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| **FEDERAL ENVIRONMENTAL, INDUSTRIAL AND NUCLEAR SUPERVISION SERVICE**  (ROSTECHNADZOR) ORDER | | | |
| September 15, 2022 |  | No. 312 |  |
|  | Moscow |  | |

**On Approval of the Concept for Introducing the Principles of Client Centricity into the Activities of Federal Environmental, Industrial and Nuclear Supervision Service**

In order to ensure the application of new approaches in the activities of Federal Environmental, Industrial and Nuclear Supervision Service when interacting with citizens, as well as subjects of entrepreneurial and other economic activities, and within the framework of the initiative for the socio-economic development of the Russian Federation until 2030 “The State for the People” implemented in accordance with the ordinance of the Government of the Russian Federation of October 6, 2021 No. 2816-r, I *o r d e r*:

1. The approval of the attached Concept for the implementation of the principles of client centricity in the activities of Federal Environmental, Industrial and Nuclear Supervision Service (hereinafter referred to as the Concept).

2. The heads of structural divisions of the headquarters of Rostechnadzor to apply the provisions of the Concept when preparing regulatory legal and other legal acts of Federal Environmental, Industrial and Nuclear Supervision Service, as well as when developing proposals for improving the activities of Federal Environmental, Industrial and Nuclear Supervision Service.

3. The heads of structural divisions of the headquarters of Rostechnadzor, heads of the territorial bodies of Rostechnadzor, and the organizations under the jurisdiction of Rostechnadzor to ensure that officials are familiarized with the provisions of the Concept.

4. Imposing control over the execution of this order on Demin, Alexander Viktorovich, Secretary of State – Deputy Head of Rostechnadzor.

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| Chairman | A.V. Trembitsky |

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| Approved  by Order of Federal Environmental, Industrial and Nuclear Supervision Service of \_\_\_\_\_\_\_\_\_\_\_№ \_\_\_\_\_\_\_\_\_\_ |

**Concept for Introducing the Principles of Client Centricity into the Activities of Federal Environmental, Industrial and Nuclear Supervision Service**

**I. Basic Notions of the Concept**

1.1.  A client (internal client and external client) is an individual or legal entity interacting with Rostechnadzor in order to satisfy their needs.

1.2. An external client is an individual, including a foreign citizen or stateless person, as well as a Russian or foreign individual or legal entity engaged in entrepreneurial or other economic activities, interacting independently or through an authorized representative with Rostechnadzor in order to meet their needs.

1.3. An internal client is a public civil servant or an employee of Rostechnadzor authorized to interact with external clients on behalf of Rostechnadzor.

1.4. The client-centric approach in the activities of Rostechnadzor is an approach based on the constant study and satisfaction of the legitimate and fair needs of clients, on the desire to improve interaction with clients and achieve the final result in the form of their satisfaction.

1.5. A service is an activity related to the implementation of public and municipal services within the meaning of Federal Law of July 27, 2010 No. 210-FZ “On the Organization of the Provision of Public and Municipal Services.”

1.6. Services are services provided to clients by digital systems of Rostechnadzor, as well as automatically executed parts of public functions.

1.7. Proactive provision of services is provision of services to an external client within the framework of a life situation without a request from the client with his/her/its prior consent.

1.8. A life situation is the presence or occurrence of circumstances that make it possible or necessary for the client to interact with Rostechnadzor.

1.9. Client satisfaction is the measurable perception by the client of the extent to which his/her/its needs are met.

1.10. Design is an activity based on methodology and technology aimed at developing services in accordance with the requirements of the client centric approach.

1.11. Re-engineering is an activity based on methodology and technology aimed at reforming or redesigning services in order to optimize the activities of Rostechnadzor, to ensure that the services provided meet the expectations of external clients.

**II. General Provisions of the Concept**

2.1. The concept of introducing the principles of client centricity into the activities of Federal Environmental, Industrial and Nuclear Supervision Service (hereinafter referred to as the Concept) defines the goal, main tasks and ways of applying new, promising foundations for organizing interaction with external and internal clients in the activities of Rostechnadzor, aimed at identifying and studying their needs and continuous improvement of the quality of such interaction.

2.2. The implementation of the Concept is carried out in compliance with the requirements of the current legislation of the Russian Federation and involves the introduction of new intra- and interdepartmental processes into the activities of Rostechnadzor, as well as the implementation of a personnel policy through the implementation of the client centric approach.

2.3. The provisions of the Concept are the basis for the development of programs and plans for the development of Rostechnadzor.

