

## V

(Announcements)

## ADMINISTRATIVE PROCEDURES

## EUROPEAN PERSONNEL SELECTION OFFICE (EPSO)

## NOTICE OF OPEN COMPETITIONS

(2009/C 14 A/01)

The European Personnel Selection Office (EPSO) is organising the following admission tests and open competitions, based on tests, to constitute a reserve from which to recruit

**ADMINISTRATORS (\*) (AD 5)****WITH BULGARIAN CITIZENSHIP (BG)****WITH ROMANIAN CITIZENSHIP (RO)**

**EPSO/AD/147/09 — European public administration**

**EPSO/AD/148/09 — Law**

**EPSO/AD/149/09 — Economics**

**EPSO/AD/150/09 — Microeconomics/Business administration**

**EPSO/AD/151/09 — Audit**

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(\*) *The European Union institutions apply a policy of equal opportunities and accept applications without discrimination on any grounds such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.*

## I. DUTIES AND ELIGIBILITY

Open competitions are being held to recruit administrators (AD 5) with Bulgarian and Romanian citizenship in the following fields: European public administration, law, economics, microeconomics/business administration, audit.

The purpose of these competitions is to draw up reserve lists from which to fill vacant posts in the institutions of the European Union.

Number of successful candidates by competition and citizenship:

	BG	RO
EPSO/AD/147/09	55	118
EPSO/AD/148/09	41	86
EPSO/AD/149/09	19	37
EPSO/AD/150/09	23	50
EPSO/AD/151/09	29	56

**Please note that the tests for the above competitions may be held simultaneously. You may therefore apply for only one of these five competitions. You must make your choice when you register online and you will not be able to change it after the deadline for registration.**

**If, despite exercising every care to enter your details correctly when registering you wish to make changes to them, you will be able to do so only until the closing date for registration. Only the information validated and registered most recently will be taken into consideration.**

### A. DUTIES

Conducting analyses and carrying out administrative, advisory and supervisory duties relating to the activities of the European Union.

#### **EPSO/AD/147/09: European public administration**

- Preparing, developing and implementing Community initiatives, including working on case studies, producing reports, drafting Community legislation, and taking part in consultations and negotiations within the institution and, if necessary, with business and other interest groups in the Member States, and with the other Community institutions,
- taking part in international negotiations, implementing bilateral and multilateral agreements, and managing commercial or development policy instruments,
- administration and implementation of Community policies and action programmes in various fields of activity such as the single market, external relations, social affairs, agriculture, structural policies, transport, the environment and information,
- human resources management, including training,
- project management,
- management and control of financial resources,
- communication and information policy.

**EPSO/AD/148/09: Law**

- Devising, analysing and drafting Community legislation,
- providing legal advice,
- carrying out research into national, Community and international law,
- taking part in the negotiation of international agreements,
- analysing and preparing draft decisions, for example in the area of competition law,
- examining and monitoring national legislation for conformity with Community law,
- investigating alleged infringements of Community law, complaints, etc.,
- various tasks related to legal proceedings; preparing positions for the institutions in legal proceedings, mainly before the Court of Justice, the Court of First Instance or the European Civil Service Tribunal,
- legal duties in the secretariats of the Court of Justice, the Court of First Instance or the European Civil Service Tribunal,
- formulating, preparing and implementing rules in the field of justice and home affairs.

**EPSO/AD/149/09: Economics**

- Ongoing evaluation of Member States' economic, budgetary, monetary and financial policies,
- analysis of the economies of the Community and development of its financial instruments,
- analysis of the economies of non-member countries,
- economic forecasting,
- planning and implementation of Community technical assistance,
- analysis and evaluation of structural, sectoral and regional policies,
- financial analysis of Community projects,
- analysis of the legislative and fiscal business climate,
- competition policy,
- industrial affairs and research and development,
- commercial, employment and labour market policy.

**EPSO/AD/150/09: Microeconomics/Business administration**

- Analysis and formulation of studies/proposals regarding organisational structures and processes,
- project management and planning,

- team management,
- management and control of financial resources,
- needs and resources analysis,
- producing financial plans,
- applying the principles of internal control and risk management to the performance of departmental tasks,
- financial reporting,
- devising and applying the accounting framework in accordance with international standards (IFRS/IPSAS) and producing financial statements.

