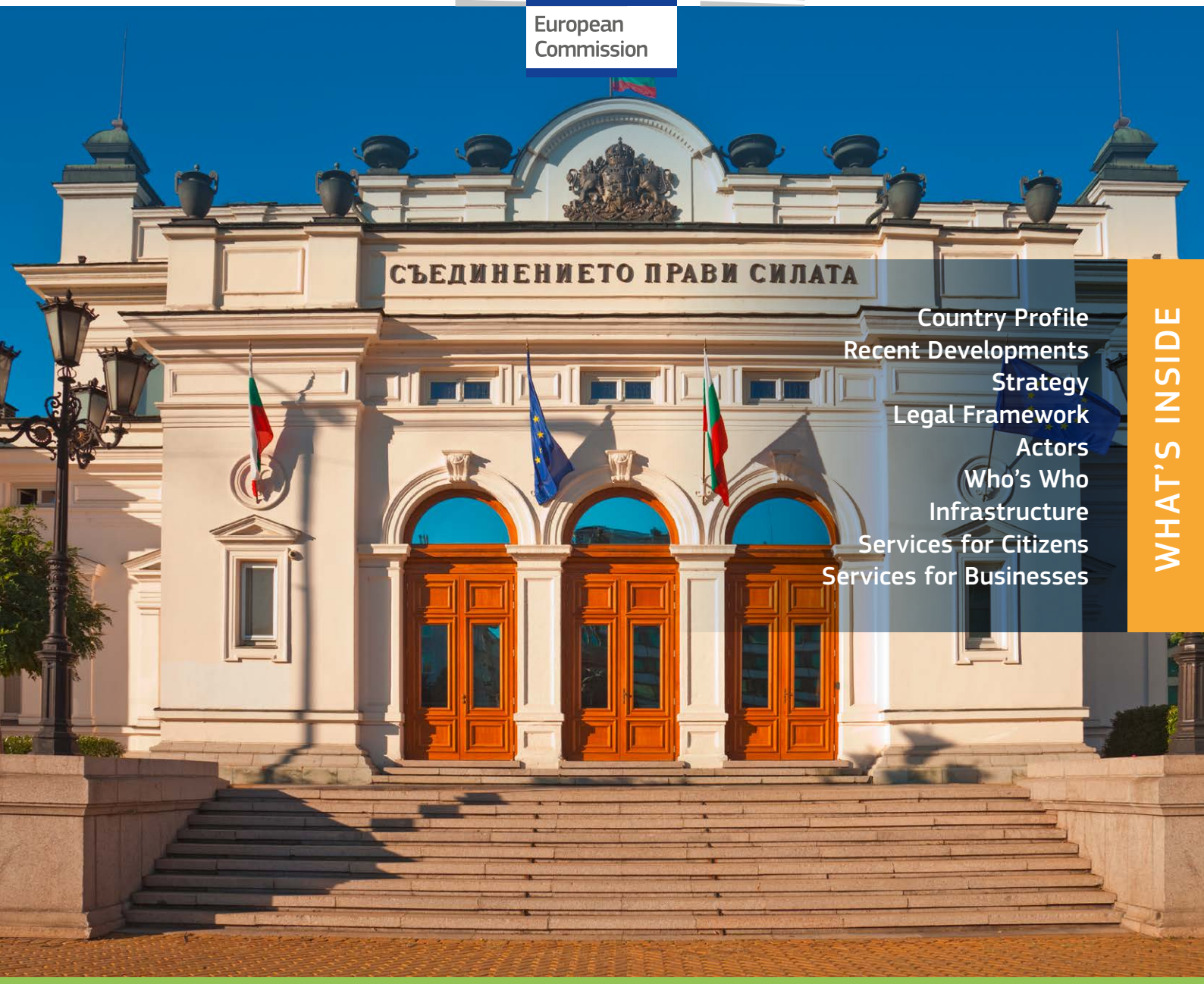
European Commission



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eGovernment in Bulgaria

ISA²

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This document is meant to present an overview of the eGoverment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Population (1 000): 7,153,784 inhabitants (2016)

GDP at market prices: 47,364.1 million Euros (2016)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 47 (2015)

GDP growth rate: 3.4% (2016)

Inflation rate: -1.3% (2016)

Unemployment rate: 7.7% (2016)

General government gross debt (Percentage of GDP): 26.0% (2015)

General government deficit/surplus (Percentage of GDP): -1.7% (2015)

Area: 110,370 km^2

Capital city: Sofia

Official EU language: Bulgarian

Currency: BGN

Source: Eurostat (last update: 13 March 2017)

Political Structure

Bulgaria is a **parliamentary republic**. Its present Constitution provides for a multi-party parliamentary system, free elections and separation among legislative, executive and judicial powers.

The unicameral National Assembly, or Parliament, is vested with legislative power. The 240 Members of Parliament are directly elected for a four-year term on the basis of proportional representation. The votes are for party or coalition lists of candidates for each of the 28 administrative divisions. Parties and political coalitions require 4% of the popular vote to qualify. Parliament is responsible for the enactment of laws, approval of the budget, scheduling of presidential elections, selection and dismissal of the Prime Minister and other ministers, declaration of war, deployment of troops outside of Bulgaria, and ratification of international treaties and agreements.

The Head of State is the President who is directly elected every five years for a maximum of two terms. The Council of Ministers (the Government), chaired by the Prime Minister, currently consists of 17 ministers. The Prime Minister is primarily nominated by the largest parliamentary group and is given a mandate by the President to form a cabinet.

The Bulgarian judicial system has a four-level court structure containing regional courts, district courts, appeal courts and a Supreme Court of Cassation. A Supreme Judicial Council is in charge of the self-administration and organisation of the judiciary. The Constitutional Court reviews the constitutionality of the laws and statutes brought before it.

Bulgaria is divided into 28 regions, each headed by a regional governor who is appointed by the Government. The 265 municipalities form the basis for administrative and territorial self-government.

Bulgaria became a member of the European Union on 1 January 2007.

Head of State: President Rumen Radev (since 11 January 2017).

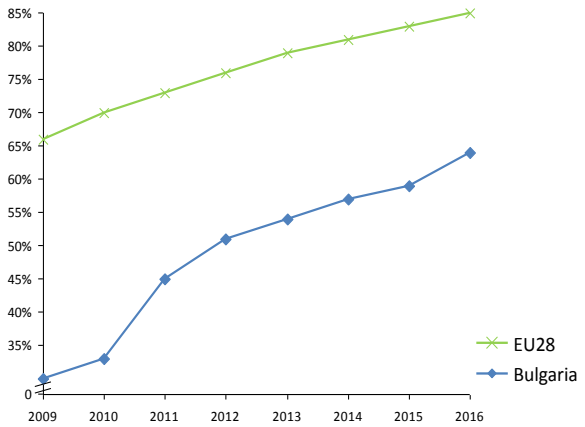
Head of Government: Prime Minister Ognyan Gerdzhikov (since 24 January 2017, interim).

