

REPUBLIC OF BULGARIA
Ministry of Agriculture, Food and Forestry
Department of Agriculture
Regional Office Kardzhali

GENERAL INFORMATION

**for users of administrative services regarding the provision of administrative services
for submission of comments, signals and suggestions
at the Department of Agriculture - Regional Office Kardzhali**

DEAR MESSRS,

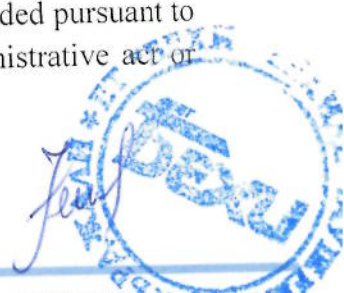
The Department of Agriculture - Regional Office Kardzhali is a specialized territorial administration to the Ministry of Agriculture, Food and Forestry, a legal entity on a budget support, a secondary budget spending unit to the Ministry of Agriculture, Food and Forestry.

BULSTAT/UIC: 175818304

The Department of Agriculture - Regional Office Kardzhali provides support to the Minister of Agriculture, Food and Forestry when conducting the state policy in the sphere of Agriculture, Food and Forestry, application of the General Agricultural Policy of the European Union on the territory of Kardzhali region. The activity of the Department of Agriculture - Regional Office Kardzhali is based on the principles of legality, accessibility and transparency, responsibility and accountability, efficiency, subordination and coordination, predictability, objectivity and impartiality.

Following these principles, we have developed a Customer's Charter and standards for administrative services, whereas the term "administrative services" according to §. 1, p. 1 of the Additional regulations to the Administration Act (AA), is described as "any administrative activity provided by the administration and organization structures, which provide public services", while the term "administrative service" according to §.1, p.2 of the Administration Act (AA) is connected with:

- ❖ Issue of individual administrative acts, which certify facts of legal importance;
- ❖ Issue of individual administrative acts, which recognize or deny the existence of rights or obligations;
- ❖ Performance of administrative activities, which are of legal interest to a physical or legal entity;
- ❖ Consultations, which represent legal interest for a physical or legal entity concerning the administrative and legal regime, which are provided pursuant to a normative act or which are connected to the issue of administrative act or performance of another administrative service;



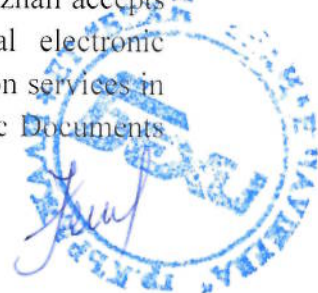
- ❖ The Expert's Opinion, which are of legal interest to a physical or legal entity, when a normative act foresees their performance as obligations of the administration of a state authority or by an authorized organization.

In respect to the aforementioned the Department of Agriculture - Regional Office Kardzhali has set the following main goals, when performing its activity, that is to say:

1. To improve access to services by informing you in detail on your rights, where and how you can have access to the relevant administrative services.

You can contact us and get information in the following ways:

- Mail or visit us at the following address: **Department of Agriculture - Regional Office Kardzhali, town of Kardzhali, post code 6600, 74 Bulgaria blvd., 2nd floor;**
- Fill in an Application for Access to Public Information, which is published on the official web page of the Department of Agriculture - Regional Office Kardzhali;
- You can also contact us by:
- the telephone number of the relevant territorial unit: **0361 / 6 2996;**
- fax: **0361 / 6 2976;**
- e-mail: delovod_odz_kj@abv.bg;
- web page: <http://www.mzh.government.bg/ODZ-Kardzhali/bg/Home.aspx> ;
- or at the address or telephone numbers of the respective municipal offices of agriculture /Application №1/;
- For the implementation of this goal, for each administrative service that we perform, we suggest a specific and complete standard with forms attached to it. Under this standard we have provided the legal framework of the administrative service, we have informed you which administrative unit you should contact, what documents you should provide and what the legally set term is to receive the requested service. We need to know in advance that the time allowed for officials to remove any inaccuracies and incomplete information provided by you in documentation is not included within the period specified to carry out the administrative service under these standards. */The standards and the forms are published on the web page of the Department of Agriculture - Regional Office Kardzhali/.*
- The Department of Agriculture - Regional Office Kardzhali accepts only electronic documents signed with a universal electronic signature, issued by a registered supplier of certification services in Republic of Bulgaria in conformity with the Electronic Documents