#### **EPSO/AD/151/09: Audit**

Audit work is carried out in a variety of contexts within the European institutions. The main audit activities are:

- external audits, including both financial audits and examinations of sound financial management,
- internal audits, carried out by either a centralised or a decentralised audit service,
- checking on entities, both public and private, which are managing or using Community funds.

This may entail:

- examining whether resources are being used efficiently and economically,
- examining operations to check whether the results are consistent with the goals and objectives, and that activities are carried out as planned,
- analysing and managing the risks associated with Community funds allocated to or collected by the various European institutions and bodies, their partners, intermediaries and the ultimate beneficiaries/creditors,
- evaluating and testing the effectiveness of internal control systems, both within the institutions and in bodies which are managing or benefiting from Community funding or establishing and collecting Community revenue,
- examining the reliability and integrity of information systems,
- examining the measures taken to safeguard assets,
- undertaking the financial checks necessary to ensure the probity of expenditure claims, and the sound financial management of Community grants and projects financed from Community funds,
- examining the legality and correctness of budgetary and financial operations,
- auditing financial statements for reliability,
- assessing the systems by which organisations are directed and controlled.

Particular importance is attached to your ability to grasp problems of all kinds, often complex in nature, to react rapidly to changing circumstances and to communicate effectively. You will be expected to show initiative and imagination and to be highly motivated. You should be able to work frequently under pressure,

both on your own and in a team, and adjust to a multicultural working environment. You will also be expected to develop your professional skills throughout your career.

B. ELIGIBILITY

1. **General conditions**

You must:

- be a Bulgarian or Romanian citizen,
- enjoy your full rights as a citizen,
- have fulfilled any obligations imposed on you by the laws on military service,
- meet the character requirements for the duties involved.

The competition notice does not set any age limit, but please note the information in section V, point 7 concerning the retirement age.

2. **Specific conditions**

(a) *Qualifications*

The posts to be filled require:

***EPSO/AD/147/09: European public administration***

- A level of education which corresponds to completed university studies of at least three years attested by a diploma.

***EPSO/AD/148/09: Law***

- A level of education which corresponds to university studies of at least three years attested by a diploma in law,

OR

- a level of education which corresponds to university studies of at least three years attested by a diploma, and a qualification allowing you to practise as a lawyer.

***EPSO/AD/149/09: Economics***

- A level of education which corresponds to university studies of at least three years attested by a diploma in economics,

OR

- a level of education which corresponds to university studies of at least three years attested by a diploma, and a postgraduate qualification in economics.

***EPSO/AD/150/09: Microeconomics/Business administration***

- A level of education which corresponds to university studies of at least three years attested by a diploma in business or management,

OR

- a level of education which corresponds to university studies of at least three years attested by a diploma and a postgraduate qualification in business or management.

**EPSO/AD/151/09: Audit**

- A level of education which corresponds to completed university studies of at least three years attested by a diploma or professional training/a professional qualification of equivalent level relevant to those duties.

Please note that you may be required to provide formal proof of the subjects studied so as to make it easier for the selection board to assess whether your qualifications are relevant.

The selection board will allow for differences between education systems. For examples of the minimum qualifications required, see the tables annexed to the guide for applicants ([http://europa.eu/epso/on-line-applications/guide\\_en.htm](http://europa.eu/epso/on-line-applications/guide_en.htm)) for each category. Note that these are examples only — stricter requirements may be set in the competition notice.

(b) *Professional experience*

No professional experience is required.

(c) *Knowledge of languages*

You must have:

**main language (language 1)**

a thorough knowledge of Bulgarian, in the case of Bulgarian citizens,

a thorough knowledge of Romanian, in the case of Romanian citizens.

**second language (language 2)**

- a satisfactory knowledge of English, French or German.