Information Society Indicators

Generic Indicators

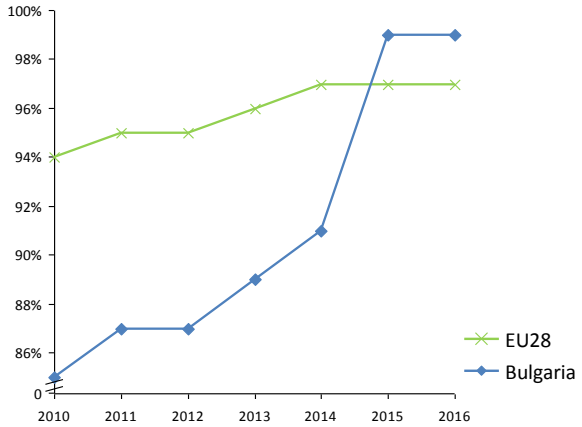
The following graphs present data for the latest Generic Information Society Indicators for Bulgaria compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Bulgaria



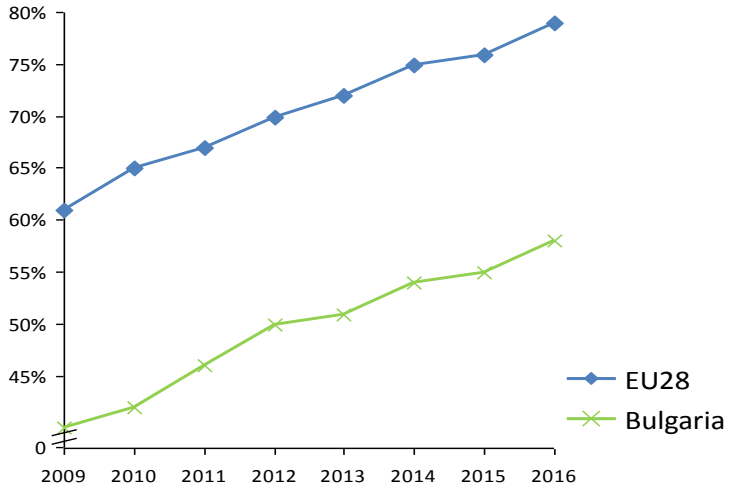
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Bulgaria



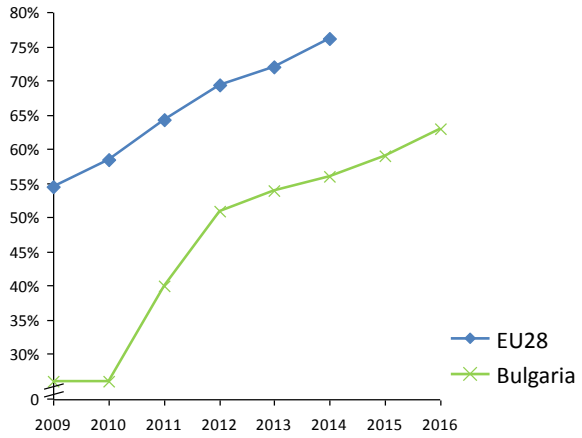
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Bulgaria



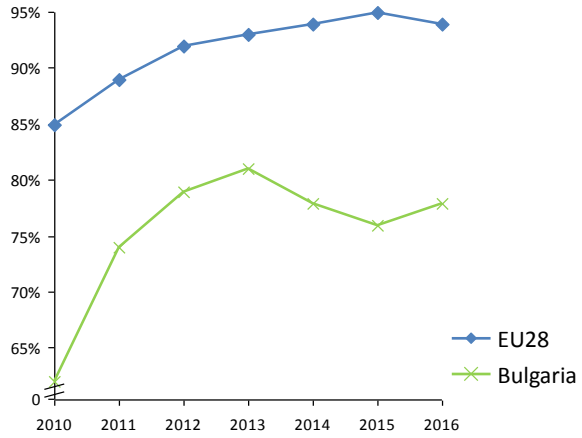
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Bulgaria



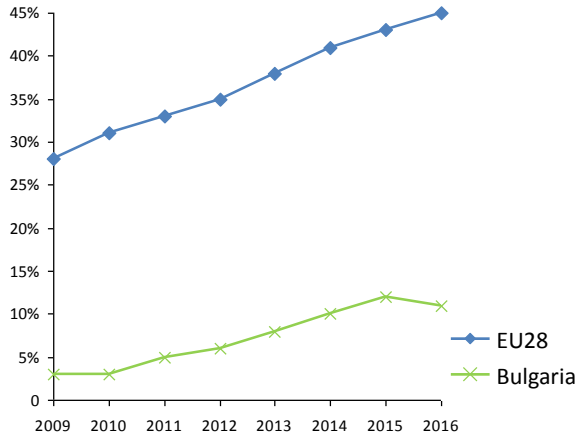
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Bulgaria



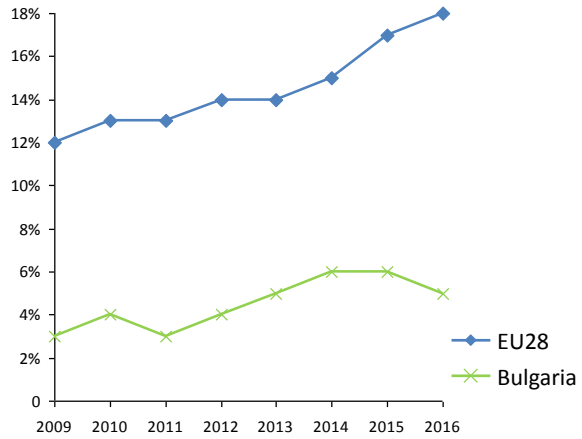
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Bulgaria



Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Bulgaria

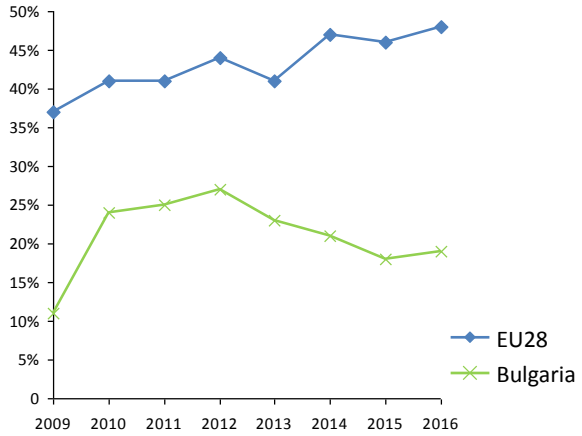


Source: Eurostat Information Society Indicators

eGovernment Indicators

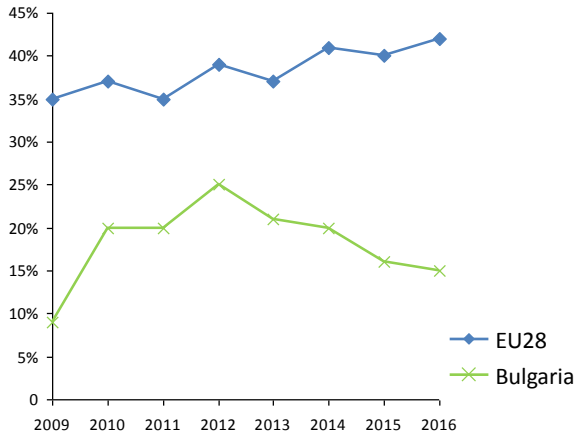
The following graphs present data for the latest eGovernment Indicators for Bulgaria compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Bulgaria



