

## **MAIN STANDARDS IN THE PRO WORK**

### ***1. Relations with the Clients***

- Equal access to services and equal treatment towards all clients, regardless of their needs, social status, education, age, gender, ethnic background or religious beliefs;
- Adherence to the principle of confidentiality regarding objections and appeals of every client, regardless of their needs, social status, education, age, gender, ethnic background or religious beliefs.

### ***2. Information for the clients***

- Presenting the clients with clear, easy-to-understand, thorough and correct information, in accordance with their needs, in various forms – information boards, brochures, internet, etc;
- Develop clear, simple and easy-to-understand forms and filing processes that are user-friendly to the clients and their demands.

### ***3. Communication with the clients***

- Presenting clear, easy-to-understand, thorough and correct information and consultations with the clients regarding the process of availability of the services, in accordance with their needs;
- Presenting clear, easy-to-understand, thorough and correct verbal and written responses to the clients' inquires.

### ***4. Access to information and services***

- Access to information and services in various forms – support hotline, post, website, email, mass-media, etc., depending in the needs of the clients;
- Undertaking of all possible measures in order to facilitate the access to information for all clients, including those that are in disadvantaged position (handicapped persons, persons with special needs, etc.)

### ***5. Adherence to the deadlines***

- Submit all the necessary information and consultations to the client at the first contact with the PRO, regardless of the form/type used to access the information;
- Responses to telephone enquires and written requests, appeals and complaints quickly and efficiently – in the frames of the deadlines set by the PRO itself;
- Informing the client on the reasons and by when he/she is going to receive the response.

## ***6. Feedback mechanisms from the taxpayer***

- Utilization of various feedback mechanisms from the taxpayers, including special forms for proposals, comments, commandments and critics, survey, focus groups, special webpage, etc., in order to take into account all the needs of different groups of beneficiaries;
- Regular verification of the feedback mechanisms from the taxpayers, analysis of the information filed and identification of the required next steps and actions, in order to meet the expectations of the clients;

## ***7. Responsibility and accountability***

- Effective management with various resources in a way that will be maximum beneficial for the whole society;
- Undertaking responsibility for the work of the PRO in accordance with the working standards set;
- Engagement by the management to improve the services by the PRO and meet the service standards;
- Develop and publish an evaluation of the satisfaction level of the clients for a period of three months;
- Develop system of indicators for measuring of results delivered by the PRO services, including indicators for efficiency, effectiveness and quality of the services;
- Periodical information to all interested stakeholders on the results achieved, in compliance with the goals set and own indicators set.