**Under Article 45(2) of the Staff Regulations, officials must prove their ability to work in a third language before their first promotion after recruitment.**

**You must specify the language you choose for the admission tests and the competition tests in your online registration <sup>(1)</sup>. You will not be able to change your choice after the deadline for online registration (24 February 2009).**

*To ensure that all general texts relating to the competition and all communication between candidates and EPSO are clearly understood on both sides, only English, French or German will be used for the invitations to the various tests and for correspondence between EPSO and candidates.*

**You may send any questions to EPSO by e-mail via one of the following links:**

- [http://europa.eu/epso/infos/contact\\_fr.htm](http://europa.eu/epso/infos/contact_fr.htm)

- [http://europa.eu/epso/infos/contact\\_en.htm](http://europa.eu/epso/infos/contact_en.htm)

- [http://europa.eu/epso/infos/contact\\_de.htm](http://europa.eu/epso/infos/contact_de.htm)

**Before sending an e-mail, please check that the information you require is not already available in the guide for applicants or on the EPSO website (<http://europa.eu/epso>).**

<sup>(1)</sup> For practical reasons the registration form is available in English, French and German only.

## II. ADMISSION TESTS

The appointing authority will invite you to the admission tests if your online registration shows that you meet the general and specific conditions in section I, part B **on the closing date for online registration (24 February 2009)**.

**EPSO will organise computer-based admission tests for all the candidates admitted. The tests will be held in the European Union in one or more centres specialising in this type of test, depending on availability.**

**You will be informed of the procedure for attending the tests via your EPSO profile.**

You will take the admission tests in English, French or German (language 2).

- (a) A test comprising a series of multiple-choice questions to assess your knowledge of the European Union, its institutions, and its policies.

This test will be marked out of 10 (pass mark: 5).

- (b) A test comprising a series of multiple-choice questions to assess your general verbal and numerical reasoning ability and skills.

This test will be marked out of 20 (pass mark: 10).

Wrong answers in these tests will not be penalised.

The candidates with the highest aggregate marks in the admission tests and a pass mark in each <sup>(2)</sup> (see table below) will be invited to submit a full application for possible admission to the open competition.

	BG	RO
EPSO/AD/147/09	664	1 416
EPSO/AD/148/09	496	1 032
EPSO/AD/149/09	232	448
EPSO/AD/150/09	280	600
EPSO/AD/151/09	352	672

<sup>(2)</sup> Where several candidates with identical marks qualify for the last place, they will all be admitted to the next stage of the competition.

## III. OPEN COMPETITION

Once the applications have been received, the appointing authority will draw up a list of the candidates who meet the general conditions set out in section I, part B, point 1 and send it to the chair of the selection board together with their application files.

After having taken note of the list, the selection board will admit you to the written tests if you are among the candidates with the highest aggregate marks <sup>(2)</sup> in the admission tests (see table below) and meet the specific eligibility criteria set out in section I, part B, point 2.

	BG	RO
EPSO/AD/147/09	166	354
EPSO/AD/148/09	124	258
EPSO/AD/149/09	58	112
EPSO/AD/150/09	70	150
EPSO/AD/151/09	88	168

## TEST PROCEDURES

1. **Written tests — Marking**

You will take written tests (a) and (b) in English, French or German (language 2).

- (a) A test comprising a series of multiple-choice questions to assess your specific knowledge in the field in question.

This test will be marked out of 40 (pass mark: 20).  
Time allowed (subject to change): 1 hour.

- (b) A test on a subject of your choice in the field in question, designed to test:

- your specialist knowledge,
- your ability to understand, analyse and summarise,
- your drafting ability.

This test will be marked out of 40 (pass mark: 20).  
Time allowed (subject to change): 2 hours.

- (c) Drafting a brief memo in your main language (language 1) setting out the arguments and conclusions of written test (b). This is designed to test your command of your main language in terms of both drafting and presentation.

This test will be marked out of 10 (pass mark: 8).  
Time allowed (subject to change): 30 minutes.

The written tests will be held simultaneously for all candidates at one or more centres in the European Union.

The date for the written tests will be set by EPSO and cannot be changed at a candidate's request. You will be notified of the date when you receive your invitation to the tests (via your EPSO profile).

## 2. Oral test — Marking

Once the written tests have been marked, the candidates with the highest aggregate marks in those tests and a pass mark in each <sup>(2)</sup> (see table below) will be admitted to the oral test.

