

# Interreg

## Greece-Bulgaria

European Regional Development Fund



5<sup>th</sup> Call

**“Grant scheme for supporting SMEs to grow and expand beyond local markets”**

## **SAMIS MANUAL**

## **Evaluation of Complaint**

Cooperation Programme Interreg V-A “Greece-Bulgaria 2014-2020”

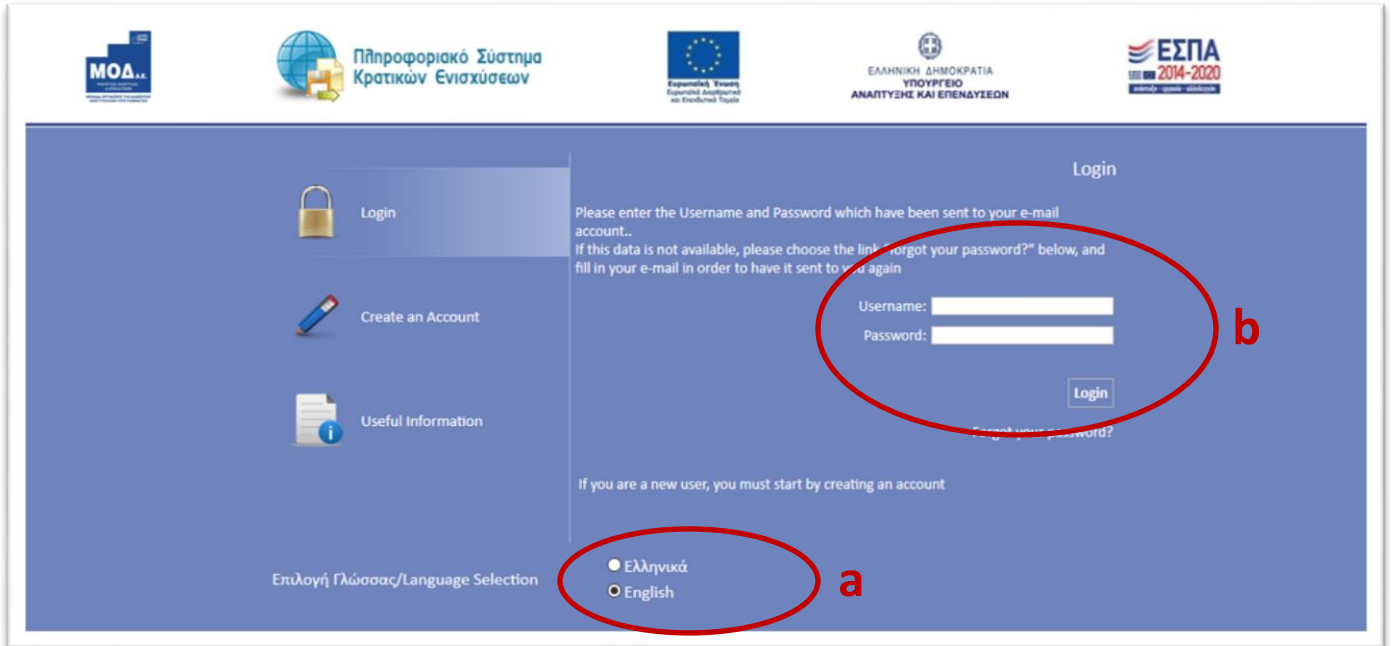
**1. Enter SAMIS using the following link:**

[https://www.ependyseis.gr/mis/\(S\(3haqarfg4vv2qjzyhfn0ws45\)\)/System/Login.aspx?ReturnUrl=%2fmis%2fdefault.aspx](https://www.ependyseis.gr/mis/(S(3haqarfg4vv2qjzyhfn0ws45))/System/Login.aspx?ReturnUrl=%2fmis%2fdefault.aspx)

**2. Login to SAMIS**

In the screen seen below:

- a) Choose the English language
- b) Login to SAMIS using the credentials sent to the email of the Complaint Panel representative (Samaras).



**3. The INTERREG Menu**

After you login the following screen appears. Go to the menu on the left of the screen and click on the two arrows ( ∨ ) next to “**Interreg**” to expand its menu.

- **Information:** All versions of the Call documents, the Annexes, the FAQs, the User Manuals etc. may be found under this category
- **Minutes/Decisions:** Official documents of the Monitoring Committee, the Joint Assessment Team and the Complaint Panel are uploaded in this section

- **Submissions:** This section contains the submitted project proposals, as they were submitted by the applicants through the system.
- **Protocol:** includes the protocol number each project proposal received when its folder was delivered to the JS.
- **First Level Evaluation:** In this section you may see the evaluation of each proposal performed by the 1<sup>st</sup> Level Evaluation Body (Joint Secretariat).
- **Second Level Evaluation:** This section includes the evaluation of each proposal performed by the 2<sup>nd</sup> Level Evaluation Body (Joint Assessment Team).
- **Complaints:** This section contains the submitted Complaint Applications.
- **Evaluation of complaint:** Main screens in which the evaluation of each received complaint application will be evaluated by the Complaint Panel.

Πληροφορικό Σύστημα Κρατικών Ενισχύσεων : Αυτή είναι η Εφαρμογή Δοκράων του ΠΣΚΕ !!! \*\*\*

Ένα συστήματος: 1:04:08 μμ

Εvaluation of Enlightenment

Αποτελέσματα ανά σελίδα: 20 Επιλογή Σελίδας: 1 Προηγούμενη Επόμενη

Αναζήτηση: [ ] περιέχει [ ] Αναζήτηση Καθαρισμός


Αποτελέσματα αναζήτησης [3]

