



**EUROPEAN UNION** 

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

#### 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 ( $\vee$ ) 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<sub>st</sub> 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.

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ader	*	Αποτελά	σματα αναζήτησης	[3]						1 🗳 🛢
νίσχυση Παραγωγής πτικοακουστικών Έργω	× I	Proposal (AF) Code	Project Code	Enterprise	Call	Start Date	Start User	Validation Date	Validation User	Status
terreg	*	818397	IN1GB-0001233	IVECO SA	Greece - Bulgaria 5th Call	16/3/2020 1:49:11 µµ	mouadmin mouadmin	16/3/2020 2:18:23 μμ	mouadmin mouadmin	Σε Εκταμίευση Προκαταβολή
Information Minutes/Decisions		820202	IN1GB-0001259	iname	Greece - Bulgaria 5th Call	23/4/2020 12:05:34 µµ	mouadmin mouadmin			Σε Αξιολόγηση Ένστασης
Submissions	- 1	818480	IN1GB-0001571	XCV	Greece - Bulgaria 5th Call	18/3/2020 11:17:57 nu	mouadmin mouadmin	21/4/2020 11:19:19	mouadmin mouadmin	Σε αίτηση προκαταβολή
First Level Evaluation Second Level Evaluation Complaints Evaluation of complaint	-									
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#### 4. Evaluation of complaint

In the next screen, seen below:

- a. Choose from the left side menu "Interreg" and then "Evaluation of complaint"
- b. Click on the icon <sup>1</sup> found on the upper and right side of your screen, to receive the list of the submitted complaint applications.
- c. Click on the "Project Code" of a complaint application to see its content.



To enter the screens of the evaluation of a complaint application, click on the  $\frac{1}{2}$ 

	Proposal (AF) Data.			
Ενίσχυση Δράσεων 😜 Επιχειρηματικότητας				
Δράσεις Περιφερειών 📚	General Information			Evέργειες/Actions
Leader 😵	The proposal (AF) has	't been validated yet, you are able to cancel it.		👌 Επεξεργασίο/Edit
Ενίσχυση Παραγωγής 💡	Project Code :	IN1GB-0001478	195020	20 respect
Οπτικοακουστικών Έργων	Enterprise :	hhhh		
Interreg 😞	VAT identification number :	00000000		Εκτυπώσεις
i) Information	Action type :	Αίτηση Ένστασης [Αίτηση Ένστασης]		Εκτύπωση Αίτησης
Minutes/Decisions	Start User :	ΛΙΟΛΙΟΥ ΑΦΡΟΔΙΤΗ		Ένστασης(.pdf)
New Submission	Start Date :	3/7/2020 9:09:51 nµ		
My Submissions	Assigned user :	ΑΦΡΟΔΙΤΗ ΛΙΟΛΙΟΥ		
	Completion Deadline :			
Complaints	Cancellation User :			
	Cancellation Date :			
Advance Payment Caim	Completion User :			
Andrew OAEA	Completion Date :			
ΑΑ 4.2.2 - Μεταποίηση 👳 (Γεωργικό σε Μη Γεωργικό)	Last action data			
Helpdesk g	Action Type:	Started		
	by the User: i	nterregiol		
Βοηθητικά 😵	Date: 3	3/7/2020 9:09:51 πμ		
ενικά ε	contrients.			

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.

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Δράσεις Περιφερειών 😵 Leader 😵	1 [ΒΑΣΙΚΑ ΣΤΟΙΧΕΙΑ ΔΙΚΑΙΟΥΧΟΥ] 2	3 4 5 6 7	7 8 9 10	олотрр 11 12 13 14	Steps	Αποθήκευση
Ενίσχυση Παραγωγής Οπτικοακουστικών Έργων	1.1 Γενικά Στοιχεία Δικαιούχου 1.2 Στοιχεία Εκ	npoσώnων 1.3 Στοχεία Ε	τοφων/Μετόχων 1.4 K. General Informatio	Α.Δ. Δκαιούχου/Επένδυσης	1.5 Επιπλέον Πληροφορ	ές για Δκαιούχο 🔹
i) Information i) Minutes/Decisions	Enterprise Name	Greek / Bulgarian VAT number				Tabs
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Complaints Complaint Evaluation of complaint						
Advance Payment Claim Evaluation of Advance Payment Claim We bisbursement of Advance		_/_				
Payment Διαχείριση		¥				
Helpdesk Βοηθητικά \$	English	Name of	t the tab			
Γενικά 🔹						