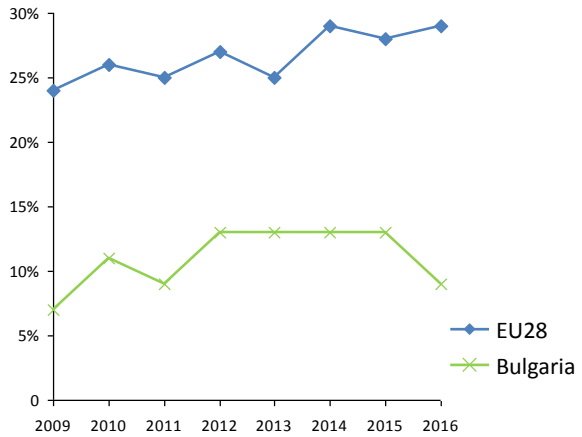
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Bulgaria



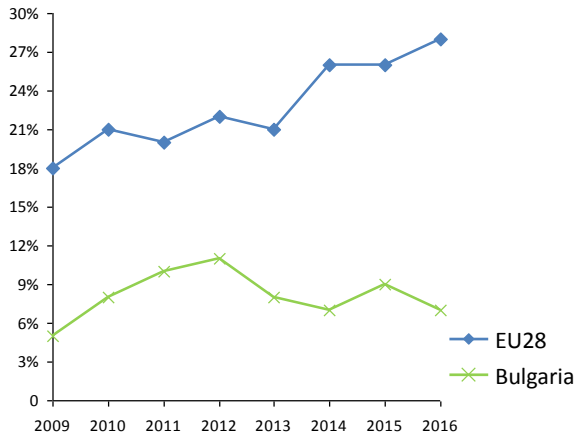
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Bulgaria



Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Bulgaria



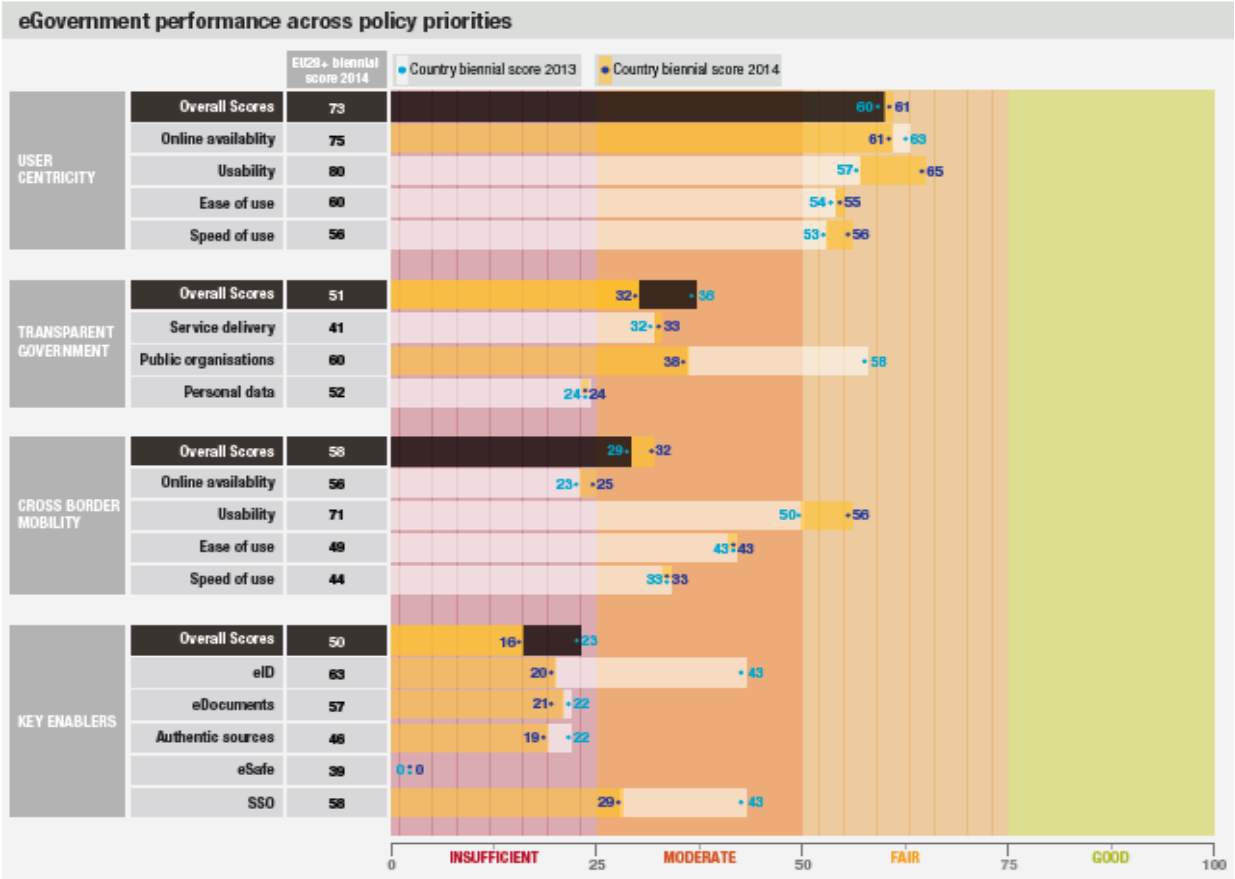
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark[1] study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business Start-Up and Early Trading Operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and Driving a Car, and Starting a Small Claims Procedure. The figure below presents the development of eGovernment in Bulgaria compared to the EU average score.



Source: eGovernment Benchmark Report 2016[2] Country Factsheet Bulgaria

[1] eGovernment Benchmark Insight Report
[2] The latest version of country's benchmark report was published in October 2016, however it shall be noted that it summarizes the country's biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

February 2017

In February 2017 SEGA, the State eGovernment Agency, has launched its new website – https://e-gov.bg

January 2017

In January 2017 Bulgaria's open data portal (https://opendata.government.bg) contained over 1,700 datasets from some 50 national and regional administrations and agencies.

December 2016

Since 1 December 2016 the new Bulgarian State eGovernment Agency, SEGA, is operational. The agency aims to centralise all processes related to eGovernment. It is tasked with issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic government, strategic planning, budget planning and control, coordinating all sector-related policies and interdepartmental projects. The agency is also responsible for maintaining the eGovernment central registers and information systems, the state private cloud and the communication network of the State Administration. According to art. 7c of the Electronic Government Act (EGA), the Chairperson of the Agency shall implement a government policy in the following fields:

a) Electronic government;

b) Trust services;

c) Electronic identification;

d) Network and information security;

e) Infrastructure for spatial information;

f) Information from the public sector in machine-readable open format.

The Agency shall work in cooperation and coordination on matters of electronic government with the competent authorities of the European Union member-states, the institutions of the European Union and with other international organisations.

Some of the competences of the administrative body, given by the power of the law, are to develop and propose for adoption by the Council of Ministers a Strategy for the development of electronic government in the Republic of Bulgaria; approve sector strategies for the development of electronic government and endorse and control the plans for their implementation; develop and propose for adoption by the Council of Ministers a uniform policy for the information resources, issue methodological instructions and coordinate its implementation.

The U.S. and three EU Member States, Bulgaria, France and the United Kingdom, pledged support for an open source policy, making it an official part of the 'Paris Declaration', the outcome of the 4th Global Summit of the Open Government Partnership (OGP), which took place between 7 and 9 December.

November 2016

A new Electronic Identification Act (EIA) was adopted in May 2016 and came into force on 21 November 2016. In addition, amendments to the Bulgarian Identity Documents Act were made. This is a key step for the accelerated introduction of eGovernment as it defines a single national electronic identification scheme for natural persons and regulates the public relations concerning individuals' electronic identification. It allows Bulgaria to start issuing electronic identification cards as of 1 January 2018.

June 2016

The Electronic Government Act (EGA) was amended, published in the ST.G. issue № 50/2016, introducing the creation of a new Bulgarian State eGovernment Agency (SEGA), which integrates the eGovernment Directorate within the Ministry of Transport, Information Technologies and Communications and the Electronic Communication Networks and Information Systems Executive Agency. As per art. 7a of EGA, the Agency is established under the Council of Ministers of the Republic of Bulgaria.

April 2016

On 5 April 2016, Bulgaria adopted a roadmap for implementation of the Strategy for the Development of eGovernment for the period 2016-2020. It outlines the measures and activities for the implementation of the strategic goals, as well as the institutions responsible and the financial resources required.

January 2016

The Bulgarian government is making progress in offering electronic government services, reporting progress in providing online validation of documents and making these documents available online. The Ministry of Transport, Information Technology and Communication (MTITC) also has reported for a progress in a project linked to government information systems to provide access to public registries. The report mentions six projects that are co-financed by the European Social Fund. These include projects on data centre management and the egov.bg eGovernment services platform. The latter has also the functions of a Bulgaria's Point of Single Contact , which aims to help business set up services (http://psc.egov.bg/en).

At the end of January 2016, a bill amending and supplementing the Electronic document and Electronic signature Act was published for public consultation developed in accordance with Regulation 910/2014. The draft Act will propose changes to the Law on Electronic Documents and Electronic Signatures, aimed at bringing national rules relating to the provision of trust services in compliance with European legislation.

The bill justifies the need for creating the conditions for a comprehensive cross-border and cross-sector framework for secure, trustworthy and easy-to-use electronic transactions in the internal market:

- The creation of preconditions for the future development of digital infrastructure to improve the quality of public services, alleviate cross-border access to businesses and citizens within the European Union;
- Ensuring there is productive European cooperation encouraging innovation and the exchange of good practices with the aim of implementing cross-border environment services, synchronisation with European initiatives and programmes relating to e-Government.

The bill aims to build trust in the online environment, which is key for economic and social development.

In January 2016, the National Assembly of the Republic of Bulgaria adopted a Law on Electronic Identification which is in accordance to Regulation 910/2014. There currently are several methods of identity verification for citizens online in Bulgaria, including eSignature and the personal identity number (CIP) issued by the National Revenue Agency and other authorities. The new law aims to unify the eIdentification of citizens through a technological solution which has enhanced security. It will enable personal ID cards after 2017, to have a chip permitting the identification on the Internet.

The text is 'technologically neutral' and does not restrict the carrier on which identity can be installed - this can be, for example, bank or other cards. During the implementation of the same project, 32 other base registers are connected by software infrastructure for interconnection of base registers (RegiX) of the eGovernment that already connects 62 base registers. In this regard, currently, the process of specification of all basic registers of public administration is being refined.

December 2015

In December 2015, the eGovernment project of Ministry of Transport, Information Technology and Communication (MTITC) of Bulgaria finished. Within the project the Bulgarian eDelivery System was implemented, part of an end-to-end solution for providing eGov services. A mobile version of Bulgarian eGov.bg portal in both English and Bulgarian language was developed under this project; as well as an update of the ministry's electronic payment system among other eGovernment activities. Currently, a process of implementation of the eDelivery system in all public services is running. All tasks related to these activities are now part of the competences of the Agency (SEGA).

November 2015

In November 2015, the development of broadband and high-speed broadband services for citizens and businesses in economically disadvantaged and remote regions in Bulgaria (project: "Development of high-speed broadband in Bulgaria through the construction of critical, secure and reliable public ICT infrastructure" of Executive Agency "Electronic Communication Network and Information systems") was successfully completed in 29 municipalities and 24 towns in 14 regions of the country. Its successful realisation will allow all State institutions from the targeted areas to be connected in the public administration cloud, which is a pre-condition for the development of eGovernment. The technological focus of the project aims to provide full technical interoperability of the network with the existing infrastructure, including that of providers of broadband services.

October 2015

In October 2015, the Bulgarian government unveiled the state privet cloud service platform for all of the country's municipalities. The platform, which was built for the capital city of Sofia, is now being implemented by the municipalities of Radomir, Gabrovo and Burgas.

September 2015

In September 2015, the Ministry of Transport, Information Technology and Communication (MTITC) of Bulgaria announced that Bulgaria is about to provide the country's administration with access to 30 data registries. The services already allow for online verification of certain documents, as well as allow citizens and businesses to identify themselves electronically. The project is partly financed by the European Union's Social Fund.

The eDelivery system (https://edelivery.egov.bg) is an implementation of the eRegistered delivery service within the meaning of Regulation 910/2014. The aim of the eDelivery System is to provide electronic exchange of document and text messages between public administrations and citizens. EDelivery is designed to support exchange of any kind of documents. It does not use a specific document format, as there is no national standard yet. Documents are exchanged as binary streams, so all kinds of data, including media and images, can be sent and delivered. The eDelivery System is built on the concept of a Service Oriented Architecture.

On 30 September 2015, the Ministry of Transport, Information Technology and Communication's (MTITC) eGovernment project also launched a mobile version of its eGov.bg portal in both English and Bulgarian language that shall provide information on starting a business, how to register as a student and how to apply for residence permits. An update of the ministry's electronic payment system has also been performed to prepare public administrations to manage electronic payments.

July 2015

In July 2015, the Bulgarian government decided to adopt open source as a requirement in its preliminary criteria for the eligibility for the government projects. This criterion is part of the Operation Programme 'Good Governance (OPCG) 2014 – 2020 that outlines priorities and objectives to invest the EUR 336m (286 from the European Social Fund (ESF). As approved by European Commission, the programme aims to modernise the public administration and to improve transparency of the judiciary system in Bulgaria.

April 2015

In April 2015 Bulgaria has published the first datasets on its open data portal. Currently, about 36 datasets from 26 public agencies have been made available online. The organisations involved were summoned to do so by the Council of Ministers. The Council even dedicated team to overcome resistance at the agencies and help them to extract and cleanse the data from the databases. The ambition is to publish another 100 datasets before the end of 2015.

February 2015

On 26 February 2015 at a workshop in Sofia, best practices of the Visegrad countries (Czech Republic, Hungary, Poland and Slovakia) were compared with those implemented by Bulgarian eGovernment services.

2001-2014

For previous news items, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

eGovernment is considered a central tool in transforming the Government to improve Bulgaria's competitiveness and to enhance citizen and business participation in the knowledge-based economy. The main objective of eGovernment is to meet the needs of society by ensuring the quality and accessibility of administrative services.

Bulgaria's eGovernment strategy is broadly based on three pillars, the 'Concept of eGovernment in Bulgaria 2010 - 2015' , the 'Common Strategy for eGovernment in Bulgaria 2011-2015', and the building blocks, developed and implemented in the infrastructure of Bulgarian government 2011-2014. **The strategy for eGovernment development in Republic of Bulgaria 2014 - 2020 builds upon the previous strategy**.

Strategy for eGovernment development in Republic of Bulgaria 2014 - 2020

The strategy for development of eGovernment in the Republic of Bulgaria (2014 - 2020) has been prepared as part of the country's commitments under the preconditions for EU funds for the programming period 2014 – 2020. Its main objective is to outline the framework for all current and new activities in the field of eGovernment.

The strategy for the development of eGovernment in the Republic of Bulgaria (2014 - 2020) contains:

- Analysis of the current state of play;
- Vision of eGovernment in Republic of Bulgaria;
- Strategic goals;
- Sectoral policies for eGovernment;
- Activities to achieve the predetermined objectives;
- Coordination and management of the strategy implementation;
- Model of eGovernment: Information and Technology model.

The strategy was adopted by Decision № 163 of 21.03.2014, the Council of Ministers.

According to art. 7c (3), the Chairman of the State eGovernment Agency shall develop and propose for adoption by the Council of Ministers the Strategy for the development of electronic government in the Republic of Bulgaria.

The Roadmap to the Strategy for eGovernment Development was updated on 5 April 2016 with Decision №274 of Council of Ministers, in order to compliment and to give the specifications for achieving the strategic targets by completing priority projects.

Strategic targets laid down in the Strategy 2014-2020

Target 1: Provision of qualitative, efficient and easily accessible eServices for the citizens and the business.

Target 2: Transformation of the administration into digital administration through integration of information processes.

Target 3: Popularisation access and participation.

Previous eGovernment Strategies

The Concept of eGovernment in Bulgaria 2010 - 2015

The 'Concept of eGovernment' represents the Ministry of Transport, Information Technology and Communications' vision for eGovernment in 2015 and the principles by which this is to be achieved. The document has no independent legal significance, but nevertheless serves as a basis for developing a national strategy and a roadmap for eGovernment in Bulgaria until 2015.

According to the document, the Government is to apply the principles of good management, using modern ICT in order to:

- Provide comprehensive and quality administrative services tailored to user's needs;
- Establish open and transparent governance through the potential of new technologies;
- Deliver effective, efficient and sustainable management;
- Provide citizens and businesses quality administrative services electronically anytime, anyplace and through alternative access channels;
- Ensure transparency and accountability, engaging citizens and structures of civil society in governance processes;
- Achieve maximum impact and sustainability of the optimisation costs and work processes;
- Ensure information security management and achieve interoperability at a national and European level.

Common strategy for eGovernment development in Bulgaria 2011-2015

This 'Common Strategy for eGovernment development in Bulgaria 2011-2015', which was adopted by the Council of Ministers on 29 December 2010, lays the foundation upon which sectoral policies, strategies, objectives and activities of ministries and agencies are being deployed.

The main **aim** of the strategy is for the Government to accelerate the creation and development of eGovernment in order to provide accessible and better quality services to both citizens and businesses. It aims to improve the efficiency and effectiveness of the administration, to enhance transparency and accountability, to reduce corruption and to create new opportunities for participation for the civil society.

The strategy sets out that the Government will establish and develop **electronic management** in the country until 2015 based on the following **principles**:

- Placing the consumer at the centre of the Administrative Service, by taking all possible measures to promote convenience in the use of eServices;
- Promoting effectiveness and efficiency of services by enhancing the returns of invested means;
- Creating an environment of administrative accountability and transparency in providing eServices and decision-making solutions;

- Enhancing consumer confidence in matters of eSecurity and improving protection of their rights in the eSpace.

Five key spheres of eGovernment

The success of the 'Concept of eGovernment in Bulgaria 2010-2015' and the 'Common Strategy for eGovernment in Bulgaria 2011-2015' rests upon five key spheres:

- Presence of **political will**: the administrative, resource and functional conditions for the introduction of eGovernment have been created.
- Provision of the **necessary financial resources**: the budgets of all state institutions have seen significant increases for investments related to eGovernment and electronic provision of public services. Funding is released both for the technological provision of the institutions' needs and for the development of electronic registers, data bases and eServices.
- **Institutional provision**, including management capacity and the improvement of the civil servant's qualification in eGovernment and information technologies. One crucial step is the establishment of the eGovernment Directorate, which aims at improving horizontal communications and coordination between the institutions concerned, especially between the heads of IT units in the state administration.
- **Overall development of the Information Society,** and wider access to computers and the web through digital literacy. Special attention is being paid to the provision of public places of access to services such as libraries, community centres and a national net with around 100 remote centres.
- **eGovernment to be recognised by society**, the investigations carried out have shown that there is an imbalance in the demand for eServices; the need for the development of eGovernment is better recognised by businesses than by citizens.

Strategic phases of eGovernment development

Historically, the Bulgarian process in developing and implementing the strategy for the introduction and promotion of eGovernment has been divided into four stages.

2011 - 2009: The stage of realisation

This is the period when the most fundamental and innovative eGovernment projects are to be materialised. The 'Concept of eGovernment in Bulgaria' and the 'Common Strategy for eGovernment in Bulgaria' constitute the backbone of this stage.

In addition, with the Policy for Electronic Communications of the Republic of Bulgaria, which was introduced by Resolution No. 972 of the Council of Ministers in December 2010, the Government aims at providing easy access to citizens and businesses to modern, efficient and secure electronic communication services by creating conditions for the development of the electronic communications sector. This in turn, will promote the investment policy and introduce technological innovations. These electronic communications services should do the utmost to satisfy users' needs in terms of quality and price.

A considerable step towards coordinating and promoting eGovernment initiatives took place in 2009 with the establishment of the executive agency for Electronic Communication Networks and Information Systems (ECNIS), which operates under the direct responsibility of the Ministry of Transport, Information Technology and Communications. It is tasked with developing, integrating, maintaining, administering and managing electronic communications networks for the needs of executive and local authorities.

Previous stages

2008 - 2005: Dynamic development stage

This stage witnessed the re-engineering of the business processes in the Administration and the complete introduction of eServices, including cross-border services within the framework of the single European market. The necessary environment has been supplemented with suitable legislation, such as the eGovernment Act (2008), the amendment of the Access to Public Information Act (APIA) (2008), the Law on eCommerce (2006) and the availability of providers of certification services.

Many **pilot projects** for the delivery of online administrative services have been implemented at central, regional and municipal levels, most notably: the launch of a central portal for eGovernment services in order to integrate eServices of the separate administrations to a single entry point; the provision of eServices for enquiries related to social and health insurance; filing of statements on labour contracts of employees by businesses; the change of registration of citizens on current address; verification of registration of electoral lists for citizens.

Furthermore, the Council of Ministers adopted in June 2006 the Bulgarian National Interoperability Framework for Governmental Information Systems, developed in compliance with the 'European Interoperability Framework for pan-European eGovernment Services'.

The Bulgarian eGovernment strategy focuses on the **interoperability** prospect, by adopting the IDABC Programme of the European Commission. The programme utilises opportunities offered by ICT to encourage and support the delivery of cross-border public sector services to citizens and enterprises in Europe, to improve efficiency and collaboration between European public administrations and to contribute to making Europe an attractive place to live, work and invest.

The **main activities** planned to be conducted during this stage in order to further develop both the eGovernment basis and infrastructure, can be grouped in **three main pillars**: tasks related to the development of centralised systems for eGovernment; technical and methodological support to regional and local Administrations; and training the Administration's employees in information technologies and the implementation/use of eGovernment services.

2005-2003: Experimental stage

This period is related to the introduction of 20 indicative eServices for citizens and businesses defined by the European Commission, the introduction of eDocuments and eSignature in the work of the Administration and, as a whole, work on basic, conceptual and methodological projects. During these years, significant preparatory work has been performed both at central and institutional levels. The Administration has been supplied with hardware and software, and communication connectivity and a plan for implementation of the eGovernment Strategy (2003 - 2005) has been drawn up and followed.

2002: Preparatory stage

This premature phase is mainly devoted to the adoption of strategic documents ('Strategy for modernisation of the state administration from accession to integration' and 'Strategy for eGovernment').

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

An amendment and supplement of the Electronic Government Act was made with Decree №214 from 1 of July 2016 of the President of the Republic of Bulgaria. The legislation amends the institutional framework of the eGovernment in Bulgaria by setting up a new eGovernment Agency.

The State eGovernment Agency (SEGA) has been established under the Council of Ministers as per the provisions of the Electronic Government Act (published in the State Gazette, Issue 50 of 2016). The Agency has been established as a juridical entity funded by the state budget, with headquarters in the city of Sofia. The Chairperson of the State eGovernment Agency, determined by a Resolution of the Council of Ministers and appointed by the Prime Minister for a period of 5 years, shall be the primary budget administrator.

The Agency is the successor of the Electronic Government Directorate within the Ministry of Transport, Information Technologies and Communications and the Executive Agency "Electronic Communication Networks and Information Systems".

The State eGovernment Agency shall perform activities related to issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic government, strategic planning and initiatives, budget planning and control, coordinating sector-related policies and interdepartmental projects. The Agency shall also maintain central registers to meet the electronic government requirements and needs, other central registers, a state private cloud and communication network of the State Administration.

The Chairperson of the SEGA shall carry out the state policy in the following fields:

- Electronic Government;
- Electronic Certification Services;
- Electronic Identification;
- Network and Information Security;
- Spatial Information Infrastructure;
- Public Sector related information in machine-processable open source code.

In carrying out the state policy in the fields referred to above, the Agency Chairperson shall perform the powers conferred on him pursuant to the Electronic Government Act (EGA), the Electronic Identification Act (EIA), the Electronic Communications Act (ECA) and other acts or ordinances of the Council of Ministers.

Decree №274/28.10.16 of the Council of Ministers set up the rules for the functioning of the Agency.

Decree №3/9.01.17 of the Council of Ministers adopts the Ordinance for the common requirements to information systems, registers and electronic administrative services.

Electronic Government Act (Law on Electronic Government) (2008)

The eGovernment Act (EGA), entered into force on 13 June 2008 and amended in October 2009 and in February 2013, lays down arrangements for the handling of electronic documents by administrative authorities, the provision of administrative services by electronic means and the circulation of electronic documents among various Administrations. Its scope also extends to other entities that carry out public functions and to public service providers.

One of the Act's main **provisions** is that administrative bodies and persons charged with public functions and the organisations providing public services cannot require from citizens and organisations to produce, or to prove data which has already been collected or created. Such data must be collected by the aforementioned bodies and persons from the initial data administrator. Another important provision states that public bodies provide administrative services electronically.

These provisions remained unchanged in the amended version of EGA.

Freedom of Information Legislation

Access to Public Information Act (2000)

The Access to Public Information Act (APIA) was voted by Parliament in 2000 and lastly amended in June 2016, transposing Directive 2013/37/EC. It grants all citizens or legal entities the right to access the information held by State institutions, regardless of the medium in which it is held. Information can be withheld if it concerns such sensitive details as personal information and confidential State, or business matters. Requests can be verbal or written and must be processed within 14 days.

The most recent amendment of the Act has introduced:

- The increase in bodies involved (regional offices of central authorities and bodies financed under EU programmes and funds);
- The obligation for the provision of partial access to information;
- The obligation for proactive publication of information online;
- The public interest test.

Data Protection/Privacy Legislation

Law for Protection of Personal Data (2002)

Adopted in January 2002 and last amended in October 2016, the Law for Protection of Personal Data has been modelled on the EU Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data. It applies to the protection of individuals with regard to the processing of personal data, granting them the right to access and correct information held about them by public and private bodies. It defines lawful grounds for the collection, storage and processing of the personal data of individuals. Application of the Act is overseen by the Commission for Personal Data Protection, an independent supervisory authority.

eSignatures Legislation

Bill amending the Law on Electronic Document and Electronic Signature (2016)

Bulgaria recently amended the Law on Electronic Document and Electronic Signature to:

- Create the conditions for a comprehensive cross-border and inter-sector framework for secure, reliable and easy to use electronic transactions in the internal market;
- Create the conditions to develop digital infrastructure, to improve the quality of public services, which would facilitate cross-border access to businesses and citizens within the European Union - and with the other leading countries in the field of eGovernment;
- Ensure a fruitful European collaboration promoting innovation and the exchange best practices to the implementation of cross-border electronic services, and synchronisation with European initiatives and programmes relating to eGovernment;
- Build trust in the online environment, which is a key factor for economic and social development. A lack of confidence in the online environment discourages citizens and public authorities from carrying out electronic transactions and electronic service delivery.

The amendments to the Law on Electronic Document and Electronic Signature aimed to ensure that national legislation relating to the provision of electronic certification services complies with European legislation and in particular Regulation (EC) № 910/2014 of the European Parliament and the Council from July 23, 2014 on the electronic identification and trust services for electronic transactions in the internal market, repealing Directive 1999/93/EC (Commission Regulation (EU) № 910/2014). In view of the direct applicability of the regulation, it provides for the repeal of the provisions relating to elements of the system that are specifically regulated by the act of the European Union. The law has passed the commissions within the National Assembly and the first reading. The procedure for its adoption will continue at second reading.

Law on Electronic Document and Electronic Signature (2011)

A Working group at the Ministry for Transport, Information Technology and Communications has drawn up a draft Act amending and supplementing the Act on electronic document and electronic signature in accordance with Regulation 910/2014, which was published for public consultation.

An amendment to the Law on Electronic Document and Electronic Signature (EDESA) was published on 21 December 2010 and entered into force on 1 July 2011. Its purpose is to make the Law fully compliant with the requirements of the EU Directive on a Community framework for electronic signatures (1999/93/EC), as amended by Regulation (EU) No 910/2014. It regulates electronic documents and electronic signatures, as well as terms and procedures for providing certification services.

Following the entry into force, a qualified electronic signature has the legal effect of a handwritten signature, while simple and advanced electronic signatures may be recognised as handwritten signatures.

eGovernment Act

Article 31 of the eGovernment Act regulates the use of eSignature for eGovernment applications. Specifically, the regulations for acquisition, use, renewal and withdrawal of electronic signature certificates in the administrations shall be laid down in a Council of Ministers ordinance.

eCommerce Legislation

Law on eCommerce (2006)

The Law on eCommerce was enacted in Parliament in December 2006 in order to implement the EU Directive on electronic commerce (2000/31/EC). It regulates the obligations of service providers with regard to contracts by means of eDevices, and lays down the rules limiting the service providers' responsibilities as to the provision of access and transfer of information services. It introduces a definition of 'SPAM', as well as the

development of a specialised registry of people who do not wish to receive such messages. It was lastly updated in 2015.

eCommunications Legislation

Law amending the Law on Electronic Communications (2016)

The bill to amend the Law on Electronic Communications was prepared in fulfilment of the commitments of the Republic of Bulgaria as a Member State of the European Union to bring Bulgarian legislation into line with Art. 18 'Sanctions' of Regulation (EU) № 531/2012 of the European Parliament and of the Council on roaming on public mobile communications networks within the Union (Regulation (EU) № 531/2012). Its adoption is in accordance with the requirements of Art. 3-6 of Regulation (EC) № 2015/2120 of the European Parliament (and of the Council of 25 November). It establishes measures concerning access to the open internet and amending Directive 2002/22/EC. These directives address universal service and users' rights relating to electronic communications networks and services and Regulation (EU) № 531/2012 on roaming on public mobile communications networks within the Union (Regulation (EU) № 2015/2120).

Law on Electronic Communications (2007)

This Law was adopted on 10 May 2007 and amended in December 2010 regulating the public relations concerning the provision of electronic communications, which include the conveyance, emission, transmission or reception of signs, signals, written text, images, sound or messages of any nature by wire, radio waves, optical or other electromagnetic medium.

The Law sets three main objectives:

- Create the appropriate conditions to enable the development of competition in the provision of eCommunications, by preventing distortion of competition in the sector, encouraging investments and efficient use of scarce resources.
- Facilitate the advancement of the internal market for electronic communications, either by removing barriers, or by promoting construction of trans-European networks, etc.
- Safeguard citizens' interest by ensuring that they have equal access to universal service and enjoy a high level of protection in their interaction with suppliers, etc.

Telecommunications Act (2003)

In December 2006, Bulgaria notified to the European Union its Telecommunications Act of 10 October 2003, in its last amended version of June 2006. The Bulgarian authorities themselves considered it to be a partial transposition of the EU regulatory framework for electronic communications. The main objectives are to provide preconditions for the development of the telecommunications market, to create conditions for the equality of operators and to encourage competition among them.

eProcurement Legislation

Public Procurement Law (2004)

A new Bulgarian Public Procurement Law entered into force in October 2004 and was amended in September 2006. The law contains regulations pertaining to the various eProcurement sub-phases such as: eNotification, eTendering, eAuctions and the Dynamic Purchasing System.

Last amended in May 2015 and completed in October 2015 and entered into force in October 2015 and fully in line with Directive 2014/24 / EC of the European Parliament and the Council on Public Procurement.

Re-use of Public Sector Information (PSI)

Access to Public Information Act (2007)

Bulgaria has completed the transposition of Directive 2003/98/EC on the re-use of public sector information with a decree amending the Access to Public Information Act. This amendment came into force in June 2007. The last amendment of this law was in June 2016.

eIdentification (eIDAS)

Electronic Identification Act Implementing the Law on electronic identification (2016)

A new Electronic Identification Act was adopted in May 2016 and came into force on 21 November 2016. In addition, amendments to the law on national identification documents were made. This is a key step for the accelerated introduction of eGovernment as it defines a unified scheme for electronic identification of citizens and businesses. It allows Bulgaria to start issuing electronic identification cards as of 1 January 2018.

eGovernment Actors

Main roles and responsibilities

National eGovernment

The parliament of Bulgaria approved government plans for a new eGovernment agency, to help the country's public administrations develop, build and implement eGovernment services. The plans makes the Agency responsible for implementing the state policies for:

- eGovernment;
- eCertification services;
- eIdentification and trust services;
- Network and information security;
- Spatial information;
- Information from the public sector in machine-readable open format.

Policy/Strategy

State eGovernment Agency (SEGA)

State eGovernment Agency performs activities related to issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic government, strategic planning and initiatives, budget planning and control, coordinating sector-related policies and interdepartmental projects. The Agency also maintains central registers to meet the electronic government requirements and needs, other central registers, a state private cloud and communication network of the State Administration. The Agency is a successor of the "Electronic Government" Directorate with the Ministry of Transport, Information Technologies and Communications and the Executive Agency "Electronic Communication Networks and Information Systems".

State eGovernment Agency (SEGA) with the Council of Ministers has been established pursuant to the Electronic Government Act (published in the State Gazette, Issue 50 of 2016). The Agency has been established as a juridical entity funded by the state budget, with headquarters in the city of Sofia. The Chairperson of the State eGovernment Agency, determined by a Resolution of the Council of Ministers and appointed by the Prime Minister for a period of 5 years, shall be the primary budget administrator.

Coordination

Ministry of Transport, Information Technology and Communications (MTITC)

The MTITC, through the Information Technologies Directorate, has competences for activities related to free flow of data, data economy, and information society.

Council for Administrative Reform

The Council for Administrative Reform coordinates the implementation of general and sectoral strategies in the field of eGovernment. For this purpose, it established the permanent working group 'Electronic Government', which includes a coordinating function.

State eGovernment Agency (SEGA)

State eGovernment Agency performs activities related to issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic government, strategic planning and initiatives, budget planning and control, coordinating sector-related policies and interdepartmental projects. The Agency also maintains central registers to meet

the electronic government requirements and needs, other central registers, a state private cloud and communication network of the State Administration.

Council for eGovernment

The Council for eGovernment assists Ministers in the implementation of eGovernment policy, coordinates draft sectoral eGovernment strategies and/or programs for their implementation in the context of the overall strategy for eGovernment, and coordinates programme budgets and the proposals for updating the overall strategy for eGovernment development.

Implementation

Government ministries and bodies

Government ministries and bodies are responsible for the implementation of departmental eGovernment projects falling within their respective areas of competence.

State eGovernment Agency (SEGA)

State eGovernment Agency performs activities related to issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic government, strategic planning and initiatives, budget planning and control, coordinating sector-related policies and interdepartmental projects. The Agency also maintains central registers to meet the electronic government requirements and needs, other central registers, a state private cloud and communication network of the State Administration.

Private sector entities

The implementation of several eGovernment projects is undertaken by private sector entities through tendering procedures.

Support

State eGovernment Agency (SEGA)

SEGA supports the administrative units engaged in the implementation of IT and communication technologies by providing guidelines. It also supports the development of IT with regard to the effective interaction among the various administrative structures and the development of digital content in accordance with the eGovernment Act.

SEGA also provides consultation to institutions regarding the development and implementation of national strategies in the ICT field.

National Computer Security Incidents Response Team (CERT)

CERT's mission is to provide information, support and assistance to its constituencies in order to reduce the risks of computer security incidents as well as to respond to such incidents at the time of occurrence. The team builds up a database which offers information on how Bulgarian citizens and businesses can make their IT environment more secure. CERT is part of the specialized administration of SEGA.

Private sector entities

Several support services are undertaken by private sector entities through tendering procedures.

Audit/Assurance

Bulgarian National Audit Office

The Audit Office audits several budgets, including those of the State, the State Social Insurance Fund, the National Health Insurance Fund and the municipalities, as well as other budgets adopted by the Parliament.

Data Protection

Commission for Personal Data Protection

The Commission for Personal Data Protection is an independent State body responsible for supervising the observance of the Law for Protection of Personal Data, protecting individuals with regard to processing their personal data while also providing access to this data.