and Electronic Signature Act, amend., State Gazette Issue № 101 from 20.12.2016, in force since 1.01.2018;

- Your documents, which are recorded on a physical media (memory card, CD), may be given for registration to the clerks of the respective territorial unit;

2. To achieve a high quality of services, by reducing your personal costs and time for receipt of services and providing good attitude and willingness to cooperate on the part of employees who serve You.

Applications for the provided administrative services, as well as applications for access to public information pursuant to the Access to Public Information Act and the other required documents are filed at the Department of Agriculture - Regional Office Kardzhali or the respective municipal agricultural offices.

Detailed information concerning the administrative services provided by the Department of Agriculture - Regional Office Kardzhali and municipal agricultural offices. /Appendix №2/, you can receive from the web page of the aforementioned information.

At the “Administrative and Archives Services” desk of the department an official will provide for you clear, easily understandable, complete and accurate information on all available administrative services for the status of applications submitted by you, about the various communication means and ways that you can use to access the administration. **The desk operates every working day from 9.00 a.m. to 5.30 p.m., without interruption.**

To achieve transparency and responsiveness, we will provide for You an opportunity for communication with polite and well-informed staff during the entire process of administrative services.

3. To encourage you to provide a feedback on the services received by You.

The Department Agriculture has created an opportunity, in a free and convenient way for you, to submit your signals and suggestions to improve the organization and the operation of the administration and to address other issues within the jurisdiction of the Ministry of Agriculture and Food.

We expect you to freely express your views, suggestions and comments by one of the following ways:

- via phone call 0361/ 62996 or send your letter to fax 0361/ 6 2976;
- Mail us at the following address: Department of Agriculture - Regional Office Kardzhali, town of Kardzhali, post code 6600, 74 Bulgaria blvd., 2nd floor;
- Visit us at the Department of Agriculture - Regional Office Kardzhali or another territorial unit;
- Send an e-mail to delovod_odz_kj@abv.bg;



- **express in writing your story or comment about the organization of administrative services in our Department and your suggestions for improving it and submit it to a special box for views and comments placed at the reception;**
- **Fill in the Inquiry Card for survey of Customer satisfaction with the administration services provided by the Department.**

It is **important** to know that proceedings shall not be initiated upon receipt of any anonymous suggestions and warnings as well as signals relating to offences committed more than 2 (two) years ago. Anonymous shall be considered all suggestions and warnings that do not contain enough data for feedback to the sender – the name and address for feedback correspondence. There shall be recorded only proposals and reports submitted to:

- **The telephone number 0361/ 62996 or fax 0361/ 6 2976;**
- **The address of the Department of Agriculture - Regional Office Kardzhali, town of Kardzhali, post code 6600, 74 Bulgaria blvd., 2nd floor;**
- **By an e-mail to delovod_odz_kj@abv.bg;**

Inquiries of a general nature, which do not require expert answers, will receive a reply within 7 (seven) days. Proposals and reports concerning issues whose solution is beyond our competency and authority shall be forwarded to the respective governmental administration within 7 (seven) days, for which we shall inform you in writing thereof.

Signals and suggestions shall be considered at the latest within 2 (two) months of their receipt, the decision shall be communicated within 7 (seven) days of having a resolution on it.

