

LETTER OF DIGNIFIED TREATMENT FOR CITIZENS - CLIENTS OF THE MINISTRY OF MINES AND ENERGY

Dear Citizens:

The Ministry of Mines and Energy, in the interest of providing excellent service and for the sake of properly and efficiently addressing the requests from our citizens and clients concerning the matters that fall within our competence, and acting according to the defense of human dignity as well as the rights of persons established in the 1991 Political Constitution of Colombia in addition to the Code of Administrative Process and Litigation plus Law 1437 of 2011, is committed to:

Recognizing and guaranteeing the rights to:

- Present petitions in any form, whether orally or in writing, or through any other appropriate means and without requiring any middle-man, as well as requests for information and guidance about the requirements established by current regulations to this effect. These actions may be carried out or submitted through any technological or electronic means available to the entity, even outside of public attention hours.
- Find out, except under an express legal reserve, what is the state of any act or procedure and obtain copies, at your expense, of the relevant documents.
- Obtain information kept in public records and archives according to the terms of the Constitution and the Law, except under legal reserve.
- Receive a timely and effective answer to your requests within the deadlines established to this effect.
- Receive respectful treatment and proper consideration of human dignity.
- Receive special and preferential attention in situations involving handicapped persons, children of any gender, teenagers, pregnant women or the elderly, and generally anyone in a state of vulnerability or express weakness according to Article 13 of the Political Constitution.
- Demand compliance with the responsibilities of public servants and of private persons who perform administrative duties.
- Participate in any administrative activity that is of your particular interest by providing documents and evidence, have those documents assessed and taken into account by authorities at the time of decision-making, and the right to inform the participating party about what has been the result of their intervention in a given procedure.

- Any other right recognized by the Constitution and the Law.

The public servants of the Ministry of Mines and Energy work together and with the goal of strengthening the bond between the citizens and the administration. Our job is to receive and manage each of your requests, submissions, petitions, complaints, claims or reports, always seeking to provide an answer within the deadlines established by the Law. In order to comply with the contents of this letter, the Ministry of Mines and Energy has provided the following service channels:

In-person service

- We provide information and guidance in a personalized and immediate manner, supporting the service and advice of technical personnel according to the particular specialty of your requests, submission, complaint and/or claim.
- We provide easy access infrastructure to citizens and clients with any kind of handicap or in a state of vulnerability by offering priority attention.
- The mail reception counter is located in the first floor of the building.

Location: Calle 43, 57 –31 Centro Administrativo Nacional - CAN

Service Hours: Monday to Friday from 7:00 a.m. to 4:00 p.m Daily Service

Telephone service

- We provide citizens and clients with easy access to information through an effective and kind telephone service during working hours from 7:00 a.m. to 4:00 p.m. or through our toll free line, which can be used to transmit your request or requirement by leaving a voice recording outside of office hours, if necessary.

Telephone: 220 0300

Citizen Service and Participation: 220 0300 Ext. 2261, 2268 222 2002

National Toll Free Line: 01 8000 910180 You may dial this number from any location nationwide without any cost.

Virtual service

- Virtual access to information from the Ministry of Mines and Energy as well as concerning the activities carried out for the sake of citizens nationwide is available 24 hours a day and is updated on a permanent basis in order to always offer citizens and clients effective and timely information.

Web Page: www.minminas.gov.co

Electronic address: [menergia @minminas.gov.co](mailto:menergia@minminas.gov.co)

Social networks: Twitter: @Minminas

Facebook: Ministerio de Minas

Chat: Organized by topic and according to the schedule post on the online webpage at www.minminas.gov.co

We are committed to providing service with the respect, dignity and quality that you deserve.

“We serve with Energy in order to move Colombia and the world.”

Sincerely,

Signed in the original

(Kept in the archives of the Citizen Service and Participation Group)

AMILCAR DAVID ACOSTA MEDINA
MINISTER OF MINES AND ENERGY

Annex: List of signatories: Public servants of the Ministry of Mines and Energy