

Article 6. (1) The information on the types of the performed administrative services, the order and organization of supplying them is provided by the “Fire Safety and Rescue” Directorate General and assists the users according to the requirements of article 28 of the Administrative-Procedure Code.

(2) The information about the administrative servicing is received from:

1. clerk office, telephone:02/98-21-243;
2. informational board;
3. [web page of the “Fire Safety and Rescue” Directorate General](http://www.nspbzn.mvr.bg)

[General](http://www.nspbzn.mvr.bg)([www.nspbzn.mvr.bg](http://www.nspbzn.mvr.bg));

Article 7. If there are changes in the regulations, the information is updated in the sources according to article 6, paragraph 2 up to 7 days counted from the change occurrence.

Article 8. (1) The administrative servicing is performed in conformity with the requirements of the Ministry of State Administration and Administrative reform and with the activities and functions of the “Fire Safety and Rescue” Directorate General stipulated in the regulations;

(2) The administrative service is performed in the stipulated by law deadline by the corresponding unit of the “Fire Safety and Rescue” Directorate General towards which is directed the declaration;

(3) In the cases in which the requirements of the physical people and legal entities are not grounded and illegal, or they cannot be satisfied, the employee to whom was allocated with the transcript, prepares answer with argumentation about this;

(4) Upon request the employees of the unit for administration servicing supply information to the citizens on the circulation of the transcripts;

(5) The administrative servicing finishes with the preparation of the required document or with refusal with argumentation which in the stipulated deadline is notified and supplied to the user;

(6) Working with suggestions and alerts in the “Fire Safety and Rescue” Directorate General is performed in conformity with the provisions of Chapter VIII, second section of the Administrative-procedure code and the internal department regulations concerning the suggestions and signals.

Article 9. Review of the incoming declarations is performed according to the deadlines stipulated in the Administrative procedure code. The extension of the deadline is permitted only in the cases stipulated by law.

Article 10. In the cases in which the required administrative service is out of the range of competency of the “Fire Safety and Rescue” Directorate General, the declaration and the attached to it documents are forwarded to the competent body, as this is notified to the declarer.

Article 11. The payment of the administrative services is performed via bank to the account of the “Fire Safety and Rescue” Directorate General: Bank Bulgarian National Bank, "Alexander Battenberg" Str. №1, IBAN BG50BNBG96613100156101; BIC: BNBGSD; BULSTAT:000698480.

Article 12.(1) The Director of the “Fire Safety and Rescue” Directorate General accepts citizens who have made their appointment in advance every Monday with reception hours from 14,00 to 16,00 o'clock, the Vice-directors accept citizens every Tuesday in the same hours;

(2) Making arrangements for appointment is performed in the foyer of the “Fire Safety and Rescue” Directorate General, on telephone number 02/9821065 for the Director of the “Fire Safety and Rescue” Directorate General and on the telephone numbers 02/9821055 or 02/9821045 – for the Vice-Directors;

(3) Upon discretion of the director or his deputies, as well as in urgent cases the citizens could be accepted as well outside the reception schedule.

### Chapter third

## **QUALITY MANAGEMENT**

Article 13. The administrative servicing in the “Fire Safety and Rescue” Directorate General is performed in conformity with the following mandatory standards for quality of the administrative servicing:

1. during the performance of his service obligations every employee from the “Fire Safety and Rescue” Directorate General bears the

distinguishing mark with data on the full name, photograph, title and unit to which he belongs;

2. the employees from the “Fire Safety and Rescue” Directorate General supply their identification via their first name and surname when answering or making telephone calls;

3. in the service premises where is performed the administrative servicing, are ensured sitting places, places for filling documents and for receiving the necessary information;

4. the time for processing documents on the desk for the administrative servicing is not longer than 20 minutes.

Article 14. (1) In “Fire Safety and Rescue” Directorate General was approved Client’s Charter which was published on the [webpage of the web page of the “Fire Safety and Rescue” Directorate General](http://www.nspbzn.mvr.bg) ([www.nspbzn.mvr.bg](http://www.nspbzn.mvr.bg));

(2) Client’s charter is placed at accessible and visible place in the service premises in which are serviced the users of administrative services.

Article 15. The performance of the administrative services is performed on the basis of the internal rules for organization and control of the circulation and processing of the documents.

#### [Mechanisms for feedback and research on the level of satisfaction](#)

Article 16. (1) There is prepared and supplied information on the utilized modes for feedback by the users of the “Fire Safety and Rescue” Directorate General;

(2) The feedback is performed via collecting and analyzing the filled in inquiry cards, suggestions, alerts, appraisals, complaints etc;

(3) The means for the feedback performance are inquiries, boxes for opinions and comments, the created and announced procedure for working with suggestions and alerts, telephones, internet etc;

(4) The means for the feedback performance are utilized as well for measuring the satisfaction of the users from the supplied administrative services;

(5) The research and measurement of the level of satisfaction of the users is performed on annual basis;

(6) As a result of the received, analyzed and consulted information from the feedback and from the measurement of the satisfaction level are undertaken actions for the improvement of the administrative servicing.

Chapter fourth  
**CONTESTATION**

Article 17. The individual and general administrative acts could be contested according to the administrative order and according to the terms and conditions stipulated in Chapter VI, second section of the Administrative procedure code.

Article 18. The administrative acts could be contested in front of the court concerning their lawfulness according to the order of Chapter X, third section of the Administrative procedure code.