

DECISION

OF THE GOVERNMENT OF THE REPUBLIC OF ARMENIA

No 292-N of 15 March 2012-03-30

ON APPROVING THE PROCEDURES FOR RENDERING SERVICES BY THE STATE IN THE FREE ECONOMIC ZONE THROUGH A SIMPLIFIED (ONE-STOP SHOP) PRINCIPLE AND FOR SUBMITTING REPORTS BY THE ORGANISER ON THE ACTIVITIES OF FREE ECONOMIC ZONE

Having regard to Article 14(1) and Article 8(1)(4) of the Law of the Republic of Armenia "On free economic zones", the Government of the Republic of Armenia hereby *decides* to:

1. Approve

(1) the procedure for rendering services by the State in the free economic zone through a simplified (one-stop shop) principle in accordance with Annex No 1;

(2) the Procedure for submitting reports by the Organiser on the activities of free economic zone in accordance with Annex No 2.

2. Within the meaning of the Law of the Republic of Armenia "On free economic zone" to recognize the Ministry of Economy of the Republic of Armenia as an authorised body.

3. This Decision shall enter into force on the tenth day following its official promulgation.

PRIME MINISTER OF THE REPUBLIC OF ARMENIA

T. SARGSYAN

19 March 2012

Yerevan

Annex No 1
to the Decision of the Government of the Republic
of Armenia No 292-N of 15 March 2012

PROCEDURE

FOR RENDERING SERVICES BY THE STATE IN THE FREE ECONOMIC ZONE THROUGH A
SIMPLIFIED (ONE-STOP SHOP) PRINCIPLE

1. This Procedure shall establish the procedures for rendering services by the State in the free economic zones through a simplified (one-stop shop) principle, except for those of filing and accepting customs declarations.
2. The "one-stop shop" principle in the free economic zone shall be applied through a single reception for providing state services (hereinafter referred to as "the single reception").
3. The single reception shall, within the free economic zone and with further view to undertake its activities, serve as the means for rendering state services to commercial legal persons, individual entrepreneurs and representative offices of foreign organisations registered in the Republic of Armenia.
4. The single reception is a structural subdivision of the authorised body.
5. The Organiser of the free economic zone shall provide premises for organising the activities of the single reception and shall ensure relevant conditions required for the smooth operation of the single reception.
6. With a view to rendering relevant state services to the entities referred to in point 3 of this Procedure, all the bodies providing state services envisaged in the legislation of the Republic of Armenia (hereinafter referred to as "the service providing body") shall co-operate with the single reception, if necessary by assigning relevant employees to the single reception in the manner defined in point 11 of this Procedure.
7. The staff of the single reception shall have the following functions:
 - (1) providing the applicants with the information on the peculiarities and procedure for using the state services through the single reception, including the information on the list, form of documents required for processing of the application, time periods of rendering services, the processing process of the

applications, as well as any other issues relating to the activities of the single reception in case of submitting/receiving the application by the applicant in person or electronic mail;

(2) accepting and registering the application filed by the applicant on receiving state service (services);

(3) co-operating with the service providing body;

(4) transferring the documents generated as a result of rendering state services;

(5) arranging telecommunication between the applicant and the service providing body through relevant software;

(6) providing information on the activities carried out, decisions adopted in the course of rendering state services, as well as procedure for accepting complaints on the operation of the single reception;

(7) perform other functions envisaged by the legislation of the Republic of Armenia.

8. Applications (documents) in the single reception shall be received and delivered by the employee of the single reception. The application shall be forwarded to the service providing body.

9. Provision of state services shall include the following procedures:

(1) the applicant, in person or through an authorised person, shall file an application with the reception by submitting an identity document and the package of documents required for obtaining state service;

(2) the employee of the single reception shall inform the applicant of the procedure for providing state service through the single reception and time periods specified for each case in the legislation of the Republic of Armenia, register the file and provide the applicant with the application form of providing state service;

(3) the application shall be filled out in person by the applicant in handwriting or by the employee of the reception electronically, which is submitted to the applicant for signature;

(4) the single reception shall be equipped with advanced technical facilities and be switched to electronic governance systems providing state service;

(5) the single reception shall verify the completeness of the package of documents when the relevant list of documents required for the provision of state service is provided and shall issue a receipt to the applicant indicating the document number, time-period of rendering the state service and a contact telephone number. The applicant may be informed of the processing process of the application also through the electronic governance portal by using the number indicated on the receipt;

(6) the employee of the single reception shall forward the package of documents in hard copies or electronically together with the application to the service providing body on the day the application is received;

(7) the employee of the single reception shall co-operate with the officials of the service providing body for the purpose of obtaining information on the results of rendering state service and perform registration of main forms of rendering of relevant state service, as well as inform the applicant;

(8) the employee of the single reception shall arrange the receipt of the results of the state service and their transfer to the applicant within the time-period specified in the legislation of the Republic of Armenia;

(9) the applicant or the authorised person may obtain the results of state service provision by presenting an identity document and the receipt certifying the acceptance of the documents by the employees of the single reception.

10. The procedures for receiving and delivering the documents shall be defined by the procedure established by the legislation of the Republic of Armenia.

11. The service providing body at its discretion may assign relevant employees to the single reception depending on the type and frequency of the services provided.

12. Services provided by the single reception shall be free of charge.

13. Persons using the services provided through the single reception may file complaints on the activities of the Reception with the authorised body within 30 days, if any.

14. The authorised body shall review the complaints filed in writing and render a decision thereon no later than within 30 days after receiving the complaint.

CHIEF OF STAFF OF THE GOVERNMENT

OF THE REPUBLIC OF ARMENIA

D. SARGSYAN