Wherever it is necessary to conduct a longer survey, the period of decision-making may be extended up to 6 (six) months (including the aforementioned period of 2 months) - on a proposal up to 1 (one) month – upon receiving a signal, about which we will notify you in writing.

You can send your signal on any illegal or improper actions, or actions causing alleged corruption or inaction of administrative officers, and warnings regarding the quality of the administrative services, to the address of the Ministry of Agriculture, Food and Forestry addressed to the director of the Inspectorate. We will check and will respond in writing within 2 (two) months of receiving the signal. If we cannot respond within that period, we will inform you on the reason thereof. We will announce if you need to do something in addition and when you may expect a full response from us.

The Inspectorate of the Ministry of Agriculture, Food and Forestry can be contacted via:

- Free phone for signals of alleged corruption and conflict of interests 0800 20 200;
- E-mail: *signali-korupcia@mzh.government.bg*;



- Mailing address for signals of alleged corruption, at the address of the Ministry of Agriculture, Food and Forestry– 55, Hristo Botev Blvd. (Reception Desk);

Your proposals and signals will be answered via the way you have selected, by mail, e-mail or fax.

You will not receive response to questions, alerts, proposals that contain obscene and offensive statements expressed towards the Bulgarian administration and institutions.

The legislation and regulation framework we used under the administrative service and work with suggestions and warnings to citizens is as follows:

- ADMINISTRATIVE PROCEDURE CODE;
- ADMINISTRATION ACT;
- REGULATION ON ADMINISTRATIVE SERVICE;

The main legal instruments related to the activities of the Department of Agriculture - Regional Office Kardzhali are as follows:

- Ownership and Use of Agricultural Land Act ;
- Restoration of Ownership of Forests and Forest Land Entirety Act;
- Protection Of Agricultural Land Act;
- Farmers Support Act;
- Agricultural Property Protection and the Applicable Regulations Act;
- Agricultural Tenancy Act;
- Livestock Act;
- Beekeeping Act;
- Spatial Planning Act ;
- Irrigation Associations Act;
- Registration and Control of the Agricultural and Forestry Technology Act;
- Application of the General Organization of Markets in Agricultural Products in the European Union Application Act;
- Protection Of Agricultural Land Act Implementing Regulation;
- Ownership and Use of Agricultural Land Act Implementing Regulation;
- Restoration of Ownership of Forests and Forest Land Entirety Act Implementing Regulation;
- Regulation № 49 from 2004 for maintenance of the map and restored property (State Gazette, Issue № 102 from 2004, supplemented and amended with State Gazette, Issue № 59 from 4th of August 2015).
- Regulation № 19 from 28th of May 2010 for the requirements of quality and control for compliance of fresh fruits and vegetables (supplemented with State Gazette Issue № 44 from 17th of May 2013).
- Regulation № 11 from 2007 for the order and terms for recognition of organizations of fruit or vegetable producers and their associations for the



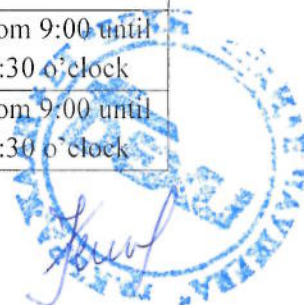
terms and order for endorsement and amendment of the approved operation programmes (State Gazette Issue № 42 from 2007; supplemented and amended with State Gazette Issue №52 from 8th of July 2016).

- Regulation № 15 from 2009 for qualification and classification of carcasses of cattle, pigs and sheep according to the EUROP grid, reporting of the prices and check of the slaughterhouses (State Gazette Issue № 37 from 2009, supplemented and amended with State Gazette Issue №23 from 14th of March 2014).
- Regulation № 3 from 1999 for preparation and maintenance of the Farmers Register (State Gazette Issue №10 from 1999, amended with State Gazette Issue № 43 from 30th of May 2017).
- Regulation № 6 from 2000 for the terms and order of registration of the tenancy and lease agreements at the Land Commissions (State Gazette Issue №18 from 7th of March 2000).
- Regulation for giving land to landless or poor citizens (State Gazette Issue №87 from 2000, supplemented and amended with State Gazette Issue № 39 from 20th of May 2011).
- Regulation № 16 from 2000 for organization and auctioning for sale of agricultural lands by the State Land Fund to owners of compensation bonds (State Gazette Issue № 62 from 28th of July 2000, amended with State Gazette Issue № 42 from 9th of May 2003).

