



CITIZENS' RIGHTS

1. Organisation's Policy

OPEKEPE's administration has drawn up a Citizen's Services Charter with a view to meet the maximum requirements of producers and other beneficiaries of EU aid schemes, providing full information and high quality services to the public.

The Citizen's Services Charter contains not only general principles, but also, sets out specific obligations for the officers, e.g. the period of time within which the department has the obligation to reply, etc.

2. Implementation of Citizen's Charter

On the basis of the Citizen's Services Charter, managers and employees of all departments are required to act in accordance with the following principals:

- to be easily accessible and friendly to the citizens and to provide adequate information
- to protect personal data
- to reply all requests promptly and clearly (written, oral, electronic)
- to be courteous and forthcoming in providing services and to rectify mistakes
- to explain the options afforded and give correct advice to the public

2.2 Subsidies Payment

The Agency undertakes to pay directly beneficiaries for each Measure, unless otherwise is provided for specific Measures by the relevant EU regulations, on condition that all appropriate procedures and deadlines for submission of required documents are complied.

2.3 Objections' Procedure

Beneficiaries may appeal against a decision regarding their payment or any of their entitlements in the Regional Directorate they belong to, within 15 days, unless otherwise is provided by the National and European Legislation.



2.4 Irregularities - Penalties

The Agency may investigate cases of suspected irregularity, as required by relevant law and if the suspicions prove founded, imposed as provided by sanctions.

3. Means of Communication with the Citizen

3.1. Call Center

The issues to be covered concern on Aid Schemes, Entitlements, Measures of Rural Development, Markets , Check issues, Digitization issues and other issues beyond subsidies.

Service hours are weekdays from 09:30 to 13:30.

Also, information is posted on the website www.opekepe.gr, where you can find Apps, News, Circulars-Forms and FAQ (Frequently Asked Questions) which contains most frequently asked questions, in a simple and understandable way.

3.2 Processing mails and faxes

- Written requests and questions are addressed to the concerned Regional Directorate/Unit (see Annex I) including a contact phone number.
- The day after receiving written requests and questions, the Regional Directorate/Unit confirms the receipt of the request and informs about the protocol number and the contact person.
- Answers will be sent within 30 working days.

3.3 Processing e-mails

- E-mails are addressed to the concerned Regional Directorate/Unit (see Annex I).
- The day after receiving email the Regional Directorate/Unit confirms via email about the receipt of the email.
- Next, you will receive a clear reply by email within 20 working days from receipt of your request.
- If you do not have a personal email account, you must report it and note your name, address and contact phone number. You could also use the Citizen Service Centers.



3.4 Processing visits

Personal visits and meetings with representatives of OPEKEPE take place primarily in the relative Regional Directorate/Unit (see Annex I). Alternatively you can visit the Office of Citizen Service. Days and visiting hours are Monday through Friday from 09:00 to 12:00.

4. We move forward

Using new innovative technologies OPEKEPE plans and provides directly to the beneficiary a range of services with high added value. OPEKEPE enabling online submission of comments and suggestions enhances the quality of provided services.

Beneficiaries have the possibility to:

- Complete online form of questions, complaints, suggestions.
- Evaluate the quality of provided services filling the form of satisfaction.
- Send an email using the email address: politis@opekepe.gr, where any suggestion or comment is welcome.

4.1 Online Services (www.opekepe.gr)

OPEKEPE's website is constantly upgraded with services such as:

- Application for joining the scheme of professional farmers for Renewable Energy.
- Farmers' online information about cotton deliveries.
- Farmers' on line information for Single Payment Deposit (50%) for 2010, 2011, etc.

4.2 www.e-enisxyseis.gr

Pursuant to Reg. 259/2008, OPEKEPE communicates the payments made on an annual basis from the Funds EAGGF and EAFRD. The publication of information is categorized by geographical region and culture, type of beneficiaries and other statistics such as cross-checks.

4.3 myOPEKEPE

For the first time in 2010, OPEKEPE provides beneficiaries with personalized information about applications deadline by text message (SMS) via mobile phone. Long-term, the Organization aims to provide personalized information for each trader with OPEKEPE through a digital file where all information concerning any transaction between beneficiary and OPEKEPE, will be included.



ANNEX I

LIST OF CONTACT DETAILS

Central Bureau				
DEPARTMENT	MAILING ADDRESS	Telephone Number	FAX	E-mail
CENTRAL BUREAU	5, Domokou street,10445	210 8802000	210 8226737	politis@opekepe.gr
Regional Departments/Units				
Regional Department/Unit	MAILING ADDRESS	Telephone Number	FAX	E-mail
THRACE	66, Irinis Square, PC 69100, KOMOTINI	2531035703	25310 35702	komotini@opekepe.gr
EAST MACEDONIA	17, Evzonon str, PC 62125, SERRES	23210 38605	23210 36474	serres@opekepe.gr
CENTRAL MACEDONIA	31, Giannitson str. PC 54627 THESSALONIKI	2310 566602 2310 566616	2310 566981	thessaloniki@opekepe.gr
THESSALIA	2A, Nat. Road FARSALA-KASTORIA, PC 41335, LARISSA	2410 283259	2410 555753	thessalia@opekepe.gr
STEREA ELLADA (CENTRAL GREECE)	K. Karamanli str., PC 35100, LAMIA	22310 53269	22310 66215	st.ellada@opekepe.gr
WEST MACEDONIA	1 st klm, Nat. Road KOZANI – LARISSA, PC 50100, KOZANI	24610 49350	24610 24253	kozani@opekepe.gr
WEST GREECE	18, Athinon str. PC 26500, PATRA	2610 453537	2610 455221	d.ellada@opekepe.gr
CRETA	Emmanouil Pappa and Irakli, PC 71305, IRAKLIO	2810 370484	2810 317928	kriti@opekepe.gr
ATTICA & AEGEAN ISLANDS	5, Domokou str., PC 10445, ATHENS	210 8802100	210 8802682	attiki@opekepe.gr
EPIRUS	5-7, 8 th Merarhia Ave., PC 45445, IOANNINA	26510 45141	26510 45257	ipiros@opekepe.gr
PELOPONNESE	38-40, Tasou Sehioti str., PC 22100, TRIPOLI	2710 221837	2710 221825	peloponnisos@opekepe.gr