

## **Customer's charter**

In the Customer's Charter are presented mission, principles and aims of the NSI, focused to satisfaction of the high expectations of customers from different users group in Bulgaria, European Union, official international organizations, other countries and international institutions for delivering timely and quality statistical information, correct and professional services.

The Customer's Charter has been addressed to users and has been oriented to basic functions, commitments and obligations of the NSI, related to information services and dissemination of statistical products and services.

The Customer's Charter has been built on the basic principles and criteria of both Bulgarian legislation and the legislation of the EU and the UN in the considered area.

The Customer's Charter is periodically updated to be in accordance with changes in legislation, activities of NSI and in response to the expectations and needs of customers.

## **Mission of the NSI**

Official statistics plays a central role in democratic societies, providing the authority, research institutions, business and the community adequate, accurate, timely and accessible information.

To accomplish its mission, the official statistics implements its activity under the following principals: professional independency, impartiality, objectivity, reliability, statistical confidentiality and cost effectiveness.

In accordance with the Code of Practice, each user has equal access to results from statistical surveys.

## **Leading principles**

Experts from the NSI, caring out dissemination of the statistical information are guided by the following principles:

1. Kind and respectful customer service;
2. Service users regardless of race, religion, social status, age, creed, ethnicity, nationality, origin, education and political affiliation;
3. Improve the quality of customer service by implementing easier access and greater freedom of choice;
4. Provision of information services in statutory deadlines;
5. Regular survey of customers satisfaction;
6. Accept constructive criticism and corrective measures;
7. Maintain transparency and accountability.

## **Main goal of the charter**

Achieve better customer service by providing:

1. Broad access to statistical information;
2. High quality of the offered products and services;
3. Greater transparency in service

4. Better communication and feedback from users
5. Better coordination and cooperation with bodies of legislative, executive and judiciary, based on signed engagements about information exchange

### **Standards in customer service**

The NSI activities of providing statistical products and services to users are carried out in compliance with the following standards:

1. Providing direct access for users to detailed information from statistical surveys of the NSI, under the criteria of statistical confidentiality
2. Provision of clear and easy to interpret information
3. Enriching the content and structure of the website
4. Disclosure of the results of statistical surveys through press releases according Release Calendar, published on the website.
5. Enriching the content of the issued publications, expanding the range of bilingual publications (in Bulgarian and English).
6. Timely execution of orders with specialized and custom requirements of users and a variety of sources - data from different statistical survey or combination thereof, territorial and classification aggregations, time series and others.
7. Establishment of system of measures and procedures to prevent corruption and other wrongdoing.
8. Avoiding conflict situations, and when they occur - applying skills to overcome them.

### **Access channels**

1. The Internet site at: [www.nsi.bg](http://www.nsi.bg);
2. Reception Desk at the premises of the Head Office: 2, P. Volov Str.; 1038 Sofia, Bulgaria, phone: (+359 2) 9857 111, e-mail: [Info@nsi.bg](mailto:Info@nsi.bg)
3. Library: 2, P. Volov Str.; 1038 Sofia, Bulgaria, phone: (+359 2) 9857 633, e-mail: [Biblioteka@nsi.bg](mailto:Biblioteka@nsi.bg)
4. Press Centre: phone: (+359 2) 9857 729, e-mail: [Press@nsi.bg](mailto:Press@nsi.bg)
5. Publications: phone: (+359 2) 9857 515, e-mail: [Publikacii@nsi.bg](mailto:Publikacii@nsi.bg)
6. Reception Desks of the Regional structures of the NSI: <http://www.nsi.bg:8082/node/156#tsb>

On the website, “Products and Services” section provides further opportunities for easier access to offered statistical products and services as well as feedback:

1. Request form
2. Digital library
3. ESDS Help Desk
4. Questionnaire for survey of user satisfaction with the offered statistical data products and services

Mailbox for signals related to irregularities, violations and corruption is placed at the entrance of the National Statistical Institute, 2, P. Volov, str., Sofia.

Email for alerts related to irregularities, corruption, fraud and abuse: [Antikorupciya@nsi.bg](mailto:Antikorupciya@nsi.bg)

All contact information is published on the internet site of the NSI.

In the interest of good and valuable communication with customers, quality performance and providing information services is necessary:

- Mutual respect
- Attention
- Correct relations
- Patience

We expect parties involved in the process of asking and delivering of statistical information to contribute to raising the confidence in Bulgarian statistics.