	BG	RO
EPSO/AD/147/09	83	177
EPSO/AD/148/09	62	129
EPSO/AD/149/09	29	56
EPSO/AD/150/09	35	75
EPSO/AD/151/09	44	84

(d) Interview with the selection board in English, French or German (language 2), to enable it to complete its assessment of:

- your suitability to perform the duties described in section I, part A,
- your specialist knowledge in the field in question,
- your knowledge of the European Union, its institutions and its policies,
- your motivation and your ability to adjust to working as a European civil servant in a multicultural environment.

Your knowledge of your main language (language 1) will also be examined.

This test will be marked out of 50 (pass mark: 25).

The oral test will normally be held in Brussels.

## 3. Reserve lists

Following the competition, the selection board will place on the reserve lists the names of the candidates (see section I, Number of successful candidates) with the highest aggregate marks in the written and oral tests and a pass mark in each <sup>(2)</sup>.

The lists will be drawn up by competition, citizenship, and merit group (maximum of four groups) and the names of the successful candidates will be given in alphabetical order within each group.

The reserve lists, together with their expiry date, will be published in the *Official Journal of the European Union* and on the EPSO website <sup>(3)</sup>.

<sup>(3)</sup> A successful candidate may explicitly ask for his/her name not to be published. Any such request must reach EPSO no later than two weeks after candidates are notified of the results.

#### IV. HOW TO APPLY

Please consult the guide for applicants ([http://europa.eu/epso/on-line-applications/guide\\_en.htm](http://europa.eu/epso/on-line-applications/guide_en.htm)), which can be found on the EPSO website. It contains detailed instructions to help you submit your application correctly.

**The closing date for online registration is 24 February 2009, with a deadline of 12 noon Brussels time.**

##### 1. Creating an EPSO profile/Online registration

If you decide to apply, you must register via the Internet by going to the EPSO website and following the instructions there concerning the various stages of the procedure.

**It is your responsibility** to complete your online registration in time. We strongly advise you not to wait until the last few days before applying, since heavy Internet traffic or a problem with the Internet connection could lead to the online registration being interrupted before you complete it, thereby obliging you to repeat the whole process. Once the deadline has passed, you will not be able to register.

On completion of your online registration, you will receive on screen a registration number, which you must note — this will be your reference number in all matters concerning your application. Once you receive this number, the registration process is finished — it is the confirmation that we have registered the data you entered.

If you do not receive a number, your application has not been registered!

Please note that you must have an e-mail address. This will be used to identify you.

**No documents are required at this stage. If you are successful in the admission tests, you will be asked within two weeks to send the official online application form which you filled in when you registered, together with all the supporting documents (see section IV, point 3).**

Once you have registered online, you can follow the progress of the competition by going to the EPSO website and clicking on 'Ongoing competitions'.

*If you have a disability that prevents you from registering online, you may request — preferably by fax — a paper version of the online registration form <sup>(4)</sup>, which you should fill in, sign and return by registered mail, postmarked no later than the closing date for registration. All subsequent communication between EPSO and you will be by post.*

*You must enclose with your online application form a certificate attesting your disability, issued by a recognised body. You should also set out on a separate sheet of paper any special arrangements you think are needed to make it easier for you to take part in the tests.*

##### 2. Invitations to the tests

Details of when and where to attend the admission tests and other tests will be available only on the EPSO website. You can access this information by entering the user name and password you specified when registering online. You are responsible for updating your EPSO profile to reflect any change in your postal or e-mail address.

<sup>(4)</sup> EPSO — Candidate contact service — Avenue de Cortenbergh, 80 — 00/48 — B-1049 Brussels. Fax (32) 22 95 74 88.

You are also responsible for consulting your EPSO profile regularly to keep track of the progress of the competition and to check the information relevant to your application at every stage. If you find that you cannot do this, you must notify EPSO immediately by e-mail (see section I.B, last paragraph).

The letter inviting you to the admission tests, available in your EPSO profile, will tell you how to make an appointment online with one of the approved test centres.

### 3. Submitting a full application

If you are among the candidates with the highest aggregate marks in the admission tests and a pass mark in each, as specified in section II, you will be asked to print out and complete the full application form, which you will find in your EPSO profile on the website. It must be sent in by the closing date <sup>(5)</sup>.

#### *Supporting documents to enclose*

- A copy of a document proving your citizenship (e.g. your passport, identity card or any other official document specifying your citizenship, which must have been obtained no later than the closing date for online registration),
- a copy of the diploma(s) attesting successful completion of your studies.

You should also enclose a numbered index of these documents on a separate sheet.

To speed up the processing and examination of files, EPSO would ask you to provide a translation into English, French or German of all supporting documents relating to your diplomas and professional experience (you may translate these documents yourself). However, the omission of such a translation will not constitute grounds for exclusion.

*You should only send photocopies (which do not need to be certified) of these documents. Paper copies of web pages and/or references to websites do not constitute supporting documents for these purposes.*

When completing your application form, you may not refer to any previous application forms submitted or any other documents enclosed with such applications. None of the documents submitted with your application will be returned.

#### *Signing and sending the form*

**It is your responsibility to make sure that your application form, duly completed, SIGNED, and accompanied by all the supporting documents, is sent by registered post to the address below by the closing date <sup>(5)</sup> (the postmark will serve as proof of the date of sending):**

**European Personnel Selection Office (EPSO)**

**C-80**

**Open competition EPSO/AD/.../09** (indicate the number of the competition chosen)

**B-1049 Brussels**

#### *Scrutiny of applications*

The selection board will examine the files of the candidates with the highest aggregate marks in the admission tests and a pass mark in each to determine whether they satisfy the conditions laid down in section I, part B of this notice. The selection board will invite you to the written tests if you are among the candidates with the highest marks and meet all the criteria for admission to the competition (see section III, second paragraph).

<sup>(5)</sup> The closing date will be indicated in good time in your EPSO profile.

You will be disqualified if:

- you do not complete your online registration by the deadline (24 February 2009),
- you do not complete and/or sign the printed online application form (original signature required),
- you do not meet all the eligibility criteria,
- you post your application after the closing date <sup>(5)</sup>,
- you do not send all the required supporting documents.

#### 4. Reserve lists

The names of the successful candidates (see section III, point 3) will be entered on the reserve lists.

**5. If, at any stage in the procedure, it is found that the information given in your online registration or your online application form is false you will be disqualified from the competition.**

6. To simplify administration of the competition, please quote in all correspondence **YOUR FULL NAME AS GIVEN ON YOUR APPLICATION FORM, THE COMPETITION NUMBER, AND THE REFERENCE NUMBER YOU RECEIVED WHEN YOUR ONLINE REGISTRATION WAS ACCEPTED.**

## V. GENERAL INFORMATION

### 1. Equal opportunities

*The European Union institutions apply a policy of equal opportunities and accept applications without discrimination on any grounds such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.*

### 2. Selection board

A selection board is appointed for each competition. Its members are designated by the institutions and their staff committees in equal numbers. The chair and members are then appointed by the appointing authority of the European Personnel Selection Office (EPSO). Their names will be published on the EPSO website after candidates have been notified whether they have been admitted to the competition.

EPSO is responsible for all communication with you until the competition is completed. **You are strictly forbidden to make any contact with the members of the selection board, either directly or indirectly. The selection board will decide whether candidates infringing this rule are to be disqualified.**

### 3. Approximate timetable

Depending on the number of candidates, the competition will take approximately one year from the closing date for online registration.

Full details will be available on the EPSO website.

### 4. Requests from candidates for access to information concerning them

Candidates involved in selection procedures have the specific right of access to certain information concerning them directly and individually, as described below. EPSO may accordingly provide candidates who so request with supplementary information relating to their participation in the competition. Candidates must send such requests in writing to EPSO within a month of being notified of their results in the competition. EPSO will reply within a month of receiving the request. Requests will be dealt with taking account of the confidential nature of selection board proceedings under the Staff Regulations (Annex III, Article 6) and in compliance with the rules on the protection of individuals with regard to the processing of personal data. Examples of the type of information which may be supplied are given in the guide for applicants, section III.3.

### 5. Requests for review — Appeal procedures — Complaints to the European Ombudsman

See Annex.

### 6. Recruitment conditions/Career

If you are placed on the reserve list, you will be eligible for appointment, normally as a probationary official, as and when required by the European institutions, in Brussels, Luxembourg or any other place of activity.

