

RDPBZN - Haskovo

Appendix to the Client's Charter

we are committed to complying with the announced quality standards of administrative services

The applied quality standards of the administrative service guarantee you :

Easy access and facilities in the Administrative Service Centers (CAOs)

Addresses and contacts of CAO

RDPBZN - Haskovo

town of Haskovo, p . k . 6300, Bulgaria Boulevard 85

tel . : 038 / 640-227

email : fire-haskovo@mvr.bg

RSPBZN - Haskovo

town of Haskovo, p . k . 6300, 12 A Macedonia Street

tel . : 038 / 640-660

email : rspbzn_has@mvr.bg

RSPBZN - Dimitrovgrad

city of Dimitrovgrad, p.k. 6400, Khimkombinatska Street 7

tel . : 0391/6 - 05-34

email : rspbzn_dgr@mvr.bg

RSPBZN - Harmanli

town of Harmanli, p . k . 6450, 15 Vazrazhdane Square

tel . : 0373 / 8-40-73

email : rspbzn_har@mvr.bg

RSPBZN - Svilengrad

town of Svilengrad, p . k . 6500, 30 Treti Mart Street

tel . : 0379 / 7-18-13

email : rspbzn_svgr@mvr.bg

RSPBZN - Simeonovgrad

city Simeonovgrad, p . k . 6490, 28 Aleko Konstantinov Street

tel . : 03781 / 32-61

email : rspbzn_simgr@mvr.bg

RSPBZN - Topolovgrad

town of Topolovgrad, p . k . 6560, 9 Bulgaria Street

tel . : 0470 / 21-17

email : rspbzn_topgr@mvr.bg

RSPBZN - Ivaylovgrad

Ivaylovgrad, p . k . 6570, 1 Vazrozhdenska Street

tel . : 03661 / 61-77

email : rspbzn_ivgr@mvr.bg

Parking

P Latin Eni and free parking near Cao

☑ Comfortable working hours

The working hours of CAO in RDPBZN / RSPBZN are from 08.30 to 17.30 on weekdays

☑ Signs for easy and fast orientation for:

work time

information about the services

reception time

bank account and BULSTAT

☑ For clients with special needs:

for disadvantaged people, mobile groups are provided for access to CAO

our staff will provide you with the necessary assistance during your stay in CAO

rendering assistance by the employees of the specialized administration

☑ In CAO at your disposal are:

chairs , table and tools for filling out documents

appropriate lighting and temperature

information board

Good information, fast and easy communication

Our employees will introduce themselves to you and serve you

kindly, with personal attitude, respect and patience

subject to confidentiality

each employee identifies himself to the user

Information about our services you will find:

on the website:

<https://bit.ly/2EsE6Uf>

on site at CAO

You will receive on-site assistance at CAO from

Our CAO staff and / or our experts who:

☑ will answer your questions about the service

☑ will help you fill in service documents

Website support

<https://bit.ly/2EsE6Uf>

Advantages of service

We review and respond quickly to your general inquiries

for oral inquiries on the spot or by telephone - within 20 minutes
for written inquiries - up to 5 working days

Quick service

Within 20 minutes:

☑ We will accept your documents

☑ we will provide you with the ready documents , for the implementation of which service you have been notified in advance at the coordinates indicated by you

Please inform us in case of problems with the administrative service, and you can also submit a signal, proposal or complaint:

On site at CAO

We try to solve the problem and eliminate the problem immediately - during your stay in CAO

contact our CAO employees

ask to be referred and contacted by the case expert

if necessary, ask you to contact the Head of "administrative en "

Write us

Your alerts, suggestions or complaints will receive an objective response

You can submit them:

postal address:

town of Haskovo, p . k . 6300, Bulgaria Boulevard 85

email address:

RDPBZN Haskovo - fire-haskovo@mvr.bg

RSPBZN Haskovo - rspbzn_has@mvr.bg

RSPBZN Dimitrovgrad - rspbzn_dgr@mvr.bg

RSPBZN Harmanli - rspbzn_har@mvr.bg

RSPBZN Svilengrad - rspbzn_svgr@mvr.bg

RSPBZN Simeonovgrad - rspbzn_simgr@mvr.bg

RSPBZN Topolovgrad - rspbzn_topgr@mvr.bg

RSPBZN Ivaylovgrad - rspbzn_ivgr@mvr.bg

through <https://edelivery.egov.bg/> System for secure electronic service

in designated s Kuti and in Cao

M January cent Cao

Call us

We will listen to you and let you know what reaction you can expect and in what timeframe

Contact CAO:

RDPBZN - Haskovo Tel .: 038 / 6-40-227

RSPBZN - Haskovo Tel .: 038 / 6-40-660

RSPBZN - Dimitrovgrad Tel .: 0391 / 6-05-34

RSPBZN - Harmanli Tel .: 0373 / 8-40-73

RSPBZN - Svilengrad Tel .: 0379 / 7-18-13

RSPBZN - Simeonovgrad Tel .: 03781 / 32-61

RSPBZN - Topolovgrad Tel .: 0470 / 21-17

RSPBZN - Ivaylovgrad Tel .: 03661 / 61-77

Reception day

We will accept you

RDPBZN - Haskovo - Tuesday from 09:00 to 11:00

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RSPBZN - Dimitrovgrad - Tuesday from 09:00 to 11:00

RSPBZN - Harmanli - Tuesday from 09:00 to 11:00

RSPBZN - Svilengrad - Tuesday from 09:00 to 11:00

RSPBZN - Simeonovgrad - Tuesday from 09:00 to 11:00

RSPBZN - Topolovgrad - Tuesday from 09:00 to 11:00

RSPBZN - Ivaylovgrad - Tuesday from 09:00 to 11:00

Information about your satisfaction

Every year you will find published

Annual report to assess consumer satisfaction with:

the received and analyzed information from your feedback

the results of measuring your satisfaction

the actions taken by us to improve the quality of service

At your disposal are questionnaires that will help us measure your satisfaction.

What you share will help us improve our way of serving users of administrative services.

What we expect from you

Our expectations of you

To treat with respect the employees of RDPBZN , so that they can serve you in the best way and to all other users ;

Refrain from seeking preferential treatment;

To report any corrupt practices and manifestations;

To provide us with complete and accurate information and the relevant documents regulated by regulations;

To notify us of changes in the circumstances related to the service requested by you, in case such have occurred;

Indicate your exact address, telephone and e-mail address for feedback to you;

To send your proposals, signals and objections in accordance with the law;
To arrive on time for the scheduled meetings;
To observe the announced reception time of the administrative units that provide services;
To express your opinion and make suggestions for improving the quality of services offered.

RDPBZN - Haskovo

Thank you for your polite attitude and respect in communicating with us!