

# **STATE ENERGY AND WATER REGULATORY COMMISSION**

## **CONSUMER CHARTER**

SEWRC is an independent specialized state body which regulates the activities of the energy sector in accordance with the Energy Law and regulates the activities of the water supply and sewerage sector in accordance with the Water Supply and Sewerage Services Regulatory Act.

In this Charter we would like to inform you of the quality of service of the Commission's administration. We would also like to share what we expect of you and what actions you should take if the standards are not met and you are not satisfied with the quality of service.

The Consumer Charter will be regularly updated to be in line with changes taking place and meet changing consumer needs.

With regard to administrative service, SEWRC aims at:

- quick and efficient service;
- easy access for everyone to information about the history of relative files, complaints or applications;
- well-informed and helpful officers;
- maximum results and quality of service.

### **Our responsibilities to you**

We will:

- treat you with respect and patience;
- behave professionally and answer your questions precisely and clearly in the sphere of our competence;
- be honest with you and strive to understand your problems and suggest optimal decisions;
- keep strictly to the opening hours announced;
- provide our services in the normatively determined time;
- require of our officers to keep the Code of Ethics for Civil Servants;
- strive to widen the possibilities for access and the provision of information and services.

### **Your responsibilities to us**

You are expected to:

- treat us with respect and no aggression. If you make threats or your behavior is improper, you will be asked to leave the reception premises;

- come to the administrative units which provide services at the opening hours announced;
- provide the information necessary for the fulfillment of the services you require as well as inform us in time of changes taking place;
- show a positive attitude to the possibilities presented by the services and information we provide.

### **Information and consultation**

The information about our activities and services is regularly updated on the Commission's website:

<http://www.dker.bg>

Consultation is provided in person or via telephone at the opening hours.

### **How you benefit**

- If the questions you ask are not in our sphere of competence, you will be referred to the relevant institution;
- If you do not receive a satisfactory response to a complaint or application, they will be reconsidered and a more detailed account will be given.

### **Information about us**

Information about the activities of the different administrative units of the Commission is available on our Internet site:

<http://www.dker.bg>

### **When you write to us**

- Address your letters to: Sofia 1000, 8-10 Dondukov Blvd.;
- Please state your current address and telephone number where you can be reached

### **When we write to you,**

we will:

- address our letters to the address which you have stated;
- make as precise and detailed replies as possible;
- inform you when your suggestions, signals, complaints and applications have been referred to the relative competent bodies.

### **When we provide the services you need**

- You can rely on equal, loyal and kind treatment;
- We will analyze your suggestions on improving and accessing administrative services;
- We expect you to be active and honest when answering our feedback enquiries which are available on our Internet site: <http://www.dker.bg>, or on paper in the

Records Office of the Commission – room 303 and in the Department of Consumer Affairs – room 504.

**If you are dissatisfied**

- With the standards of service;
- With the attitude of an individual officer;
- Or you have signals of corruption

*please inform us of any indecency*

by filing a written grievance, complaint or objection to the Chairman of SEWRC. You should make all other objections or grievances related to our services in the way specified in the relative normative acts.

*We will regularly enquire how you evaluate our services.*

We will talk to customers and listen to them and we will take actions in response to their advice and recommendations. In order to do these, we will:

- enquire of customers and organizations representing them about the quality of our services;
- seek customers' advice and recommendations and use the information for improving the services.

*You should know that:*

Anonymous signals and complaints are not considered.

SEWRC reserves the right not to respond to questions, signals, grievances and complaints which contain indecent or groundless abusive words which bring discredit on Bulgarian institutions.

SEWRC has no right to answer questions related to protecting personal data and classified information.

**Contact us**

**opening hours:** working days, 10:00-12:00 and 14:00-16:00

**phone number:** (02) 980 15 51

**address:** 8-10 Dondukov Blvd., 3<sup>rd</sup> floor, room 303

**Additional information on the Charter**

This Charter was accepted at a SEWRC meeting with protocol No. 120 /18.06.2007 on item 5 under article 21, paragraph 1 of the Ordinance on the General Rules for the Organization of Administrative Services and is published on our Internet site: <http://www.dker.bg>  
The site will be regularly reconsidered and updated to be in line with changes in and additions to the activities of SEWRC and in response to the requirements of our customers.

The Consumer Charter is available on paper in the Records Office of the Commission – room 303 and in the Department of Customer Affairs – room 504.