If you are on the reserve list and are offered a post, you will be asked to produce the originals of all the requisite documents, in particular your qualifications, so that copies can be authenticated.

Recruitment will depend on posts and funds becoming available.

Depending on the nature of the post, candidates on the reserve list may initially be offered a temporary contract; in this case, their names will remain on the reserve list.

Article 29(1)(b) of the Staff Regulations refers to the possibility for officials to request a transfer to another institution or agency at any time during their career. However, in the interests of the service, newly recruited officials are transferred only in exceptional and duly justified cases during their first three years of service. Any such transfer is subject to the agreement of both the institution or agency that originally recruited the official and the institution or agency to which the official requests to be transferred.

#### 7. **Retirement**

Under the provisions of the Staff Regulations, officials are retired:

- either automatically at the age of 65 years, or
- at their own request, at the age of 63 years or where they are between 55 and 63 years of age and satisfy the requirements for immediate payment of a pension, or
- exceptionally, at their own request and where it is considered to be in the interest of the service, at the age of 67 at the latest.

#### 8. **Grade**

Administrators will be recruited from the reserve list to grade AD 5.

#### 9. **Remuneration**

Basic monthly salary as at **1 January 2009**:  
grade **AD 5**, first step: **EUR 4 190,20**

#### 10. **Protection of personal data**

As the body responsible for organising competitions, EPSO ensures that candidates' personal data are processed as required by Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data <sup>(6)</sup>. This applies in particular to the confidentiality and security of such data.

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<sup>(6)</sup> OJ L 8, 12.1.2001, p. 1.

## ANNEX

**REQUESTS FOR REVIEW — APPEAL PROCEDURES — COMPLAINTS TO THE EUROPEAN OMBUDSMAN**

*Since the staff regulations apply to both the admission test phase and the competition, please note that all the proceedings of the selection board are covered by the confidentiality requirement laid down in Annex III to the staff regulations. If at any stage in either part of the selection process you consider that your interests have been prejudiced by a particular decision, you can take the following action:*

**— Requests for review**

Within 20 days of the letter informing you of the decision being sent to you online, send a letter stating your case to:

**European Personnel Selection Office (EPSO)**

**C-80**

**Open competition EPSO/AD/.../09** (indicate the number of the competition chosen)

**B-1049 Brussels**

*EPSO will forward your request to the chair of the selection board if it comes within the board's remit. You will be sent a reply as soon as possible.*

**— Appeal procedures**

— You can submit an appeal to the:

**European Union Civil Service Tribunal**

**Boulevard Konrad Adenauer**

**L-2925 Luxembourg**

under Article 236 of the EC Treaty and Article 91 of the Staff Regulations of Officials of the European Communities;

— or you can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities, at the following address:

**European Personnel Selection Office (EPSO)**

**C-80**

**Open competition EPSO/AD/.../09** (indicate the number of the competition chosen)

**B-1049 Brussels**

The time limits for initiating these two types of procedure (see staff regulations as amended by Council Regulation (EC) No 723/2004 (OJ L 124, 27.4.2004, p. 1) — <http://www.europa.eu.int/eur-lex>) start to run from the time you are notified of the act allegedly prejudicing your interests.

*Please note that the appointing authority does not have the power to amend the decisions of a selection board. The Court has consistently held that the wide discretion enjoyed by selection boards is not subject to review by the Court unless the rules which govern the proceedings of selection boards have clearly been infringed.*

**— Complaints to the European Ombudsman**

Like all citizens of the European Union, you can make a complaint to the:

**European Ombudsman**

**1 avenue du Président Robert Schuman — BP 403**

**F-67001 Strasbourg Cedex**

under Article 195(1) of the Treaty establishing the European Community and in accordance with the conditions laid down in Decision 94/262/ECSC, EC, Euratom of the European Parliament of 9 March 1994 on the regulations and general conditions governing the performance of the Ombudsman's duties <sup>(1)</sup>

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Article 90(2) and Article 91 of the Staff Regulations for lodging appeals with the Civil Service Tribunal under Article 236 of the Treaty establishing the European Community. Please note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties referred to above, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

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<sup>(1)</sup> OJ L 113, 4.5.1994, p. 15.