Appendix № 1

DATA FOR CORRESPONDENCE AND WORKING HOURS of the Municipal Agricultural Offices

Municipal Agricultural Office /MAO/	Address	Telephone / fax	E-mail	Working hours (From Monday to Friday)
MAO Ardino	Post Code 6750, town of Ardino, 1 Targovska str.	03651/41-49; 0879406358	osz_ardino@bv.bg	From 9:00 until 17:30 o'clock
MAO Dzhebel	Post Code 6850, town of Dzhebel, 74 Edelvays str.	03632/22-98, 0879406352	osz_dzhebel@bv.bg	From 9:00 until 17:30 o'clock
MAO Kirkovo	Post Code 6884, village of Kirkovo, 2 Georgi Dimitrov str.	03679/22-26; 0879406353	osz_kirkovo@bv.bg	From 9:00 until 17:30 o'clock
MAO Krumovgrad	Post Code 6990, town of Krumovgrad, 3 Treti Mart str.	03641/70-30; 0879406354	osz_krumovgrad@bv.bg	From 9:00 until 17:30 o'clock
MAO Kardzhali	Post code 6600, town of Kardzhali, 1 Minyorska str.	0361/6 15 42; 0879406355	osz_kardjali@bv.bg	From 9:00 until 17:30 o'clock
MAO Momchilgrad	Post Code 6800, town of Momchilgrad, 4 Kokiche	03631/60 89; 0879406356	osz_momchilgrad@bv.bg	From 9:00 until 17:30 o'clock



	str., 2 nd floor			
MAO Chernoochene	Post Code 6701, village of Chernoochene, 6 Shesta str.	03691/61-67; 0879406365	osz_chernoochene@bv.bg	From 9:00 until 17:30 o'clock

Appendix №2

LIST of the administrative services provided by the Department of Agriculture - Regional Office Kardzhali

A. Services provided by the Department of Agriculture - Regional Office Kardzhali, town of Kardzhali, 74 Bulgaria blvd:

№	Type of service	Regime	Administrative service	Identifying code
1	Regime	Undetermined	Issue of Permit for scrapping of perennial crops with period of depreciation or expired depreciation	905
2	Service		Change of designation of the agricultural land up to 50 decar	904
3	Service		Opinion for Regulation № 19 from 25.10.2012 for construction on agricultural lands without a change in the designation	2572
4	Regime	Undetermined	Registration of breeding farms and farms producing pure breed and hybrid breed cattle for reproduction material from pigs, birds and rabbits	1115
5	Regime	Undetermined	Registration of tribal and reproductive bees	1101
6	Service		Issue of Act for categorization of agricultural lands in case of change in their designation	1360
7	Service		Technological examinations of the agricultural and forestry technologies, vehicles and machines for earthworks	2520
8	Regime	Registration	Termination of the registration and deduction of the agricultural and forestry technologies, vehicles and machines for earthworks	2521
9	Regime	Registration	Change in the registration of agricultural and forestry technologies, vehicles and machines for earthworks	2521
10	Regime	Registration	Initial registration of agricultural and forestry technologies, vehicles and machines for earthworks	2521
11	Regime	Registration	Issue of certificate of competency for work with agricultural and forestry technology	700
12	Regime	Registration	Issue of certificate for entry in the database of	2567