**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.

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Interreg 🌸				-		
Information	Crit	erion	Answer			
Minutes/Decisions	Criterion	1 - Criterion 1: Eligibility of benefit	iciary and cooperating enterprise			
😝 Protocol	Answer	YES			3	
First Level Evaluation	Justification	x				
Complaints	Criterion	2 - Criterion 2: Completeness of	application			
🙀 Evaluation of complaint	Answer	YES			3	
😝 Advance Payment Claim 😘 Evaluation of Advance	Justification	x				
Payment Claim	Criterion	3 - Criterion 3: Eligibility of invest	ment plan			
Payment	Answer	YES			3 🖬	
Διαχείριση 😵	Justification	x				
Helpdesk 😵						
Βοηθητικά 😴	Criterion	0 - Criterion 0: System Complian	ce Controls			
Γενικά	Answer	YES			3	
	Justification	w				
	Criterion	4 - Criterion 4: Avoidance of "dou	ble financing"			
	Answer	YES				
	Justification	r				
	Criterion	5 - Criterion 5: Compliance with F	Programme Guiding Principles			
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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. <u>Please note that the complaint may concern an approved and/or a rejected for funding proposal.</u>

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terreg	*			()	EVALUATIO	N OF COM	PLAINT APP	PLICATION	1 0				
Information	P	lease fill i	n the fields co	ncerning the C	Complaint Panel's	judgment on t	the reason(s) for	complaint app	lied by the	benefici	ary		
Minutes/Decisions Submissions							Eligibility of				Please, state the		
Protocol							investment				reasons		
First Level Evaluation Second Level Evaluation			Expenditure reduction		Completeness of the	Eligibility of the	plan (requirements of		Scoring		why you disagree with the		
Complaints Evaluation of complaint	Del Exp	letion of enditure	due to reasonable cost	Change of expenditure category	application with required documentation	beneficiary's investment plan	participation, budget limits etc.)	Ability to cover own contribution	below the threshold	Other	outcome of the evaluation		
Advance Payment Claim Evaluation of Advance											fgfggfn		
ment Claim Disbursement of Advance yment													
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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 **<u>ticked (selected by the applicant) reasons for complaint</u>**, 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 **<u>non-ticked</u>** (not selected by the applicant) reasons for complaint</u>, the Complain Panel has to select the option **<u>NOT APPLICABLE</u>** from the list.

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Δράσεις Περκρερειών 💡	Evaluator's judgment			~		
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Ενίσχυση Παραγωγής 😜 Οπτικοακουστικών Έργων	Expenditure reduction due to reasonable cost					
Interreg 🌸	Evaluator's judgment			~		
Information	concerning the expenditure reduction due to reasonable					
Minutes/Decisions     Submissions	Cost					
Protocol	category			passes.		
First Level Evaluation	Evaluator's judgment concerning the change of			~		
Second Level Evaluation	expenditure category					
Complaints	Completeness of the application with required					
Advance Payment Claim	documentation					
Evaluation of Advance Payment	Evaluator's judgment concerning the completeness			~		
Jaim Jisbursement of Advance	of the application with required documentation					
Payment	Eligibility of the beneficiary's					
Διαχείριση 😮	Evaluator's judgment			~		
Helpdesk 😵	concerning the eligibility of the Beneficiary's investment					
Βοηθητικά 😮	plan's	REJECTION			6	E
ενικά 😵	Eligibility of investment plan (requirements of participation,	NOT APPLICABLE				
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	Evaluator's judgment			*		
	investment plan (requirements					
	or participation, budget limits etc.)					
	Ability to cover own					

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.

ιχειρηματικότητας	required documentation	
ράσεις Περιφερειών 💡	Eligibility of the beneficiary's	
ader 😵	Evaluator's judgment	REJECTION
	concerning the eligibility of	
πσχυση Παραγωγης ππκοακουστικών Έργων	the Beneficiary's investment plan's	
iterreg 🔹	Eligibility of investment plan	
	(requirements of participation,	
Information	budget limits etc.)	
Minutes/Decisions	Evaluator's judgment	NOT APPLICABLE
Submissions	concerning the eligibility of	
Destaural	investment plan (requirements	
Protocol	of participation, budget limits	
First Level Evaluation	etc.)	
Second Level Evaluation	Ability to cover own	
Camplainte	contribution	
Companies	Evaluator's judgment	NOT APPLICABLE
Evaluation of complaint	concerning the ability to cover	
Advance Payment Claim	own contribution	
Evaluation of Advance Payment	Scoring below the threshold	
Disbursement of Advance	Evaluator's judgment	NOT APPLICABLE
yment	concerning the scoring below	
-	the threshold	
αχειριση	Other	
alpdesk 😵	Evaluator's judgment	NOT APPLICABLE
οηθητικά 😴	concerning other reasons	
		JUSTIFICATION / DOCUMENTATION OF THE COMPLAINT
viká 😵		
	Please, state the reasons why	x
	you disagree with the outcome	
	oi the evaluation	
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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 Complain 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)

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Ενίσχυση Παραγωγής       ΕΠΙΤΡΟΠΗ ΕΝΣΤΑΣΕΩΝ]         Οπτικοακουστικών Έργων       11.1 Αξιολόγηση Αίτησης Ένστασης από Επιτροπή Ενστάσεων       11.2 Αποτέλεσμα Αξιολόγησης Ένστασης από Επιτροπή         Interreg       Information       Information       Information       Information         Minutes/Decisions       Please fill in the fields concerning the Complaint Application's Evaluation by the Complaint Applied by the beneficiary         Submissions       Submission date of complaint Application's examination       Date of Complaint Panel's Decision I Panel's Date of Complaint Panel's Decision I Panel's meeting	Αποθήκευσ.
Οππκοακουστικών Έργων       11.1 Αξιολόγηση Αίτησης Ένστασης από Επιτροπή Ενστάσεων       11.2 Αποτέλεσμα Αξιολόγησης Ένστασης από Επιτροπή         Interreg       Information       Results of the Complaint Application's Evaluation by the Complaint Panel         Minutes/Decisions       Please fill in the fields concerning the Complaint Panel's judgment on the reason(s) for complaint applied by the beneficiary         Submission       Submission date of complaint Application's examination       Date of Complaint Panel's Date of Complaint Panel's Date of Complaint Panel's Decision on the complaint Panel's meeting	
Interreg       Results of the Complaint Application's Evaluation by the Complaint Panel I         Information       Information         Information       Information         Information       Information         Information       Information         Information       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       Date of Complaint Panel's         Protocol       Submission date of complaint application's examination         Period First Level Evaluation       Date of Complaint Application's examination	
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 I (Protocol Nun	
First Level Evaluation Complaint application Application's examination Decision on the complaint Panel's meeting (Protocol Num	Number 🔢
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Second Level Evaluation	0
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Evaluation of complaint	
Advance Payment Claim	
Evaluation of Advance Payment Claim	
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Payment	

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Ενίσχυση Παραγωγής Οπτικοακουστικών Έργων	*	Submission date of complaint application						
Interreg	*	Did the Complaint Panel examine the complaint				~		
Information     Minutes/Decisions		Date of Complaint Application's examination						
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First Level Evaluation Second Level Evaluation		Justification of Complaint Panel's Decision					C	×
<ul> <li>Complaints</li> <li>Evaluation of complaint</li> </ul>								
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Διαχείριση	¥							
Helpdesk	*							

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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 🔝 .

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😝 Protocol		2	hhhh	3 Επισυνπτόμενα Έγγραφα Αξιολόγησης	gjhghj	ghjhg		ß
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Διαχείριση	*							
Helpdesk	*							
Βοηθητικά	*							

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).

Επιχειρηματικότητας	*	γνοσηγος ενεργείας κρόκογηση ενατασής μοριασής μοστασής) για την προτασή με κώσικο: [INIGB-0001478] κωδικό ενέργειας: 823500 . Η ενέργεια ξεκίνησε από τον χρήστη: Επιτροπή Ενστάσεων Interreg Emirponή Ev	ατάσεων Interreg . Ημ Ώρα
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ενίσχυση Παραγωγής Οπτικοακουστικών Έργων	*		
interreg	*		
Information     Minutes/Decisions     Submissions		Please attach in .pdf format the Decision of the Complaint Panel, as well as any additional clarification documents Complaint Panel.	deemed necessary by the
Protocol			
First Level Evaluation Second Level Evaluation			
Complaints Evaluation of complaint		Attached Documents	
Advance Payment Claim     Evaluation of Advance Payr Jaim     Disbursement of Advance	ment		
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In the next screen, the user has to select the folder to be attached by clicking the button

Choose a file, 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

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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 genereated by the system Evaluation Report of the Complaint click on the link <u>Εκτύπωση Αξιολόγησης Ένστασης(.pdf</u>).

ίσχυση Δράσεων Ιιχεερηματικότητας ράσεκ; Περιφερειών 😵 sader 😵	<ul> <li>Ενίσχυση Επιχαρηματικότητας</li> <li>Οδηγές ενέργεας Αξολόγηση Ένστασης [Αξολόγηση Ένστασης] για την πρόταση με κωδικό: [IN1GB-0001478] hhhh με ΑΦΜ : 00000000 με κωδικό ενέργεας; 823500 . Η ενέργεα ξειάνησε από τον χρήστη: Επιτροπή Ενστάσεων Interreg Επιτροπή Ενστάσεων Interreg . Ημ Ώρα έναρξης: 3/7/2020 1:25:32 μμ</li> </ul>
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First Level Evaluation Second Level Evaluation Complaints Evaluation of complaint Advance Payment Claim Evaluation of Advance Payment aim Disbursement of Advance	<ul> <li>Εκτύπωση Αξιολόγησης Ένστασης(.pdf)</li> <li>Πατήστε τον παραπάνω σύνδεσμο για να εκτυπώσετε</li> </ul>

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<u>NOTE:</u> 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.

