



# Commitments of the Federal Public Service (FPS) Chancellery of the Prime Minister

1



## Transparency

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Through our websites and social media, we ensure transparency of:

- ✓ information
- ✓ services
- ✓ procedures

You can rely on transparency on:

- ✓ the steps of the procedures
- ✓ their duration

2



## Quality of the information Clear texts

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Our information is:

- ✓ correct
- ✓ reliable
- ✓ regularly updated

Our language is:

- ✓ clear
- ✓ precise
- ✓ comprehensible

Officials are trained to ensure the readability of their texts.

# 3



## Deadlines

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Deadlines are always communicated:

- ✓ the deadlines specified by regulation
- ✓ other deadlines

If a deadline is extended (due to unforeseen circumstances), the new deadline will be communicated.

You are always able to find out which deadline applies to you.

# 4



## Availability

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You can contact someone in case of:

- ✓ questions
- ✓ follow-up of a case

## Contact



+32 2 501 02 11 (normal rate)  
On working days



- ✓ [Contact form](#)
- ✓ By post  
*Adress: Rue Ducale 4,1000 Brussels*

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Our services are essentially digital.

You can access them:

- ✓ 24/7
- ✓ 7 days a week

We focus on your ease of use first when developing our online applications.

We offer support in using our digital applications.

We listen to your specific situation.

To the greatest extent possible, we answer through your preferred channel.

We direct you to the competent service if your request is beyond our competence.



*Our services are constantly evolving.  
Your feedback is used to improve the services.*