



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR AGRICULTURE AND RURAL DEVELOPMENT

The Director-General

Brussels,
JP/agri.r.6(2014)3585485

NOTE TO DG AGRI STAFF

Subject: Reminder on staff obligations when dealing with correspondence in compliance with the Code of good administrative behaviour

According to the [Code of good administrative behaviour](#), the Commission respects the following general principles in its relations with the public: lawfulness, non-discrimination and equal treatment, proportionality and consistency. The Commission is committed to answering enquiries in the most appropriate manner and as quickly as possible.

Requests for access to documents are dealt with according to Regulation (EC) No 1049/2001 ([internal DG AGRI rules](#)). Other correspondence and information requests shall be treated in compliance with the Code of good administrative behaviour by the responsible DG AGRI unit. A reply shall be sent within fifteen working days from the date of receipt of the request by the competent unit and be drafted in the language of the initial demand, provided that it is written in one of the official languages of the European Union, unless the applicant has indicated that an answer in EN/FR/DE is also acceptable. If the preparation of the response requires more time, the unit shall send a holding reply to the requestor. This is to avoid the risk of a complaint to the Ombudsman and/or the Secretariat General for non-respect of the Code.

Requests for information arrive mainly via the [contact form](#) at the Europa website. They are coordinated by unit R.6 through the functional mailbox AGRI INFO and by attributing tasks in ARES. The attached diagram presents the workflow of processing an information request received via Europa with clear instructions for the competent units. Requests received directly by the units should be treated in the same way by sending a reply in compliance with the Code of good administrative behaviour. All units whose tasks are not closed within the deadline¹ and where no response is registered will receive a reminder to answer as soon as possible. If an answer is long overdue, the hierarchy will **be informed**.

(e-signed)

p.o. Rudolf MOEGELE
in absence of

Jerzy PLEWA

¹ Closing the task means that a reply is sent.

Enclosure: DG AGRI practical arrangements for treating information requests,
Code of good administrative behaviour