			a new site for storage of grain	
13	Regime	Undetermined	Registrations of farmers	1822
14			Acquiring of ownership of land state or private property pursuant to Art. 27, Para 6 and 8 of the Ownership and Use of Agricultural Land Act / <i>procedure</i> /	
15	Service		Determination of differences between the issued certificate of insurable earnings (UP2) and data for the insured person from the database of the National Social Security Institute	3
16	Service		Issue of certificate of periods of insurance (UP3)	2133
17	Service		Issue of certificate of insurable earnings (UP2)	2134
18	Service		Providing of access to public information	2
19	Service		Providing consultation, which represent a legal interest to a natural person or legal entity concerning the administrative and legal regime which are given by virtue of a normative act or are connected to the issue of administrative act or performance of any other administrative service	1

B. Services, provided by the Municipal Agricultural Offices

Nº	Type of service	Regime	Administrative service	Identifying code
1	Service		Issue of a survey plan of a real estate	501
2	Service		Issue of a survey plan - project for separation or joining of real estates	906
3	Service		Incorporation of changes in the register of owners and the registry of properties	281
4	Service		Imaging and coordination perennial crops	1361
5	Service		Making a copy of tracing carnet of a real estate	1362
6	Service		Providing details of property's border points	1823
7	Service		Tracing and / or imaging and coordinating the boundaries of the properties	1116
8	Service		Issue of an excerpt / copy of the decision of the Land Commission or the Municipal Agriculture Office	1824
9	Regime	Undetermined	Registration of a contract for lease or rent and issue of a coupon for lease and rent	989
10	Service		Endorsement of the layout plan issued to property and / or a copy of the map of the land array for use	702
11	Service		Re-verification of land survey maps. after a	496



			period from the date of issue of more than 6 months	
12	Service		Providing the coordinates (X,Y) of the points of the support network with benchmarking	1124
13	Service		Making a copy of the map or a part of it	538
14	Service		Providing data on the characteristics	1859
15	Service		Providing balance on the characteristics	495
16	Service		Providing information about available data from the register about land array	908
17	Service		Reference for present information from the Register of the owners	1163
18	Service		Issue of a certificate under Article 53a of the Cadastre and Land Register Act	1363
19	Service		A certificate of the characteristics of properties necessary for determining their tax assessment	497
20	Service		Issue of a certificate for restitution claims	703
21	Service		Issue of a certificate for identity of a property	1164
22	Service		Issue of a tracing carnet of the land array of use	282
23	Service		Issue of property record	1440
24	Service		Update with the map of the restored property of projects of sites, provided in digital (ZEM format)	1118
25	Service		Establishing a change in the manner of permanent use of a property	1679
26	Service		Coordination of the Detailed Site Development Plan of the infrastructure objects	907
27	Service		Recording of buildings and facilities at farmyards	283
28	Service		Making and updating the plan of the newly built properties	910
29	Service		Revision of a plot plan of a farmyard	733
30	Service		Digitalization of a plot plan of a farmyard	914
31	Service		Verification and control when coordinating with the map of the location of a restored property and the designation of the buildings and facilities in a plot plan	292
32	Service		Endorsement of tax assessment of agricultural lands, made in conformity with the Regulation on the procedure for determining the prices of agricultural land	1828
33	Service		Issue of written references by request of the municipalities in connection with announcement of Detailed Site Development Plans for names and addresses of the applicant based on records for restoration of the ownership right	1125



34	Service		Issue of certificate for termination of rental or tenancy agreement	
35	Regime	Undetermined	Registration of an application for assistance	1117

IMPORTANT: DESCRIPTION OF THE ADMINISTRATIVE SERVICES AND THE APPLICABLE FORMS ARE PROVIDED IN THE CUSTOMER'S CHARTER AND THE STANDARDS FOR ADMINISTRATIVE SERVICES.

I, the undersigned NARIN YUKSEL AHMED, certify the fidelity of the translation hereby made by myself from Bulgarian into English of the enclosed document. The translation consists of 10 (ten) pages.

TRANSLATOR:

