Helpdesk

* Instructs, directs and helps in solving problems on locations that are related to the authorities that cooperate with the Agency and citizens;
* Communicates with the officers of the competent authority;
* Keeps records of received calls, e-mails, faxes and other sources of information;
* Informs relevant sectors of the Agency on received requests;
* First line of assistance to the competent authorities;
* Controls parameters of microclimate and working conditions in the Agency.

**Contact**
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