

# CUSTOMER CHARTER

PORA REGIONAL DEVELOPMENT AGENCY OF PODRAVINA AND PRIGORJE as a County institution serves the public, private and civil sector for 13 years. PORA was founded in 1998 as a County Center for Entrepreneurship while in 2007 became PORA RDA. According to new trends and extension of activities, PORA now plays the leading role in attraction of FDI, management of strategic development and also has established as an informational, advisory and overall supporting institution for SME's in Koprivnica Križevci County.

**Vision of Koprivnica Križevci County stated in Regional Development Strategy of KKC  
for the period from 2011-2013., as a main PORA's objective is:**

*„A County in the service of a man – County of tradition, natural and cultural values,  
competitive economy and high living standard.“*

**What can you expect from us?**

As a central County coordinator for FDI in partnership with other relevant institutions on County level, we can provide you with all necessary help, assistance and services as well as give all requested information related to FDI.

TURNING TO PORA, YOU CAN EXPECT:

- to carry out necessary activities efficiently, effectively and in a professional manner
- to provide all necessary information in time
- to be addressed with respect and courtesy
- to maintain a mutual relation in confidential manner.

**Be free to contact us and we will do our best to make your idea become reality!**

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