2.4. The implementation of the principles of client centricity is carried out on the basis of the Declaration of the Values of Client Centricity and the standards “The State for the People” and “The State for Business” approved as part of the initiative of socio-economic development of the Russian Federation until 2030 “The State for the People,” which is implemented in accordance with the ordinance of the Government of the Russian Federation of October 6, 2021 No. 2816-r, and approved by the protocol of remote vote of the members of the project committee of the federal project “Client Centricity” of April 18, 2022 No. 1.

2.5. The introduction of new forms and tools of digital interaction into the practices of the state bodies, including the establishment and development of departmental automated information systems, makes it possible and especially relevant to use, also in the activities of Rostechnadzor, current approaches based on the principles of client centricity.

Under the current conditions, the main expectations of citizens and business representatives from interaction with the state bodies are associated with an individual approach to solving their problems in a way that they find most convenient and reducing unnecessary and ineffective interactions.

The introduction of the client-centric approach towards an internal client is aimed at ensuring his/her/its satisfaction from their activities through the use of current technologies for building processes of intra- and interdepartmental interaction, as well as at the implementation of a Rostechnadzor personnel policy based on the principles of client centricity.

**III. Basic Values and Principles of Client Centricity**

In accordance with the Declaration of Values of the Client-Centric State, the following principles apply when implementing the Concept.

3.1. In terms of ensuring equal access:

3.1.1. The client is at the forefront:

for Rostechnadzor, the interests and needs of the client are the basis for the design of new and re-engineering of existing services;

Rostechnadzor ensures the establishment of favorable and comfortable conditions for interaction;

the approach to working with clients is personalized and determined by a specific life situation.

3.1.2.  Accessibility:

Rostechnadzor provides the possibility of unimpeded access to services regardless of the location of an external client and the scope of his/her/its activities;

simplicity and clarity of the sequence of procedures;

possible simplification of the language of regulatory legal regulation of Rostechnadzor in order to improve the accessibility of understanding of the requirements of regulatory legal acts without special education and practical experience of interaction with the authorities and authorized organizations.

3.2. In terms of efficacy and convenience:

3.2.1. Convenience and speed:

clients’ issues are resolved with minimal expenditures of their time and means;

a proactive vision of the client’s situation is established on the basis of which a set of services is formed.

3.2.2. Service culture:

Rostechnadzor provides a comfortable, friendly environment and a high culture of intradepartmental interaction and interaction with external clients;

internal clients have a clear understanding of the needs of external clients and act in accordance with these needs;

internal clients show respect for the business reputation of external clients;

committing actions (inaction), making decisions that are expressed in a discriminatory approach of internal clients in relation to external clients is unacceptable.

3.2.3. Efficiency:

in its activities, Rostechnadzor is guided not by a formal consideration of issues, but by a positive result as provided for by law and required on the basis of a life situation; in order to achieve this positive result, the client is provided with the necessary assistance;

any action that entails the suspension or termination of the provision of services is accompanied by comprehensive explanations that allow the client to obtain a positive result.

3.3. In terms of continuous quality improvement and proactivity:

3.3.1. Openness and involvement:

informing the client about the activities of Rostechnadzor on the basis of uniform standards;

introduction of online tracking of the client’s application to ensure transparency and the client’s ability to monitor the process of providing services;

providing client feedback, accounting for its results, channels for collecting initiatives, and receiving feedback are publicly available and convenient;

continuous monitoring of client satisfaction;

availability of information on the level of client satisfaction for search and use.

3.3.2. Introducing innovations:

Rostechnadzor uses new technologies and other opportunities for the quality of services and improve them;

innovations undergo mandatory testing and are implemented promptly.

3.3.3. Proactivity:

proactive provision of services (performance of functions) if there is an objective possibility with the consent of the client within the framework of life situations.

3.4. In terms of unity and integrity:

3.4.1. Making decisions based on reliable data:

identification and study of client needs, design and reengineering of services, and mechanisms for assessing compliance with mandatory requirements are carried out on the basis of objective data, not stereotypes.

3.4.2. Consistency in decision-making and actions:

similar situations and requests are dealt with uniformly;

a change in approach is systemic and not a result of chance or subjective preferences.

3.5. In terms of objectivity and impartiality:

3.5.1. Rationality of regulation:

Rostechnadzor ensures the optimality of administrative procedures and the validity of decisions made, which leads to the speed and benefit of compliance with mandatory requirements;

information from the client information systems is transferred to the control (supervisory) authorities, which analyze and warn about possible problems, risks and violations;

a rational connection between the pursued goal and the chosen means of regulation ensures the achievement of the goal and compliance with the needs of the client;

control is not aimed at imposing sanctions, but primarily at encouraging lawful behavior.

3.5.2. Inadmissibility of imposing excess expenditures:

Rostechnadzor’s requirements for an external client impose on him/her/it a minimum of expenditures directly arising from the need to fulfill them (duties, fees, expenses for providing documents and information that are not available to the authorities or authorized organizations).

3.5.3. Fairness:

Rostechnadzor provides equal access to services;

a professional approach to interaction with an external client is ensured by the presence of an internal client with the necessary competence, experience, and specialization in resolving relevant issues;

Rostechnadzor ensures the legitimacy, validity and impartiality of decisions as part of the procedures for assessing compliance with mandatory requirements.

3.6. In terms of openness and transparency:

3.6.1. Reliability:

documents and information provided to the client are reliable, fully comply with the requirements of the legislation of the Russian Federation, ensure the possibility of their effective use, do not contain contradictions and errors, and exclude the possibility of their misunderstanding by the client.

3.6.2. Continuous improvement:

administrative processes for the provision of services are continuously improved on the basis of the results of monitoring and feedback;

complaints and inquiries are considered as an opportunity to improve the work of Rostechnadzor.

3.7. In terms of mutual trust and security:

3.7.1. Security and confidentiality:

information about the client and his/her/its life situations received by Rostechnadzor is used solely for the provision of services, analytical work and improvement of Rostechnadzor’s activities;

restricted information is unconditionally protected if its disclosure is not required by law or if consent to its disclosure is not received from the client;

the desire to exclude negative consequences for the legally protected interests of the client.

3.7.2. Responsibility:

Rostechnadzor and its employees take a responsible approach to observing the principles of client centricity in working with external clients;

an external client can always appeal against any action (inaction) of Rostechnadzor and its employees in case of inadequate performance of public functions or provision of public services;

an external client always receives from Rostechnadzor a motivated and understandable response to complaints and inquiries within the established time frame;

Rostechnadzor constantly monitors the quality of services provided and rectifies identified violations.

3.7.3. Optimization of control (supervision):

control (supervision) is carried out taking into account the integrity of external clients;

when exercising control (supervision), the implementation of preventive measures aimed at reducing the risk of harm (damage) is a priority in relation to the implementation of control (supervisory) measures, taking into account the indicated risks.

**IV. Goal and Basic Tasks of the Concept**

4.1. The goal of the Concept is to establish guiding principles of the client-centric approach in the activities of Rostechnadzor when interacting with clients.

4.2. Achieving the goal of the Concept is ensured by solving the following tasks:

identification and study of client needs;

designing new and re-engineering existing services;

improving the process of interaction between Rostechnadzor and clients;

identification of key points of interaction (portals, mobile applications (social networks, public chats in instant messengers), chat bots and personal chats in instant messengers and social networks, voice assistants, telephone (call center), written interaction (e-mail, a letter, messages in a personal account), personal reception at the authorities and authorized organizations, and at separate institutions for the provision of services in the “one contact” mode);

implementation of state control (supervision) on the basis of the principles of client centricity;

organization of work with internal clients;

monitoring the implementation of client centricity principles in the activities of Rostechnadzor and establishing feedback with external clients.

**V. Implementation of the Concept**

5.1. The Concept is implemented at Rostechnadzor by following the core values and principles set out in it.

5.2. The main stages of introducing the principles of client centricity into the activities of Rostechnadzor;

5.2.1. Preparatory phase:

establishing a working group that will implement the principles of client centricity;

determining areas of activity and ensuring their connection with the general goals and tasks of Rostechnadzor;

developing and approving the Concept and a roadmap for its introduction in the activities of Rostechnadzor, determining the composition of indicators for evaluating activities in this area.

5.2.2. Introduction phase:

communication support for the introduction of the Concept in the public space and within Rostechnadzor;

amendments to the existing regulations and regulatory documents and adoption of new ones that will ensure the implementation of the Concept;

training in the area of client centricity for the members of the working group implementing the Concept and groups of employees who are executors in the framework of the processes for implementing the principles;

regular monitoring of feedback and identification of points of resistance, and handling the issue.

5.2.3. Phase of supporting the implemented principles of client centricity:

implementing the system of continuous improvement of public services and public functions;

search and prompt elimination of shortcomings in the process of providing public services and implementing public functions;

testing and conducting experiments based on the introduction of new technologies and capabilities in providing public services and implementing public functions;

prompt and iterative introduction of innovations.

The approach to implementing the principles of client centricity involves a continuous technological cycle, the main element of which is feedback at each phase of Rostechnadzor’s interaction with clients.

5.3. Implementing the Concept will allow:

a higher level of client satisfaction with the activities of Rostechnadzor;

lower expenditures of the clients when they interact with Rostechnadzor, including that through the use of digital and platform solutions in providing public services and performing public functions;

an improved quality of Rostechnadzor’s interaction with clients by constantly identifying and studying their needs.

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