



REPUBLIC OF BULGARIA
MINISTRY OF AGRICULTURE AND FOOD
DEPARTMENT OF AGRICULTURE
REGIONAL OFFICE KARDZHALI

GENEREL INFORMATION

**For users of administrative services regarding the provision of
administrative services for submission of comment, signals and suggestions
at the Department of agriculture - regional office Kardzhali**



The Department of agriculture - regional office Kardzhali is a specialized territorial administration of the Ministry of agriculture and food, a legal entity on a budget support, a secondary budget spending unit to the Ministry of agriculture and food.

BULSTAT/UIC: 175818304

Department of agriculture - regional office Kardzhali, provides support to the Ministry of agriculture and food when conducting the state policy in the sphere of agriculture and food, application of the general agriculture 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 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 Administrations Act (AA), is described as "any administrative activity provided by the administration and organization structures, which provided public services", while the term "administrative services" according to the §1, p.2 of the Administrations 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 of obligations;
- Performance of administrative activities, which are of legal interests 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 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 Kurdzhali, post code 6600, 74 Bulgaria blvd., 2-nd 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/ 62996;
 - Fax 0361/62976;
 - E-mail: delovod_odz_kj@abv.bg

- Web page: <https://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 the goal, for each administrative service that we perform, we suggest a specific and complete standard with form attached to it. Under this standard we have provided the legal framework of the administrative service, we have informed you with 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 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 Electronic Documents and Electronic Signature Act;
 - 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;

You can contact us and to receive an information which is in interest for you and through our column „QUESTIONS AND ANSWERS”, situated on our web page: <https://www.mzh.government.bg/ODZ-Kardzhali/bg/Home.aspx>;

With the column „QUESTIONS AND ANSWERS”, you can ask a question only in Cyrillic alphabet, or to inform yourself from question that have been already asked for the applying of Bulgarian laws and the common politics pursue from the Ministry of agriculture and food for which competent is Department of agriculture - regional office Kardzhali.

The term for answer is 14 days from the presentation and in the cases when is necessary an expert attitude the term is 30 days.

IMPORTANTLY! Questions out of themes and competentions of the column shall receive an answers with guidance to the correct column or institution which they have to ask.

The experts won't answers to text in which there are:

- Standpoints, opinions or suggestions;
- Commentary without a concrete question;
- Offensive or obscene phrase; qualifications, racist definitions or threaten and etc.

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 document 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 agriculture offices /Appendix 2/, you can receive from the web page of aforementioned information.

At the "Administrative and Archives Services" desk of the department an official will provide you clear, easily understandable, complete and accurate information on all available and administrative services for the status of applications submitted by you, about the various communications means and ways that you can use to access the administration. The desk operates every working day from 8:30 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 service received by You.

The Department of 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 – 0361/62976;
- Mail us at the following address: Department of Agriculture- regional office Kardzhali, town of Kardzhali, post code 6600, 74 Bulgaria blvd., 2-nd floor.
- Visit us at the Department of Agriculture- regional office Kardzhali, or another territorial unit;
- Send us 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 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 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 to fax – 0361/62976;
- The address of the Department of Agriculture- regional office Kardzhali, town of Kardzhali, post code 6600, 74 Bulgaria blvd., 2-nd 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 5 days. Proposals and reports concerning issues whose solution is beyond our competency and authority shall be forwarded to the respective governmental administration within 7 days, for which we shall inform you in writing thereof.

Signals and suggestions shall be considered at the latest within a month of their receipt , and decisions shall be communicated within 7 days of having a resolution on it.

Wherever it is necessary to conduct a longer survey, the period of the decision-making may be extended up to 6 months (including the aforementioned period of 2 months) – on a proposal up to 1 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 administrative services, to the address of the Ministry of agriculture and food addressed to the director of the Inspectorate. We will check and will respond in writing within 2 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 and food, can be contacted via:

- Free phone for signals of alleged corruption and conflict of interest: 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 and food – 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 Entirely Act;
- Protection of Agricultural Land Act;
- Frames support Act;
- Agricultural Property protection and the Applicable Regulation Act;
- Agricultural Tenancy Act;
- Livestock Act;
- Beekeeping Act;
- Spatial Planning Act;
- Irrigation Association Act;
- Irrigation Association 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;
- Restoration of ownership of forests and forest land entirely act implementing regulation;
- Regulation 49 from 2004 for maintenance of the map and restored property (State Gazette, Issue 102 from 2004, supplement and amended with State Gazette, Issue 59 from 4-th of august 2015)
- Regulation 19 from 28-th of May 2010 for the requirements of quality and control for compliance of fresh fruits and vegetables (supplement with State Gazette, Issue 44 from 17-th of May 2013);
- Regulation 11 from 2007 for the order and terms for recognition of organization of fruits or vegetables producers and their associations for the terms and order for endorsement and amendment of the approved operation programmes (State Gazette, Issue 42 from 2007; supplement and amended with State Gazette, Issue 52 from 8-th of July 2016)
- Regulation 15 from 2009 for qualification and classification of carcasses of cattle, pig and sheep according to the EUROP grid, reporting of the prices and check of the slaughterhouses (State Gazette, Issue 37 from 2009; supplement and amended with State Gazette, Issue 23 from 14-th 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 30-th of May 2017);
- Regulation 6 from 2000 for the terms and orders of registration of the tenancy and lease agreements at the Land Commission (State Gazette, Issue 18 from 50-th of March 2000);
- Regulation for giving land to landless or poor citizens (State Gazette, Issue 87 from 2000; supplement and amended with State Gazette, Issue 39 from 20-th 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 bounds (State Gazette, Issue 62 from 28-th of July 2000 amended with State Gazette, Issue 42 from 9-th of May 2003);