

# MINISTRY OF INTERNAL AFFAIRS

## Client's charter

The client's charter aims to facilitate your access to administrative services and increase the quality of administrative services provided by structures of the Ministry of Interior.

The purpose of the Charter is to help you understand and protect your rights in an informed way, by familiarizing yourself with the general rights, obligations and standards for administrative services.

### STANDARDS FOR ADMINISTRATIVE SERVICE

In their work, the structures of the Ministry of Interior provide you with administrative services, applying the following mandatory standards in the functioning of the Center for Administrative Services (CAO):

1. unified name of CAO;
2. ensuring appropriate conditions and accessibility to and in the office premises, in which administrative servicing is carried out ;
3. availability of signposts for the location of the CAO and signposts in the CAO and / or in the office premises, where the administrative service is carried out ;
4. maintaining updated information about access to the premises, in which to provide administrative services;
5. providing free internet connection;
6. identification of the employees who perform the administrative services;
7. identification of the employees in the administration when conducting telephone conversations;
8. the servicing of users is carried out by trained employees, who observe the determined rules for communication:
9. affordable way to provision of information on administrative services;
10. maintaining a system of "Frequently Asked Questions and Answers";
11. provision of information and service in English;
12. observance of a certain term for answering inquiries of general character;
13. observance of a certain waiting time for administrative services;
14. reduction of the number of visits at the counter during the implementation of administrative services:
15. use of simple and easy to fill in samples and / or forms.

### MEANS OF complaints PROPOSALS AND SIGNALS

In case of problems with the administrative service, you can file a complaint, suggestion or signal as follows:

1. on the spot, through CAO;
2. by mail, to an address indicated in the Client's Charter, placed in the CAO and published on the website of the structure under Art. 37 of the Law on the Ministry of Interior, providing administrative services;
3. through an electronic mailbox, with an address indicated in the Charter of the client in CAO and published on the website of the structure under Art. 37 of the Law on the Ministry of Foreign Affairs, providing administrative services.

## RIGHTS AND OBLIGATIONS OF THE USER

Your rights are:

1. to receive quality and competent service;
2. to receive a polite and tolerant attitude;
3. to express dissatisfaction with the implementation of the standards for administrative service.

Your responsibilities are:

1. to treat with respect and not to harm the dignity of the employees;
2. to be attentive and kind to other users;
3. to provide in due time the necessary information in full.

## INFORMATION ABOUT YOUR SATISFACTION

By April 1 of each year, in the "Administrative Services" section of the website of the Ministry of Interior, you will find a published annual report on consumer satisfaction assessment, which includes:

- the information received and analyzed from your feedback and the results of measuring your satisfaction;
- the actions taken by us to improve the quality of service.

The heads of structures under Art. 37 of the Law on the Ministry of Interior, which provided administrative services, approve an annex to the Client's Charter, which is consistent with the specifics of the structure.

The annex specifies:

- own standards for administrative service, according to art. 20. para 2 and 11 appendix № 8 of the regulation on administrative services, as well as specific information (for example: addresses and contacts of CAO; accessibility by public transport; contacts for submission of signals, proposals and complaints; official to whom turn the users in case of a problem when ordering a service in CAO; address and contact phone number, etc.);
- structure - specific data related to the application of the common quality standards for administrative services (if necessary).