



Brussels, 17/04/2020

BALKANI Wildlife Society
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1142 Sofia
BG

Dear Sir,

I am writing to you with reference to your complaint (CHAP(2020)00224). After our initial analysis of the issues raised in your complaint, we have come to the conclusion that further information is required from the national authority concerned before we can respond fully to your letter.

Therefore, we have transferred your complaint to the EU Pilot application under the reference EUP(2020)9629. Please quote this reference in any further correspondence.

EU Pilot is an informal exchange of information between the Commission and the Member State concerned on issues related to potential non-compliance with EU law, allowing the Commission to assess whether there are grounds to launch a formal infringement procedure. It usually takes ten weeks for a Member State to reply to the Commission. The Commission in turn generally has ten weeks to assess the reply proposed by the national authorities concerned. You will then be informed of our conclusions on the matter.

We kindly ask you to inform us whether we can disclose your identity to the national authorities concerned. We will proceed with the handling of your case only once we have received your answer to this question.

Lastly, it is in your interest to take legal advice on the means of redress available at national level if you consider that there is a possibility that your rights in law have not been respected. The submission of a complaint to the Commission may not resolve your specific and individual situation. In order to obtain redress, including compensation if warranted, you should take action at national level in the Member State concerned. Submitting a complaint to the Commission does not suspend the time limits for starting legal action under national law. The Commission may also decide not to open formal infringement procedures, even if it considers that a breach of EU law has occurred.

For more information, I would refer you to the following Commission documents which explain the Commission's general approach to handling correspondence and complaints:

- Code of good administrative behaviour for staff of the European Commission in their relations with the public, available on the EUR-Lex website (<http://eur-lex.europa.eu>), published in Official Journal L 267 of 20 October 2000, p. 63.
- Administrative procedures for the handling of relations with the complainant regarding the application of European Union law, Annex to the Commission Communication "EU law:

Better results through better application", accessible on the EUR-Lex website (<http://eur-lex.europa.eu>) under the reference C (2016) 8600 final.

- Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, available on the EUR-Lex website (<http://eur-lex.europa.eu>) under its publication reference, Official Journal L 295, 21.11.2018, p. 39.

Yours faithfully,


Head of Unit