

By power of a Decree No. 225 from 9 October 1998 (promulgated in State Gazette No\ 119 from 1998) was accepted the Statute of Regulations for the activity, structure, organization and work of the State Telecommunications Commission and its administration, totaling in number 215 payroll positions.

In connection to the Administration Act (promulgated in State Gazette No. 130 from 1998, amendment and rider No..8 from 199, No..67 from 1999), already in effect, was elaborated a Statute of Regulations for the State Telecommunications Commission and its administration, which took into consideration the requirements laid down in the Administration Act, the Civil Servant Act, and all secondary legislation governing the application of those laws.

The administrative services to natural and legal persons during 2000 were provided through the Book-keeping and Archive Sector of the State Telecommunications Commission, and the units from the specialized "Licensing and Permission Activity" and "Standardization and Type Approval of Terminal Devices" Directorates (table 28). Additional information for the administrative services provided by the STC administration to natural and legal persons, may be obtained at book keeping department, the specialized directorates and the Internet page of the STC. In order to enhance the administrative service, 20 application types by sample with attached annexes are provided. These can be obtained directly from book keeping department of the STC, may be sent by post or fax and can be accessed from Internet, on the web page of the STC. By order are specified the reception days for natural and legal persons by the Chairman and the members of the Commission. Information for the provided administrative services in 2000, the overall number and the manner of document circulation, the number of claims concerning administrative service and the working hours for registration of filled applications are shown in table 29. During the year on many occasions official gratitude has been expressed on behalf of natural and legal persons for the quick and effective administrative service by the STC. .

**Table 28. Organisation of administrative service in the State Telecommunications Commission in 2000**

<b>Name and type of the administrative service unit</b>	<b>Types of additional information for the respective administrative service /brochures, bulletins, application samples, Internet/</b>	<b>Forms and documents, officially provided by the administration, by type of the respective administrative service</b>	<b>Number of administrative services, provided throughout the year</b>
Sector "Book keeping and Archive" Directorate "Licensing and Permission Activity" Directorate	Application samples, Internet page of the STC, monthly information bulletin	20 types of application forms by each separate licence type, certificates and permissions, officially provided by	Total number – 5272, Including: Individual licences - 727 Registrations under a CL - 2799 Permissions for

“Standardization and Type Approval of Terminal Devices”		the administration of the STC	radio activity - 1151 Permissions for imports - 173 Certificates - 422
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**Table 29. Information for the administrative services in 2000**

Number of overdue incoming document files	Number of received complaints	Unit, distributing the incoming document files by administrative service	Internal Rules for organization of administrative service , as approved by the Chief Secretary pursuant to Art. 7, p. 1 from the Law on Administrative Service of Natural and Legal Persons	Working hours of the units for receipt of applications for administrative service
0	0	Sector "Book keeping and Archive" of the STC	An elaborated instruction for document circulation in the STC	Working hours of Sector "Book keeping and Archive" for work with natural and legal persons : For submission of applications: 10.00 – 12.00 h and 14.00 – 16.00 h for release of certificates and permissions : 9.30-12.00 h and 13.30 - 17.00 h for release of licences: 9.30-12.00 h and 13.30 - 17.00 h

During the year 2000 all 83 employees from the administration of the STC have attended different types of training, related to their professional qualification (table 30) and language skills (table 31).

**Table 30. Specialized training**

No.	Theme, form and duration of training	Number of specialists
1	35-day specialised course in legislation	1

2	7-day annual seminar of the legal advisers from the system of telecommunications	4
3	21-day specialized training course in European technical legislation TÜV certificate	1
4	7-day seminar on the issues of regulation in telecommunications	1
5	Seminar on the use of geographic maps and GPS in localization of radio transmitting devices	11

**Table 31. Language education (English language)**

No.	Level	Number of employees	Type of training course	Duration of training (study hours)
1	<sup>2</sup>	35	Standard	120 study hours
2	<sup>22</sup>	7	Standard	120 study hours
3	<sup>222</sup>	13	Standard	120 study hours
4	<sup>2V</sup>	9	Specialised	120 study hours

With respect to the management of human resources, the legal provisions laid down in the Decree No. 25 from 2000 of the Council of Ministers were in effect, concerning the introduction of new job positions in the administration. The regional units of Telecommunications control General Directorate located in Burgas, Veliko Turnovo, Varna and Blagoevgrad are successfully staffed. The employees from the administration of the STC are selected according to their qualifications, skills, communication skills and professional experience. The capability to interwork in the conditions of information technologies is set as a major requirement in recruitment of personnel.

A major priority in the development of human resources in 2001 shall be planning the professional growth of the employees from the administration.

