

# Contents

<b>Preface</b>	Why this handbook? .....	5
<b>Introduction</b>	Administration and administrative law .....	7
<b>Chapter 1</b>	<b>Scope of the principles, rule of law background and definitions of the terms used</b>	
	I. Scope of the principles .....	9
	II. Rule of law background .....	10
	III. Definitions of the terms used .....	10
<b>Chapter 2</b>	<b>Substantive principles</b>	
	I. Lawfulness .....	13
	II. Equality before the law .....	14
	III. Conformity to statutory aim .....	16
	IV. Proportionality .....	16
	V. Objectivity and impartiality .....	17
	VI. Protection of legitimate trust and vested rights .	17
	VII. Openness .....	18
<b>Chapter 3</b>	<b>Procedural principles</b>	
	I. Access to public services .....	21
	II. Right to be heard .....	23
	III. Representation and assistance .....	25
	IV. Time-limits .....	26
	V. Notification, statement of reasons and indication of remedies .....	26
	VI. Execution of administrative acts .....	27

<b>Chapter 4</b>	<b>Special issues with impact both on the substantive and the procedural principles applicable</b>	
	I. Additional guarantees for private persons as regards administrative sanctions .....	28
	II. Revocation of administrative acts .....	31
	III. Protection of personal data .....	32
<b>Chapter 5</b>	<b>Control of the effective application of the substantive and procedural principles</b>	
	I. Judicial review .....	37
	II. Internal review by the administrative authorities .....	43
	III. External review of the ombudsman type .....	43
<b>Chapter 6</b>	<b>Public liability and reparation</b>	
	I. Public liability .....	46
	II. Reparation .....	49
Appendix 1	Case-law of the European Court of Human Rights ....	53
Appendix 2	Examples of implementation of the principles in Council of Europe member states .....	153
Appendix 3	Council of Europe documents .....	305
Appendix 4	Information on the genesis of the handbook .....	525