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## NATIONAL REVENUE AGENCY

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# NRA CLIENT CHARTER

**The National Revenue Agency (NRA)** administers the collection of taxes, social security contributions and other public receivables in accordance with the legislation of the Republic of Bulgaria, in order to provide the funding of public expenditure.

The Charter of the NRA client outlines the framework of our mutual commitments and responsibilities according to the rights given by the law. Our collaboration envisages fair treatment, mutual respect, fast and easily accessible services.

### YOUR RIGHTS:

#### What can you expect from us?

1. To provide the highest level of professionalism and expertise
2. To respect you
3. To treat you fairly
4. To do our job led by legality and observation of rules
5. Guaranteed confidentiality with regard to your personal data and information
6. To receive support and assistance from our team in understanding and fulfilling your obligations

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**The team of the Agency is your partner and supports you in the process of fulfilling your tax and social security obligations.**

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### YOUR RESPONSIBILITIES:

#### What do we expect from you?

1. Honesty and compliance with tax, social security and public liabilities payment legislation
2. Respect and good attitude towards NRA staff
3. Transparency, awareness and cooperation when working with NRA team

### FOR MORE INFORMATION YOU CAN CONTACT US AT:

Client service offices of NRA, working days from 09:00 to 17:30  
NRA Call Center, tel. 0700 18 700 working days from 09:00 to 17:30  
web address: [www.nap.bg](http://www.nap.bg) / e-mail address: [infocenter@nra.bg](mailto:infocenter@nra.bg)  
Application of NRA for mobile devices

The Charter of the NRA client has been approved by an order of the Director General of NRA.  
The complete text of the Charter can be found at NRA's internet site - [www.nap.bg](http://www.nap.bg), as well as on the brochure „Charter of the NRA client“ distributed at the offices of the Agency.



# YOUR RIGHTS:

## What can you expect from us?

### 1 Professionalism and expertise

- ▶ Quality and competent service from NRA team
- ▶ Observation of terms and responsibilities which our team has been committed to engaged with
- ▶ Professional answer to your questions
- ▶ Analysis of your case and tax history by the experts of the Agency

### 2 Respect

- ▶ Polite and tolerant attitude towards you
- ▶ Regard for your time and resources expressed through provision of e-services engaged with
- ▶ Respect for your view of the situation and understanding if you are facing financial difficulties
- ▶ Promotion of active citizenship by providing opportunities for making suggestions and raising signals

### 3 Fair treatment

- ▶ Equal and fair treatment of each client regardless of sex, social status, religion, etc.
- ▶ Making decisions in accordance with the law and implementing them on an equal basis with regard to each client
- ▶ Notifying about errors and giving the opportunity to correct them within the specified terms

### 4 Legality and observation of rules

- ▶ Making decisions in accordance with the law and the accepted rules and their clarification
- ▶ Undertaking control measures within the legal framework engaged with
- ▶ Identification of non-compliant clients and imposing sanctions to dishonest clients
- ▶ Immediate reaction to errors that we have made
- ▶ Providing access to public information

### 5 Confidentiality

- ▶ Giving reasons for the necessity of providing NRA team with information
- ▶ Observing the principles of confidentiality when storing your information engaged with
- ▶ Providing information about you only if required by the law or at your request

### 6 Support and assistance

- ▶ Receiving timely information and feedback
- ▶ Help you understand your rights and responsibilities and the respective consequences
- ▶ Adequate consultation regarding changes in the implementation of legal provisions
- ▶ Providing facilitated access to the Agency's services (personally at the offices and/or by means of e-services)
- ▶ Free of charge forms and services

# YOUR RESPONSIBILITIES:

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## What do we expect from you?

### 1 Honesty and compliance with the legislation

- ▶ Compliance with the tax and social security legislation
- ▶ Payment of tax, social security and other public liabilities within the specified terms engaged with
- ▶ Accurate filing of documents in accordance with NRA requirements

### 2 Respect and good attitude towards NRA staff

- ▶ Polite attitude and respect in your communication with NRA staff
- ▶ Consideration of the partnership with NRA team
- ▶ Cooperation with NRA staff in the implementation of actions regulated by the law

### 3 Transparency and awareness

- ▶ Providing access to information and documents to NRA staff
- ▶ Timely notification with regard to changes in circumstances that concern you
- ▶ Careful and precise completion and filing of tax and social security declarations and form