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## **Charter of Good Administrative Behaviour**

This Charter is a document elaborated under project 'Initiative for Effective Citizens' Control on Governments: Practical Aspects of Transparency, Accountability and Efficiency, supported by the Bulgaria Fund, a joint initiative of the US Agency for International Development (USAID) and the German Marshall Fund (GMF) through the Balkan Trust for Democracy. Bulgarian and Romanian NGO partners taking part in the project are inviting the administration representatives from both countries to join voluntarily to its principles.

The right to good administration by EU institutions and bodies and state and civil administration is a fundamental civil right. It is stipulated in the EU Charter of Fundamental Rights and similar legal documents on national level.

Accepting the principles of the Charter of Good Administrative Behaviour will support the efforts of implementation of European Code of Good Administrative Behaviour as well as the process of formation of new kind of behaviour to the citizens. It will reflect the conscious and voluntary will of the participants to raise the quality of the services offered by the state institutions and local authorities; will improve the public image of the institutions that exist in order to work for the public interest.

### ***The Charter is elaborated around several main principles:***

#### ***Absence of discrimination***

The official shall avoid any unjustified discrimination between members of the public based on nationality, sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, or sexual orientation.

#### ***Proportionality***

When taking decisions, the official shall respect the fair balance between the interests of private persons and the general public interest.

#### ***Absence of abuse of power***

Powers shall be exercised solely for the purposes for which they have been conferred by the relevant provisions. The official shall in particular avoid using those powers for purposes which have no basis in the law or which are not motivated by any public interest.

### ***Impartiality and independence***

1. The official shall abstain from any arbitrary action adversely affecting members of the public, as well as from any preferential treatment on any grounds whatsoever.
2. The conduct of the official shall never be guided by personal, family or national interest or by political pressure.

### ***Objectivity***

When taking decisions, the official shall take into consideration the relevant factors and give each of them its proper weight in the decision, whilst excluding any irrelevant element from consideration.

### ***Consistency***

The official shall be consistent in his own administrative behaviour as well as with the administrative action of the Institution.

### ***The official is obliged to:***

Every letter or complaint to the Institution shall receive an acknowledgement of receipt and shall indicate the official who is dealing with the matter. Every citizen has the right to be heard and to make statements in front of the Institutions.

### ***The official is obliged to:***

1. ensure that a decision on every request or complaint to the Institution is taken within a reasonable time-limit
2. state the grounds for every decision of the Institution which may adversely affect the rights or interests of a private person
3. indicate the appeal possibilities of the decision of the Institution which may adversely affect the rights or interests of a private person.
4. ensure that decisions which affect the rights or interests of individual persons are notified in writing, as soon as the decision has been taken.
5. respect the privacy and the integrity of the individual with regard to the processing of personal data.
6. provide members of the public with the information that they request when he has responsibility for the matter concerned.