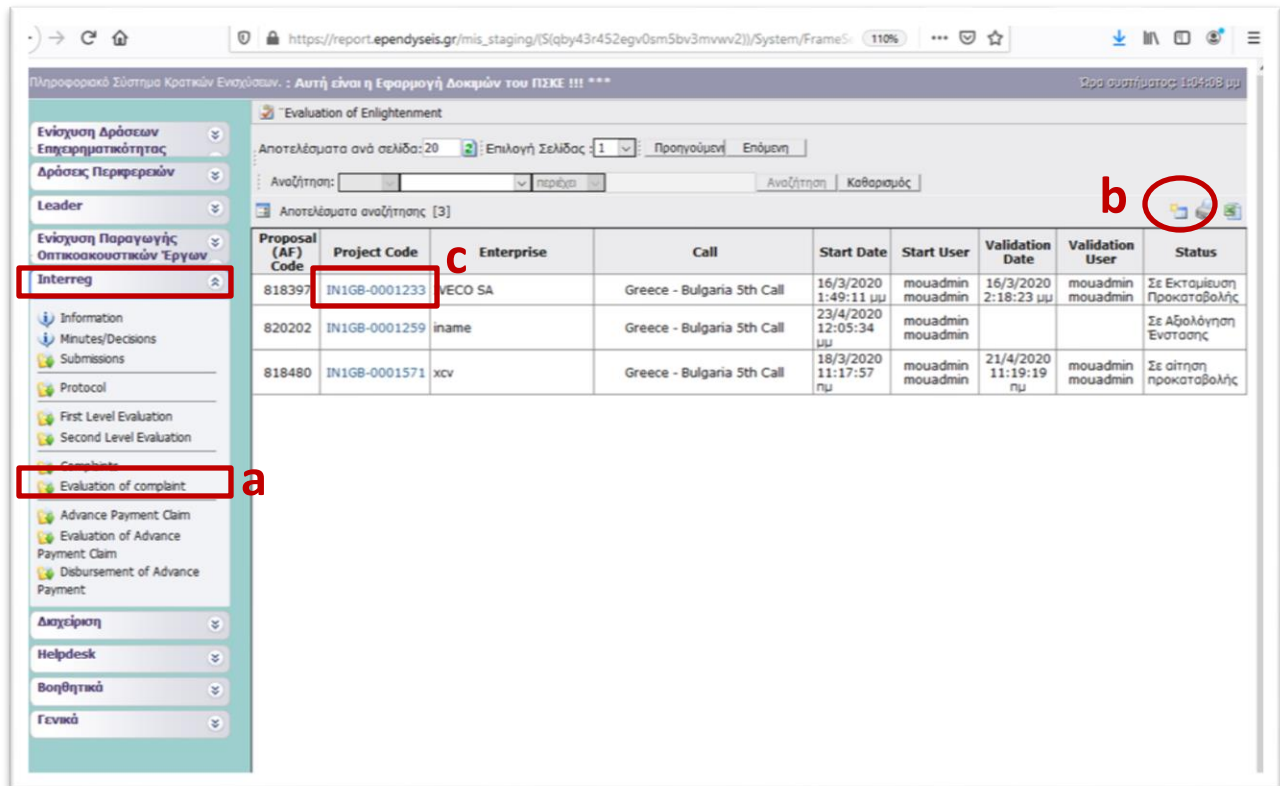
| Proposal (AF) Code | Project Code  | Enterprise | Call                       | Start Date            | Start User | Validation Date       | Validation User | Status                     |
|--------------------|---------------|------------|----------------------------|-----------------------|------------|-----------------------|-----------------|----------------------------|
| 818397             | IN1GB-0001233 | IVECO SA   | Greece - Bulgaria 5th Call | 16/3/2020 1:49:11 μμ  | mouadmin   | 16/3/2020 2:18:23 μμ  | mouadmin        | Σε Εκταμίευση Προκαταβολής |
| 820202             | IN1GB-0001259 | iname      | Greece - Bulgaria 5th Call | 23/4/2020 12:05:34 μμ | mouadmin   |                       | mouadmin        | Σε Αξιολόγηση Ένστασης     |
| 818480             | IN1GB-0001571 | xcv        | Greece - Bulgaria 5th Call | 18/3/2020 11:17:57 πμ | mouadmin   | 21/4/2020 11:19:19 πμ | mouadmin        | Σε αίτηση προκαταβολής     |

Information  
 Minutes/Decisions  
 Submissions  
 Protocol  
 First Level Evaluation  
 Second Level Evaluation  
 Complaints  
 Evaluation of complaint  
 Advance Payment Claim  
 Evaluation of Advance Payment Claim  
 Disbursement of Advance Payment  
 Διαχείριση  
 Helpdesk  
 Βοηθητικά  
 Γενικά


#### 4. Evaluation of complaint

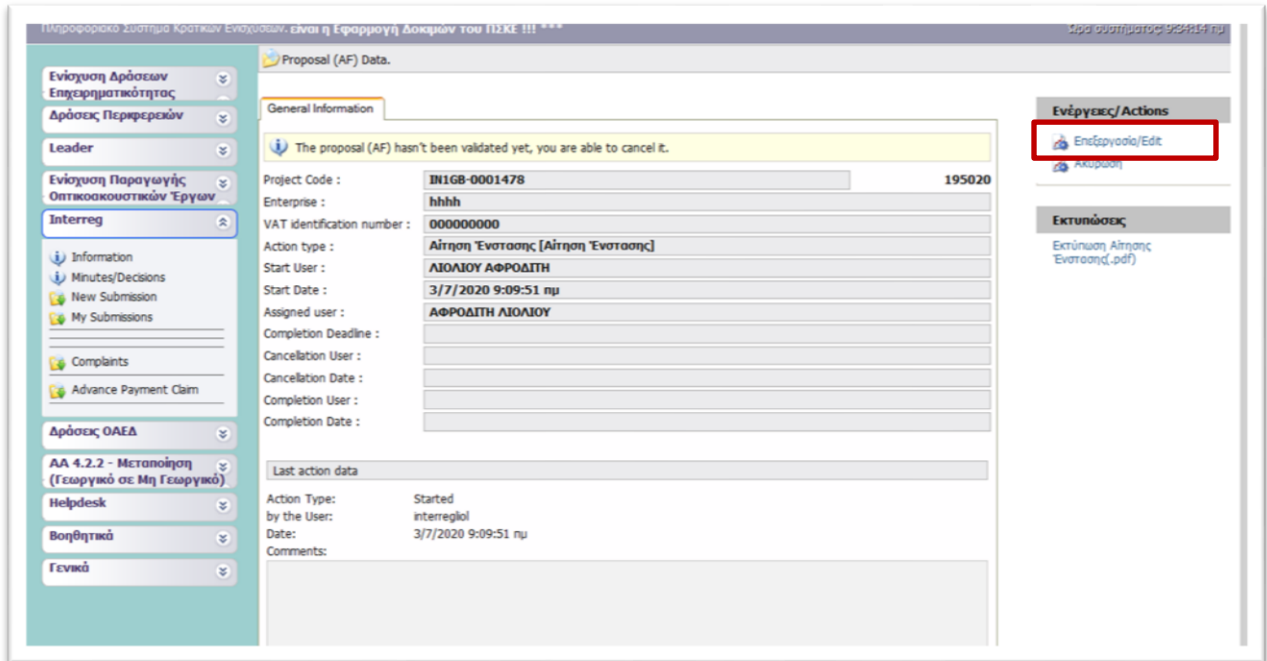
In the next screen, seen below:

- Choose from the left side menu “Interreg” and then “Evaluation of complaint”
- Click on the icon  found on the upper and right side of your screen, to receive the list of the submitted complaint applications.
- Click on the “Project Code” of a complaint application to see its content.

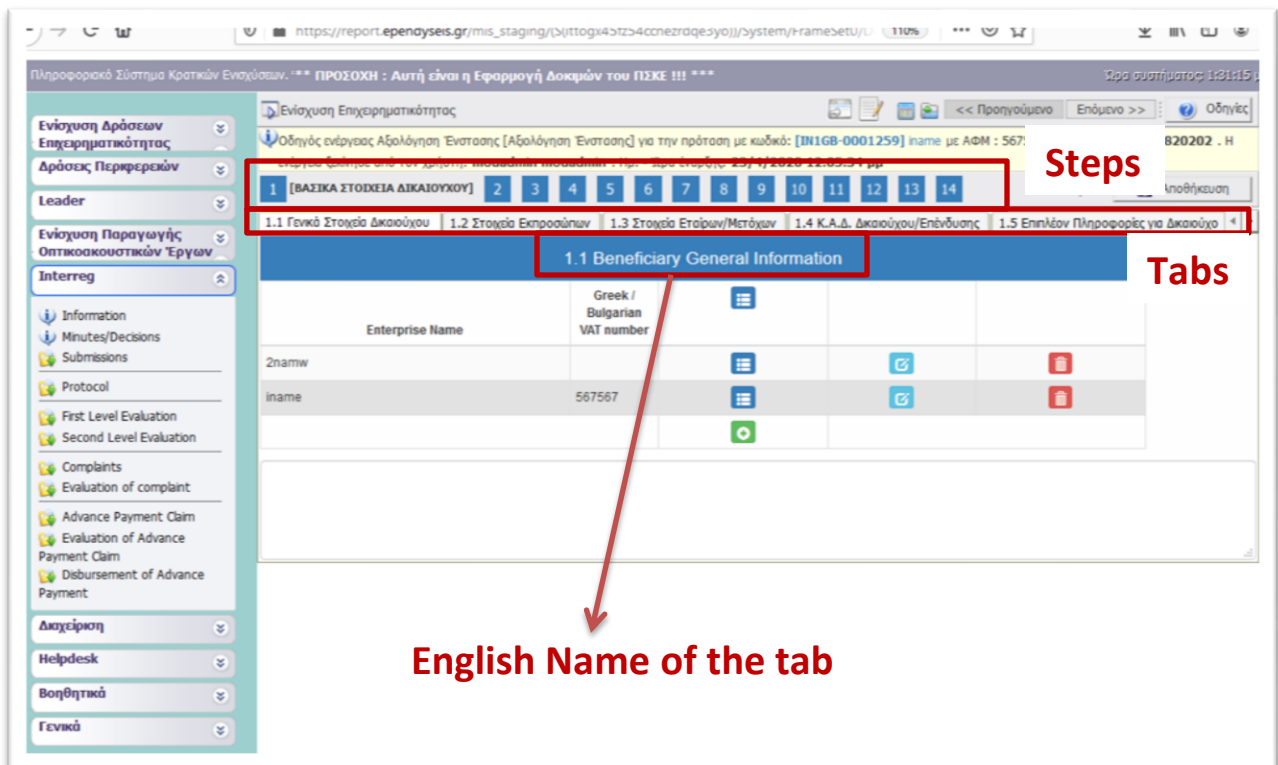


| Proposal (AF) Code | Project Code  | Enterprise | Call                       | Start Date            | Start User | Validation Date       | Validation User | Status                     |
|--------------------|---------------|------------|----------------------------|-----------------------|------------|-----------------------|-----------------|----------------------------|
| 818397             | IN1GB-0001233 | VECO SA    | Greece - Bulgaria 5th Call | 16/3/2020 1:49:11 μμ  | mouadmin   | 16/3/2020 2:18:23 μμ  | mouadmin        | Σε Εκταμίευση Προκαταβολής |
| 820202             | IN1GB-0001259 | iname      | Greece - Bulgaria 5th Call | 23/4/2020 12:05:34 μμ | mouadmin   |                       | mouadmin        | Σε Αξιολόγηση Ενστάσης     |
| 818480             | IN1GB-0001571 | xcv        | Greece - Bulgaria 5th Call | 18/3/2020 11:17:57 πμ | mouadmin   | 21/4/2020 11:19:19 πμ | mouadmin        | Σε αίτηση προκαταβολής     |

To enter the screens of the evaluation of a complaint application, click on the  [Επεξεργασία/Edit](#), found on the left and upper side of you screen.



The new window consists of 14 steps and each step consists of multiple tabs. Some steps and tabs are indicated as not applicable. The English name of each tab is given in the blue box below each tab.



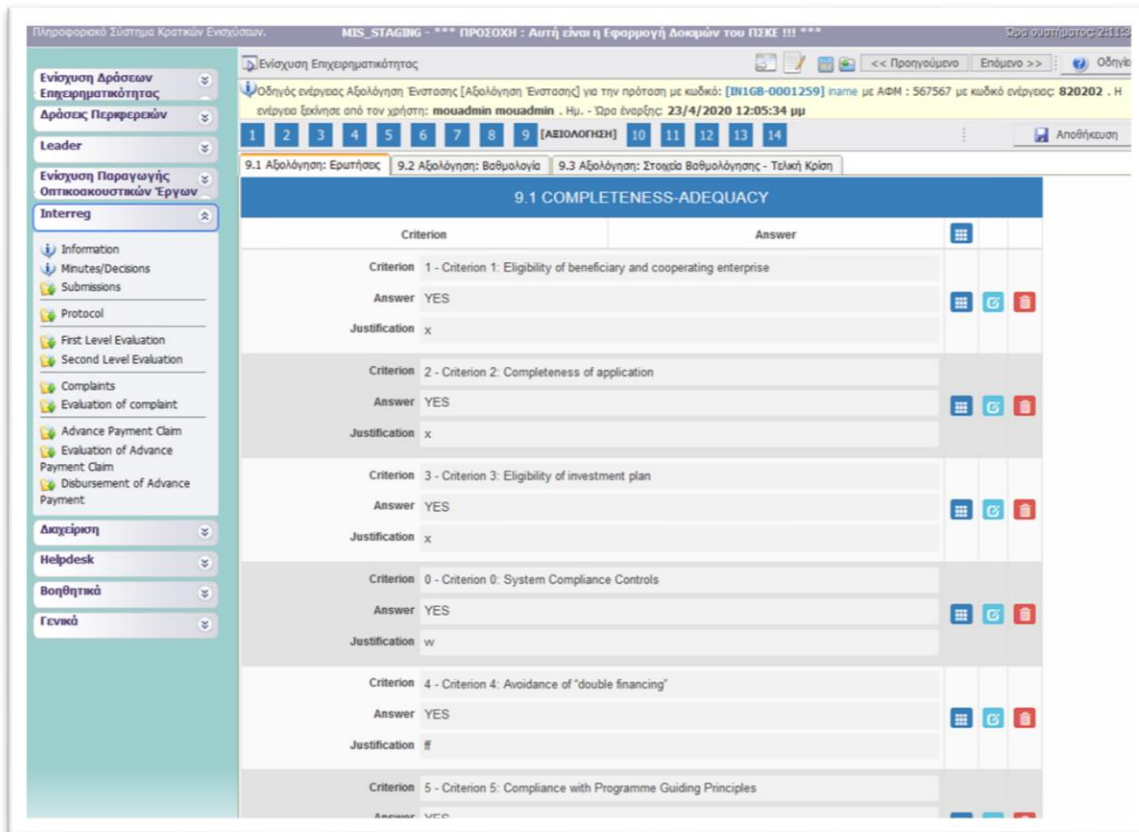
**Steps 1 - 8** constitute the Application Form of the project proposal for which a complaint was submitted. The content of the Application Form may differ compared to the one that was submitted initially by the applicant, in case the 1<sup>st</sup> and the 2<sup>nd</sup> level evaluation bodies performed any corrections. Therefore, in these screens the Complaint Panel sees the final version of the project's Application Form, after its evaluation.

The Complaint Panel may access the initially submitted by the applicant Application Form by choosing from the left side menu: **Interreg > Submissions** and then selecting from the list the specific Application Form, based on its Project Code.

For more information about the screens of the Submission menu please refer to the "*SAMIS User Manual EN*" found in the left side menu: **Interreg > Information**.

In **Step 9**, the Complaint Panel has access to the evaluation of the Project Proposal, which constitutes of 3 tabs:

- **Tab 9.1 - COMPLETENESS-ADEQUACY** is the evaluation of the ON/OFF criteria
- **Tab 9.2 - SCORING** includes the scoring of each Group of Criteria and the final result calculated according to the weight of each group. For this step the user may have to check the evaluation sheet (downloaded in step 11) in order to have access to the detailed scoring of all criteria included in each group of criteria.
- **Tab 9.3 - EVALUATION DATA – FINAL JUDGEMENT** includes the final judgment of the evaluation (Rejection/Approval) and the justification.



The Complaint Panel may access:

- The 1<sup>st</sup> level evaluation report performed by the 1<sup>st</sup> level evaluation body (Joint Secretariat) by choosing from the left side menu: **Interreg > 1<sup>st</sup> Level Evaluation** and then selecting from the list the Project Code of the Proposal that is under examination.
- The 2<sup>nd</sup> level evaluation report performed by the 2<sup>nd</sup> level evaluation body (JAT – Joint Assessment Team) by choosing from the left side menu: **Interreg > 2<sup>nd</sup> Level Evaluation** and then selecting from the list the Project Code of the Proposal that is under examination.

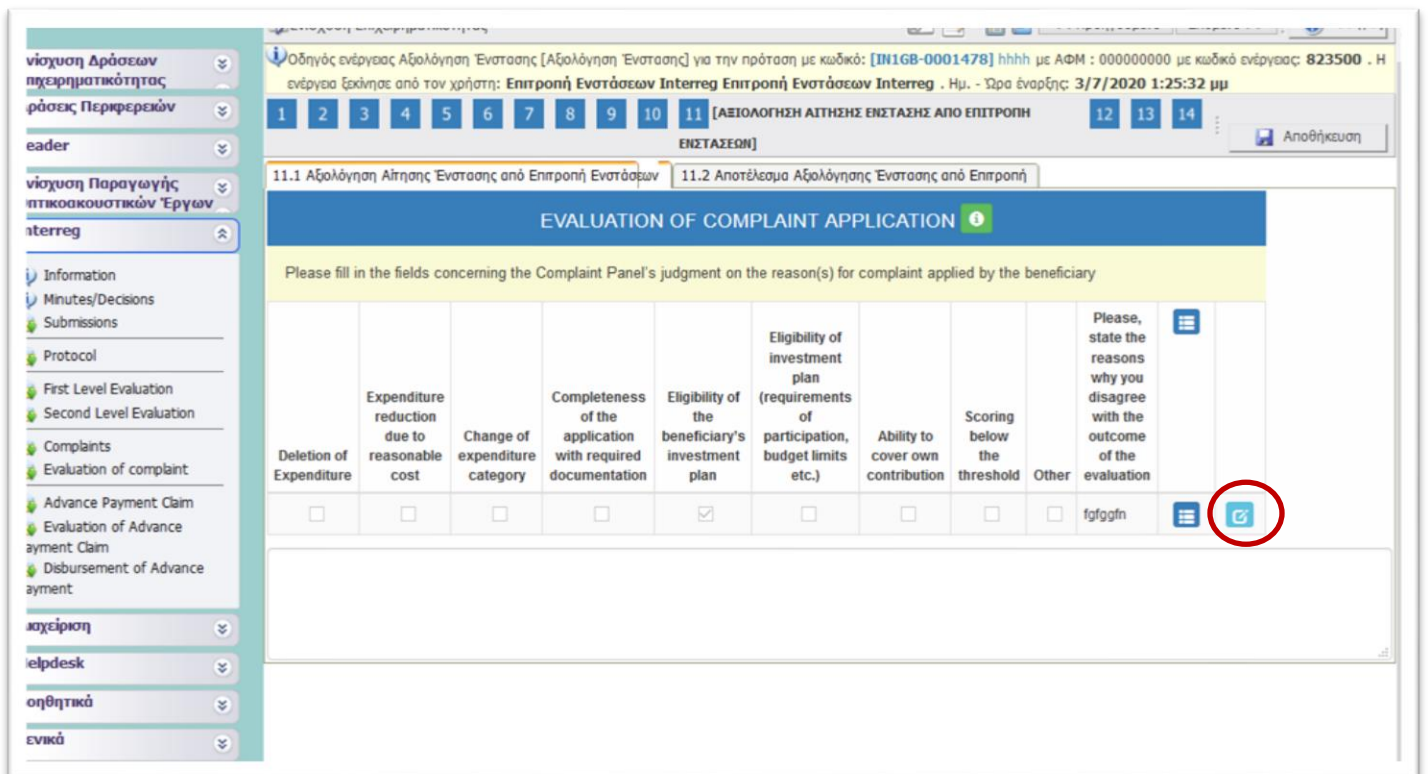
For more information about the screens of the 1<sup>st</sup> and the 2<sup>nd</sup> Level Evaluation menu, please refer to the “*Evaluation Manual\_EN*” and the “*JAT SAMIS MANUAL STEP BY STEP*” respectively, found in the left side menu: **Interreg > Information**.


**Step 10** is not applicable.

**Step 11** is the main menu of the Evaluation of a Complaint Application. It constitutes of 2 tabs:

In **tab 11.1 - EVALUATION OF COMPLAINT APPLICATION** the user has access to the complaint application as it was submitted by the applicant.

More specific, the user can see the reasons for which the applicant submitted a complaint (selected from a list), as well as the justification - the reasons why the applicant disagrees with the outcome of his proposal's evaluation. Please note that the complaint may concern an approved and/or a rejected for funding proposal.



In tab 11.1, the Complain Panel: has to click on the Edit icon  and in the next window seen below, evaluate each reason for complaint that exists in the list.

For the **ticked (selected by the applicant) reasons for complaint**, the Complain Panel has to select one of the following options:

- **Rejection:** if the Complain Panel disagrees with/rejects the applicant's complaint
- **Approval:** if the Complain Panel agrees with/approves the applicant's complaint




For the **non-ticked (not selected by the applicant) reasons for complaint**, the Complain Panel has to select the option **NOT APPLICABLE** from the list.

The screenshot displays the MIS\_ST system interface for the 'REASONS FOR COMPLAINT' section. The left sidebar contains navigation options such as 'Ενίσχυση Δράσεων', 'Επιχειρηματικότητα', 'Δράσεις Περιφερειών', 'Leader', 'Ενίσχυση Παραγωγής Οπτικοακουστικών Έργων', 'Interreg', 'Information', 'Minutes/Decisions', 'Submissions', 'Protocol', 'First Level Evaluation', 'Second Level Evaluation', 'Complaints', 'Evaluation of complaint', 'Advance Payment Claim', 'Evaluation of Advance Payment Claim', 'Disbursement of Advance Payment', 'Διοχείριση', 'Helpdesk', 'Βοηθητικά', and 'Γενικά'. The main content area is titled 'REASONS FOR COMPLAINT' and includes several categories with checkboxes and evaluator judgment dropdown menus:

- Deletion of Expenditure  Evaluator's judgment concerning the deletion of expenditure; ---
- Expenditure reduction due to reasonable cost  Evaluator's judgment concerning the expenditure reduction due to reasonable cost ---
- Change of expenditure category  Evaluator's judgment concerning the change of expenditure category ---
- Completeness of the application with required documentation  Evaluator's judgment concerning the completeness of the application with required documentation ---
- Eligibility of the beneficiary's investment plan  Evaluator's judgment concerning the eligibility of the Beneficiary's investment plan's plan's Eligibility of investment plan (requirements of participation, budget limits, etc.) ---
- REJECTION
- APPROVAL
- NOT APPLICABLE
- Evaluator's judgment concerning the eligibility of investment plan (requirements of participation, budget limits etc.) ---
- Ability to cover own contribution

The field “JUSTIFICATION / DOCUMENTATION OF THE COMPLAINT” includes the justification - the reasons why the applicant disagrees with the outcome of the evaluation and submits the complaint.

After filling in all the needed fields of tab 11.1, the user has to click on the icon  (update) to save the inserted data and move to tab 11.2.

In **tab 11.2 - Results of the Complaint Application's Evaluation by the Complaint Panel**, the Complaint Panel has to click on the (add new) icon "+" and in the next window seen below fill in the following fields:

- Submission date of complaint application
- Did the Complaint Panel examine the complaint application? (YES/NO)
- Date of Complaint Application's examination
- Complaint Panel's Decision on the complaint (APPROVAL/REJECTION)
- Justification of Complaint Panel's Decision
- Date of Complaint Panel's meeting
- Decision Number (Protocol Number / Date)

Ενίσχυση Επιχειρηματικότητας << Προηγούμενο Επόμενο >> Οδηγός

Οδηγός ενέργειας Αξιολόγηση Ένστασης [Αξιολόγηση Ένστασης] για την πρόταση με κωδικό: [IN1GB-0001478] hhhh με ΑΦΜ : 000000000 με κωδικό ενέργειας: 823500 . Η ενέργεια ξεκίνησε από τον χρήστη: **Επιτροπή Ενστάσεων Interreg Επιτροπή Ενστάσεων Interreg** . Ημ. - Ωρα έναρξης: 3/7/2020 1:25:32 μμ


1 2 3 4 5 6 7 8 9 10 11 [ΑΞΙΟΛΟΓΗΣΗ ΑΙΤΗΣΗΣ ΕΝΣΤΑΣΗΣ ΑΠΟ] 12 13 14 ... Αποθήκευση

ΕΠΙΤΡΟΠΗ ΕΝΣΤΑΣΕΩΝ

11.1 Αξιολόγηση Αίτησης Ένστασης από Επιτροπή Ενστάσεων 11.2 Αποτέλεσμα Αξιολόγησης Ένστασης από Επιτροπή

### Results of the Complaint Application's Evaluation by the Complaint Panel

Please fill in the fields concerning the Complaint Panel's judgment on the reason(s) for complaint applied by the beneficiary

| Submission date of complaint application | Date of Complaint Application's examination | Complaint Panel's Decision on the complaint | Date of Complaint Panel's meeting | Decision Number (Protocol Number / Date) |   |
|--|---|---|-----------------------------------|--|---|
|  |   |   |                                   |  |  |

Ενίσχυση Επιχειρηματικότητας << Προηγούμενο Επόμενο >> Οδηγός

### Results of the Complaint Application's Evaluation by the Complaint Panel

Submission date of complaint application

Did the Complaint Panel examine the complaint application?


Date of Complaint Application's examination

Complaint Panel's Decision on the complaint

Justification of Complaint Panel's Decision

Date of Complaint Panel's meeting

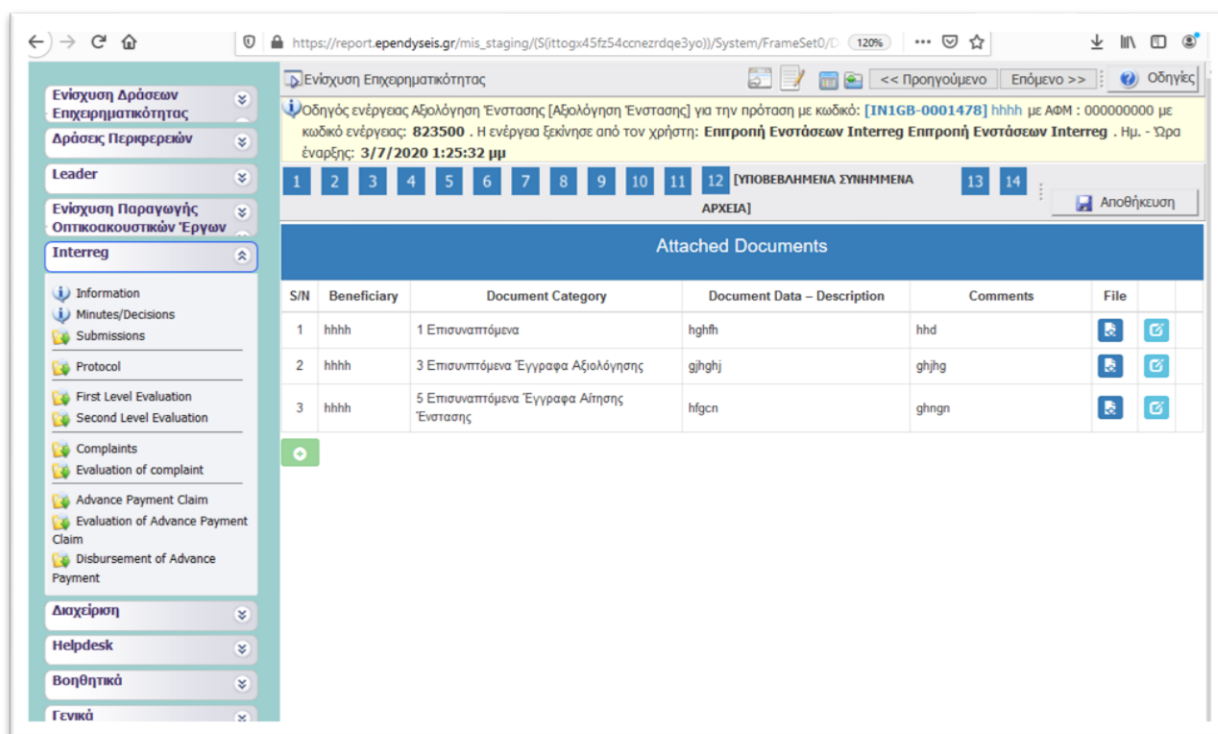
Decision Number (Protocol Number / Date)

After filling in all the needed fields of tab 11.2, the user has to click on the icon  (update) to save the inserted data and move to step 12.







In **Step 12 - Attached Documents**, the user sees all the attached documents submitted by:


- The applicant during the submission phase (under Document Category = 1 Επισυναπτόμενα)
- The JS – 1st level evaluation body during the 1<sup>st</sup> level evaluation (under Document Category = 3 Επισυνπτόμενα Έγγραφα Αξιολόγησης)
- The JAT – 2<sup>nd</sup> level evaluation body during the 2<sup>nd</sup> level evaluation body (under Document Category = 3 Επισυνπτόμενα Έγγραφα Αξιολόγησης)
- The applicant during the complaint application (under Document Category = 5 Επισυναπτόμενα Έγγραφα Αίτησης Ένστασης)

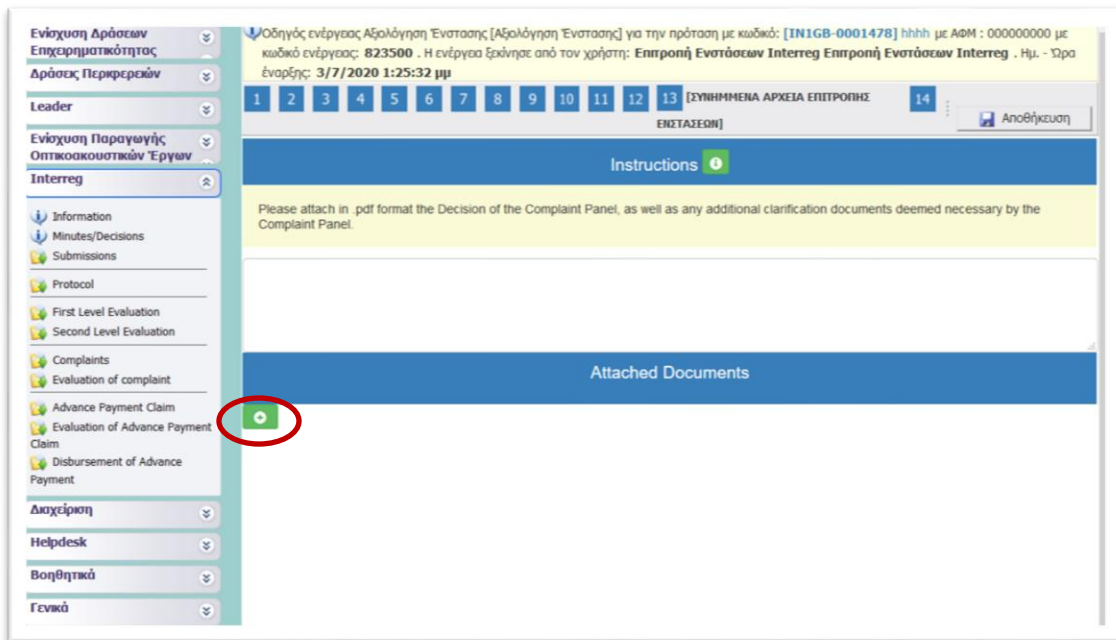
To download a file, the user has to click on the icon  .

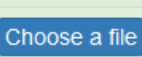





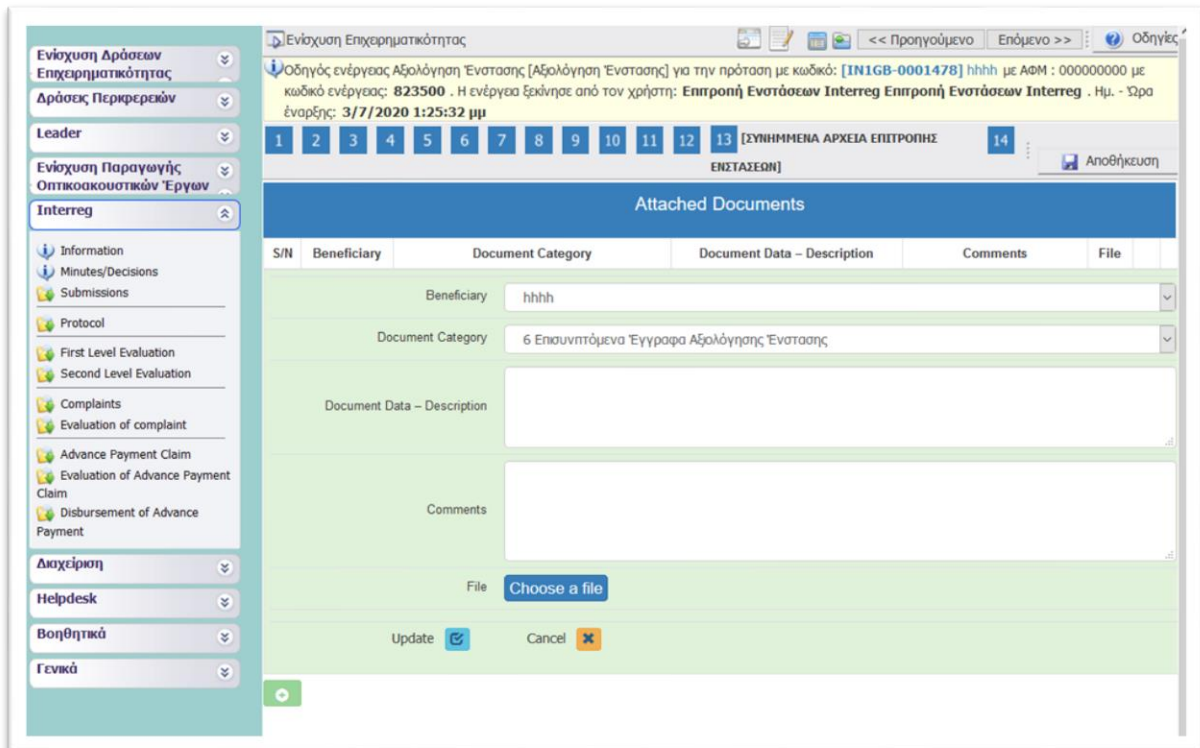
The screenshot displays a web application interface for document management. The main content area shows a table titled "Attached Documents" with the following data:

| S/N | Beneficiary | Document Category                         | Document Data – Description | Comments | File  |
|-----|-------------|---|-----------------------------|----------|---|
| 1   | hhhh        | 1 Επισυναπτόμενα                          | hghfh                       | hhd      |   |
| 2   | hhhh        | 3 Επισυνπτόμενα Έγγραφα Αξιολόγησης       | ghhghj                      | ghhg     |   |
| 3   | hhhh        | 5 Επισυναπτόμενα Έγγραφα Αίτησης Ένστασης | hfgcn                       | ghngn    |   |

In **Step 13**, the Complaint Panel can attach any additional documents. To do so, the user has to click on the button  (Add New File).



In the next screen, the user has to select the folder to be attached by clicking the button , write a short description about the document (Document Data – Description) and any comment concerning the attached document (Comments). Finally, the user has to click on the Update button  and exit the window by clicking the button . If they user wished to attach more documents, he/she has to click on the Add button .



In **Step 14** - “Validation and submission of the Evaluation of complaint”, in order to submit the evaluation report of the complaint, the Complaint Panel has to:

- a. Click on the button **“Validation Check”** in order for the system to check if all fields of the evaluation have been filled in.
- b. If no mistakes are found by the system, the following message appears on the screen *“No errors were found, you may proceed to Submission”* and the **“Submission”** button is activated to click on it and proceed to the submission of the evaluation report of the complaint. **Before submitting the evaluation, make sure that the evaluation report is completed and filled in correctly because after the submission the user is not able to edit it.**
- c. After submitting the evaluation report, the following message appears on the screen *“Activity is submitted. Attention! After the submission you won’t be able to edit the inserted data.”* To download the generated by the system Evaluation Report of the Complaint click on the link [Εκτύπωση Αξιολόγησης Ένστασης\(.pdf\)](#).

Ενίσχυση Επιχειρηματικότητας

Οδηγός ενέργειας Αξιολόγηση Ένστασης [Αξιολόγηση Ένστασης] για την πρόταση με κωδικό: [IN1GB-0001478] hhhh με ΑΦΜ : 000000000 με κωδικό ενέργειας: 823500 . Η ενέργεια ξεκίνησε από τον χρήστη: Επιτροπή Ενστάσεων Interreg Επιτροπή Ενστάσεων Interreg . Ημ. - Ωρα έναρξης: 3/7/2020 1:25:32 μμ

1 2 3 4 5 6 7 8 9 10 11 12 13 14 [ΟΡΙΣΤΙΚΟΠΟΙΗΣΗ ΚΑΙ ΥΠΟΒΟΛΗ ΑΞΙΟΛΟΓΗΣΗΣ ΕΝΣΤΑΣΗΣ] Ανοθήκευση

Please click on the button "Validation Check" to confirm that all necessary fields of the proposal (AF) have been filled. **Validation Check**

**a**

Reports

- Εκτύπωση Αξιολόγησης Ένστασης(.pdf)

Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε

Ενίσχυση Επιχειρηματικότητας

Οδηγός ενέργειας Αξιολόγηση Ένστασης [Αξιολόγηση Ένστασης] για την πρόταση με κωδικό: [IN1GB-0001478] hhhh με ΑΦΜ : 000000000 με κωδικό ενέργειας: 823500 . Η ενέργεια ξεκίνησε από τον χρήστη: Επιτροπή Ενστάσεων Interreg Επιτροπή Ενστάσεων Interreg . Ημ. - Ωρα έναρξης: 3/7/2020 1:25:32 μμ

1 2 3 4 5 6 7 8 9 10 11 12 13 14 [ΟΡΙΣΤΙΚΟΠΟΙΗΣΗ ΚΑΙ ΥΠΟΒΟΛΗ ΑΞΙΟΛΟΓΗΣΗΣ ΕΝΣΤΑΣΗΣ] Ανοθήκευση

No errors were found, you may proceed to Submit **Submission**

**b**

Reports

- Εκτύπωση Αξιολόγησης Ένστασης(.pdf)

Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε

**NOTE:** The Complaint Panel does not conduct a quality assessment or a reassessment of the project proposal but examines and evaluates the legal and factual arguments and allegations of the complaint, forms its opinion and draws conclusions about the complaint. The Complaint Panel gives an opinion to the Monitoring Committee (MC), which will take the final decision regarding the submitted complaints. Specifically, the Complaint Panel submits its conclusions regarding the justification of the complaint to the Monitoring Committee within fifteen (15) working days from the last date indicated for the submission of complaints. The MC in turn examines the conclusion reached by the Complaint Panel and decides whether to accept or reject the complaints within five (5) working days of the submission of the conclusions of the Complaint Panel. **Thus, the last action of Step 14 – Approval / Rejection for funding of the project proposal that submitted a complaint (seen in the image below) – will be performed by the Monitoring Committee or a designated member.**

Ενίσχυση Επιχειρηματικότητας

Οδηγός ενέργειας Αξιολόγηση Έντασης [Αξιολόγηση Έντασης] για την πρόταση με κωδικό: [IN1GB-0001478] hhhh με ΑΦΜ : 00000000 με κωδικό ενέργειας: 823500 . Η ενέργεια ξεκίνησε από τον χρήστη: Επιτροπή Ενστάσεων Interreg Επιτροπή Ενστάσεων Interreg . Ημ. - Ώρα έναρξης: 3/7/2020 1:25:32 μμ

1 2 3 4 5 6 7 8 9 10 11 12 13 14 [ΟΡΙΣΤΙΚΟΠΟΙΗΣΗ ΚΑΙ ΥΠΟΒΟΛΗ ΑΞΙΟΛΟΓΗΣΗΣ ΕΝΤΑΣΗΣ] Αποθήκευση

Δεν έχετε επιλέξει κατάσταση για την Επενδυτική Πρόταση - Για να μπορείτε να εγκρίνετε ή να απορρίψετε το αίτημα πρέπει πρώτα να κάνετε παραλαβή του αιτήματος.

Επιλέξτε αυτή την κατάσταση εαν επιθυμείτε να εγκριθεί η Επενδυτική Πρόταση./Approve

Επιλέξτε αυτή την κατάσταση εαν επιθυμείτε να απορριφθεί η Επενδυτική Πρόταση./Reject

Reports

- Εκτύπωση Αξιολόγησης Έντασης(.pdf)

Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε

**DO NOT TAKE ACTION! To be performed by the Monitoring Committee based on its decision.**