



**RDPBZN – Haskovo**  
**Appendix to the Client Charter**



approved by Order 1257z-533 / 18.07.2025 of the Director of  
the RDPBZN - Haskovo

We are committed to complying with the announced standards for quality of administrative services.

**The applied standards for quality of administrative service guarantee you:**

**Easy access and amenities at the Administrative Service Centers (CSA) Addresses and contacts of CSA**

<p>RDPBZN – Haskovo city of Haskovo, p.k. 6300, 85 Bulgaria Boulevard tel.: 038/640-227 email: fire-haskovo@mvr.bg</p> <p><u>RSPBZN – Haskovo city</u> of Haskovo, p.k. 6300, 12 A "Macedonia" street tel.: 038/6-40-656 email: rspbzn_has@mvr.bg</p> <p><u>RSPBZN – Dimitrovgrad town of</u> Dimitrovgrad, p.k. 6400, 7 "Khimkombinatska" street tel.: 088/709-68-45 email: rspbzn_dgr@mvr.bg</p> <p><u>RSPBZN – Harmanli town</u> of Harmanli, p.k. 6450, Vazrazhdane sq. 15 tel.: 0373/8-20-50 email: rspbzn_har@mvr.bg</p> <p><u>RSPBZN - Svilengrad city of</u> Svilengrad, p.k. 6500, 30 "Treti Mart" street tel.: 0379/7-15-08 email: rspbzn_svgr@mvr.bg</p> <p><u>RSPBZN – Simeonovgrad town</u> of Simeonovgrad, p. k. 6490, 28 Aleko Konstantinov Street tel.: 038/6-40-605 email: rspbzn_simgr@mvr.bg</p> <p><u>RSPBZN – Topolovgrad town</u> of Topolovgrad, p.k. 6560, Bulgaria Street 9 tel.: 0470/5-21-26 email: rspbzn_topgr@mvr.bg</p> <p><u>RSPBZN – Ivaylovgrad town of</u> Ivaylovgrad, p. c. 6570, 1 Vazrozhdenska Street tel.: 03661/61-77 email: rspbzn_ivgr@mvr.bg</p>	
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<b>Parking</b>	Paid and free parking lots near the Central Administrative District
<b>Convenient working hours</b>	The working hours of the Central Administrative Office at the RDPBZN/RSPBZN are from 08.30 to 17.30 on weekdays.
<b>Signposts for easy and quick orientation for:</b>	<ul style="list-style-type: none"> <li>• working hours</li> <li>• information about services •</li> <li>reception hours</li> <li>•bank account and BULSTAT</li> </ul>
<b>For clients with specific needs:</b>	<ul style="list-style-type: none"> <li>• Mobile groups are provided for people with disabilities to access the Central Administrative Organization • Our employees will provide you with the necessary assistance during your stay at the Central Administrative Organization</li> <li>• assistance from employees of the specialized administration</li> </ul>
<b>In the Central Administrative Office, you have at your disposal:</b>	<ul style="list-style-type: none"> <li>• chairs, a table and tools for filling out documents</li> <li>• appropriate lighting and temperature</li> <li>• information board <b>Good</b></li> </ul>
<b>information, fast and easy communication</b>	
<b>Our staff will introduce themselves and serve you.</b>	<ul style="list-style-type: none"> <li>• politely, with personal attention, respect and patience • while maintaining confidentiality</li> <li>• each employee identifies himself to the user</li> </ul>
<b>You can find information about our services:</b>	<ul style="list-style-type: none"> <li>•on a website firehaskovo.eu</li> </ul> <small>*on site at the Central Administrative District</small>
<b>You will receive on-site assistance at the Central Administrative Organization from:</b>	Our employees at the CAO and/or our experts who: <ul style="list-style-type: none"> <li>• will answer your questions about service</li> <li>• will assist you in filling out service documents</li> </ul>
<b>Website maintenance</b>	firehaskovo.eu
<b>Service advantages</b>	
<b>We review and respond quickly to your inquiries character</b>	on site or by phone - within 20 <b>minutes</b> . <ul style="list-style-type: none"> <li>•for written inquiries – up to 5 working days</li> </ul>
<b>Fast service</b>	Within 20 minutes: <ul style="list-style-type: none"> <li>• we will accept your documents</li> <li>• we will provide you with the finished documents, for the performance of which service you have been notified in advance at the coordinates you provided</li> </ul>

Please inform us of any problems related to administrative services, and you can also submit a report, suggestion or complaint:

On site at the Central Administrative District

**We are trying to resolve the issue and fix the problem immediately - during your stay at the CAO**

- contact our employees at the Central Administrative Organization
- ask to be referred and put in touch with the case expert
- if necessary, ask to be connected to the head of the "Administrative" sector

### Write to us

**Your signals, suggestions or complaints will receive an objective response.**

You can submit them:

- postal address:  
town of Haskovo, post office 6300, 85 Bulgaria Boulevard
- e-mail 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/> Secure electronic delivery system

- in the designated boxes in the CAO

• on site at the Central Administrative District

### Call us

**We will listen to you and let you know what reaction and within what time frame. you expect**

For contact with the Central Administrative Organization: RDPBZN	Tel.: 038/6-40-227
– Haskovo RSPBZN – Haskovo	Tel.: 038/6-40-656
RSPBZN – Dimitrovgrad	Tel.: 088/709-68-45
RSPBZN – Harmanli RSPBZN	Tel.: 0373/8-20-50
– Svilengrad RSPBZN –	Tel.: 0379/7-15-08
Simeonovgrad RSPBZN –	Tel.: 038/6-40-605
Topolovgrad RSPBZN – Ivaylovgrad	Tel.: 0470/5-21-26
	Tel.: 03661/61-77

### Reception day

**We will accept you.**

RDPBZN – Haskovo	– Tuesday from 09:00 to 11:00
RSPBZN – Haskovo	– Tuesday from 09:00 to 11:00
RSPBZN – Dimitrovgrad RSPBZN	– Tuesday from 09:00 to 11:00
– Harmanli RSPBZN –	– Tuesday from 09:00 to 11:00
Svilengrad RSPBZN –	– Tuesday from 09:00 to 11:00
Simeonovgrad RSPBZN –	– Tuesday from 09:00 to 11:00
Topolovgrad RSPBZN –	– Tuesday from 09:00 to 11:00
Ivaylovgrad	– Tuesday from 09:00 to 11:00

## Information about your satisfaction

Annual User Satisfaction Assessment Report **Every year you will find a published**

with:

• the information received and analyzed from your feedback

• the results of your satisfaction measurement

• the actions we have taken to improve the quality of service

Questionnaires are available to help us measure your satisfaction.

What you share will help us improve the way we serve users of administrative services.

## What do we expect from you?

### Our expectations of you

- To treat the employees of the RDPBZN with respect so that they can serve you in the best way and all other users;
- Refrain from seeking preferential treatment;
- Report any corrupt practice or manifestation;
- Provide us with complete and accurate information and relevant documents regulated by regulatory acts;
- To notify us of changes in circumstances related to the service you requested, if any;
- Provide your exact address, telephone number and e-mail address for feedback;
- To submit your suggestions, signals and objections in accordance with the statutory procedure;
- Be on time for scheduled appointments;
- To respect the announced opening hours of the administrative units that provide services;
- Express your opinion and make suggestions for improving the quality of the services offered.

**RDPBZN – Haskovo**

**Thank you for the polite attitude and respect you have shown in communicating with us!**