

The public services, local authorities and public law bodies and institutions are obligated to realize the following:

## VALIDATION

- Validate copies of private documents or documents issued by foreign authorities submitted in the original or in certified copies legalized by a lawyer or public authority.
- Validate copies of Greek administrative documents submitted in the original or in certified copies of the issuer.
- Accept, mandatorily, simple copies of Greek administrative documents when these are submitted together with a solemn declaration concerning the accuracy of the information provided.

## CERTIFICATION OF THE SIGNATURE AUTHENTICITY

To certify the authenticity of a citizen's signature, based on:

- the police identity card or the pertinent temporary certification issued by the competent authority, or the passport, when the case involves Greek citizens;
- the identity card or the passport, when the case involves citizens of the EU member-states;
- the passport or other document permitting the entry into the Country, or

the documents issued by the competent Greek authorities, when the case involves citizens of other Countries;

### N.B.

The certification of the signature's authenticity is abolished when the interested party comes in person for his case, in a public service or Citizen Service Centre, provided that he/she presents his/her ID card or pertinent original documents.

## APPLICATIONS SUBMITTED TO PUBLIC SERVICES

- To give precedence to disabled people and to see to their access to the Services.
- To respect the public hours.
- To have application and solemn declaration forms and to facilitate the filling up of these forms.
- To receive and register all applications and supply the relative receipt, even if there are supporting documents missing.
- To accept the citizens' applications sent by fax, and respond to requests for information submitted via e-mail.
- Not to ask for further proof for information mentioned on the ID card or passport or on the pertinent temporary certification issued by the competent authority.
- Facts or information not proven by the ID card or any relative document are

accepted based on a solemn declaration of the interested party, unless otherwise provided by a special provision.

- A solemn declaration is submitted also when the information on the ID card concerning family status, permanent address and profession has changed.

## APPLICATIONS SUBMITTED OVER THE TELEPHONE

The citizens have the right to request, by calling 1502, the issuance and dispatch via registered letter to the address they have indicated, of various certificates, against the sum of 4,20€.

Provided the citizens do not request the dispatch via registered letter and collect the certificates in person from the competent service, they are charged with 2,20€.

## EX OFFICIO SEARCH OF SUPPORTING DOCUMENTS BY THE PUBLIC SERVICE

- To search ex officio for the certificates determined by common ministerial decisions, when these are required as supporting documents for the issuance of an administrative act.
- To respond without delay to the requests of the competent authorities seeking supporting documents ex officio.

- To inform the citizens about the supporting documents that are sought ex officio.

## SUBMISSION OF THE SUPPORTING DOCUMENTS REQUIRED

- To not ask, under any circumstance, for further supporting documents apart from those provided under the specific provisions.

## ABOLITION OF THE REQUIREMENT TO SUBMIT SUPPORTING DOCUMENTS

- To not proceed to the search of supporting documents that are no longer required in accordance with Common Ministerial Decisions, and which are replaced by a solemn declaration of the citizen.

## FILE RECONSTITUTION

- To implement, during the reconstitution of a lost file, the procedure of the ex officio search for the lost supporting documents.
- To proceed to the reconstitution of a citizen's file lost on account of the service, within thirty (30) days at the latest.

## CERTIFICATE OF IDENTITY OF MINORS

- The Citizen Service Centres supply as proof of identity of minors who are

not holders of an ID card (younger than 12 years old), certificates of municipal registration.

### DEADLINES

- To respond to the citizens' requests and complete all pertinent actions, within a deadline of fifty (50) days, when special provisions do not provide for shorter deadlines.
- For cases falling under the competence of different services, the above deadline is extended by ten (10) additional days.
- If the request is submitted to a non-competent service, the service is obligated to refer it, within three (3) days, to the competent service and to inform the interested party about its action. In this case the deadline will be effective as from the date of receipt of the request by the competent authority.
- If a certain case cannot be handled because of a specifically justified objective impossibility, then the competent Service must, within at least five (5) days before the expiry of the deadline, inform the applicant in writing about the reasons of the delay and the details and telephone number of the person handling the case for the supply of any useful information.
- To supply certificates with no delay what so ever. If their immediate grant-

ing is not possible, they must be sent by post to the address indicated by the interest party within ten (10) days at the latest.

### N.B.

Exceptionally, by virtue of Common Ministerial Decisions published in the Official Gazette, specific deadlines have been determined for the handling of complex cases.

For more information, the interested parties can visit the website [www.gspa.gr](http://www.gspa.gr), under the thematic area «Public Administration».

## FULL COMPENSATION

Citizens have the right to submit an application for full compensation, in cases where the deadlines for the processing of their cases are not respected by the public services.

Applications for compensation regarding matters of competence of Ministries and Central Services, are submitted to the Special Committee operating in the Ministry of the Interior. Applications, however, for compensation regarding matters of competence of the public services operating in the geographic area of each Region (e.g. public law legal bodies and institutions, tax authorities, municipalities, etc.), are submitted to the Special Committees operating at the seat of each Region of the State.

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## ACCESS TO DOCUMENTS

Every interested party has the right, upon written application, to be informed of [administrative documents](#) and have access to public service records, within a deadline of twenty (20) days, either by means of an on-the-spot investigation, or via copies of the original documents.

The term 'administrative documents' shall mean documents drawn up by the public services, such as reports, studies, proceedings, statistical data, circulars, public service replies, opinions and decisions.

Any legitimately concerned interested party has the right, upon written application, to be informed of the [private documents](#) kept by the civil services which are relevant to his case which is pending before them or has been processed by them.

The granting of documents is not possible if these documents:

- concern the private or family life of a third person;
- refer to discussions held by the Cabinet of Ministers;
- incur a substantial inconvenience to the investigation of the judicial, administrative, police or military authorities concerning a criminal offence or an administrative violation;
- include information that violate either the confidentiality as provided under special provisions, or intellectual and industrial property rights;

## PREVIOUS HEARING

The administrative authorities, before adopting an adverse measure against the rights or the interests of a specific person, are required to ask the interested party to express his opinion, in writing or orally.

### N.B.

This measure does not apply in case of danger or overriding public interest.



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## for more information please contact

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HELLENIC REPUBLIC  
MINISTRY OF THE INTERIOR  
SECRETARIAT GENERAL OF PUBLIC ADMINISTRATION  
AND E- GOVERNMENT

## CITIZEN'S RIGHTS IN THE PUBLIC SERVICE

Citizens' rights  
and Public Services'  
obligations

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