Other

Electronic Certification

There are five enterprises in Bulgaria that provide personal electronic signatures.

Regional & Local eGovernment

Policy/Strategy

State eGovernment Agency (SEGA)

SEGA has controlling and analytical functions to the investment programmes concerning the Single Electronic Communication Network (UECN) of the state administration..

Coordination

Municipalities

Local eGovernment developments are coordinated by municipalities, which constitute the bodies of local self-governance in Bulgaria.

Implementation

Regions and municipalities

Regions and municipalities are involved in the implementation of various eGovernment activities of local interest.

Audit/Assurance

Bulgarian National Audit Office

The Audit Office audits a number of budgets, including those of the municipalities.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Rosen Zhelyazkov
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Open data portal

The open data portal represents a central, public, web-based database where institutions publish the information collected by them in a form, convenient for analysis. It allows easy processing, display map, diagram, or in an otherwise different and more understandable form. The information is in machine-readable format with the necessary metadata.

The portal collects at one place all information and therefore it is clear way for everyone to reach it. This is the first step for the easier connections between various facts and the examination of the reasons behind them.

The basis of the project is an open source platform CKAN, which is developed by the Open Knowledge Foundation, Germany and is used extensively by countries such as Britain, Romania, Slovakia, the Netherlands, Austria, Italy, Sweden, South Korea, including the European Commission and numerous regional administrations.

eGovernment portal

The eGovernment serves as a one-stop shop comprising a repository of public services provided by the central State Administration which enables citizens and businesses to obtain online information on several public services, as well as forms to download.

The portal provides access to more than 1,300 services in various ministries, agencies and municipalities. The creation of a user profile in order to access eGovernment services is optional and can be performed via a username and password or an electronic signature. A comprehensive user guide is provided which outlines the site's functionalities and serves to explain how to use eServices.

Public consultations portal

The Council of Ministers has launched an internet portal for national, regional and local public consultations. It is aimed at informing the public on government activities while at the same time encouraging them to take part in forming policies. In addition, it gives the public an opportunity to publish their comments regarding government strategies or laws.

Interoperability of information systems portal

Following the European Commission's directives highlighting the crucial role of information technology, the Bulgarian Government created the portal with the view to promote eGovernment interoperability, thus enabling information systems to process, store and share electronic documents and data using common technology standards and processes. It maintains a database of documents and materials related to interoperability and is designed for developers of information systems and specialists in the field of information technology.

Networks

Unified communications network

The Government adopted a plan for technological, administrative and financial integration of the Electronic Communications Network and the National Network of Public Administration. Both are to constitute the backbone for the implementation of the provisions for digital transmission needs of public institutions. Responsible for the

management of the merged network is the State eGovernment Agency (SEGA).The Public Administration, by building a unified communications network, sees an opportunity to effectively reduce the cost of central and local executive authorities for telecommunications services and operational costs, thus transferring funds for the development, maintenance and operation of infrastructure.

The Government aims to create a single, public communication and information infrastructure that will enable the country to: introduce eGovernment; apply video surveillance in public places, intersections, important buildings and schools; provide eLearning, eAgriculture eCommerce, eHealth, eTourism and eInclusion to disadvantaged people.

The decision to build a national Electronic Communications Network (ESM) was adopted on 11 December 2006. ESM is built on two levels - the backbone network (Backbone) and Access Networks (*Metromrezhi*).

In August 2003, the backbone of the communication system of the Public Administration was the National Network of the Public Administration (NAMDA). At that time, it comprised 27 regional networks of the Public Administration based on regional cities.

NAMDA was planned to be merged with MPD, the data network of the Ministry of Finance, and connected to the EU's TESTA II private IP-based network.

The NAMDA and ESM networks were united under the unified Single Electronic Communication Network in 2011. The maintenance for it is under the competences of State eGovernment Agency, Directorate "Information and Communications Infrastructure".

eIdentification/eAuthentication

Biometric passport

The first new generation travel documents that contain biometric data began circulating in March 2010, enabling Bulgarian citizens to carry passports that meet all international requirements. This kind of passport is a combined paper and electronic document which contains biometric information (e.g. facial recognition, fingerprint recognition, iris recognition) that can be used to authenticate a travellers' identity.

Electronic signature (eSignature)

Smart cards that contain personal electronic signatures are provided by the State-owned company Information Services PLC. The electronic signature certificate enables several eServices, including: online payment of duties and taxes; customs and tax declarations filing; access to commercial registers; eCommerce; authorised access to confidential information; and electronic signing of documents/contracts. Furthermore, it reduces expenses and time during communication with governmental bodies.

Currently, most of the eGovernment services use the Uniform Citizen Number (UCN) for identifying their users. It is a unique 10-digit code for each Bulgarian citizen. eGovernment services typically extract the UCN from the user's certificate for electronic signature.

Electronic identification (eID) cards

A new generation of personal ID cards began to circulate on 31 October 2007, with the aim to improve security while speeding up procedures at customs' controls. Bulgarian authorities started issuing biometric IDs in March 2010. These personal IDs (*lichna karta*) contain biometric data such as fingerprints.

In 2013 a project of the Ministry of Transport, Information Technologies and Communications issued 5000 pilot electronic identity cards of political figures, civil servants, journalists and representatives of the private ICT sector.

BULSTAT number

BULSTAT is the Unified Register for Identification of Economic and Other Subjects. The Law on the BULSTAT register of 27 April 2005 and the ensuing adoption of a Government strategy for the actual establishment of a central register of legal entities and of an electronic register of Bulgaria were aimed to unify the registration of businesses with the Registry Agency under the Ministry of Justice, in order to turn business registration from a court procedure into a purely administrative one, introducing a single BULSTAT number for tax and social security purposes. The Law on Statistics requires the National Statistical Institute (NSI) to establish and maintain BULSTAT as a national register.

eProcurement

Public Procurement Register (PPR)

Contracting authorities in Bulgaria are required to publish their tender notices in the State Gazette, as well as on the PPR kept by the Public Procurement Agency (PPA). Mandatory national eProcurement is provided by the PPR and the portal developed by PPA. The PPR is an extensive electronic database which contains information about all procedures and allows for the collection, analysis and synthesis of information.

eSender service

Tendering procedures above a certain threshold have to be published in the Official Journal of the European Union (OJ). The Public Procurement Agency (PPA) provides the free eSender service for contracting authorities which enables the automatic forwarding of relevant tenders to the OJ. It offers a centralised electronic service through which tenders may be submitted for all publications, thus eliminating the need to submit the same notice several times.

Small Scale Electronic Procurement System

The 'Small Scale Electronic Procurement System' provides the opportunity to publish notices about small value public contracts on the Public Procurement Agency (PPA) portal. This eService, which is only available to contracting authorities/entities that have an authorised procurement agent (APA) in the Public Procurement Register (PPR), allows users to see the full list of announcements and perform a search according to various criteria.

Knowledge Management

VAT Public Bulletin

This public bulletin provides information on VAT registered companies in Bulgaria. It is updated once a month with data available in the archives of the tax divisions throughout the country.

Other Infrastructure

Electronic Information System for Civil Registration and Administration (CRAS)

A system operated by the Directorate-General for Citizens' Registration of the Ministry of Regional Development and Public Works, the Electronic Information System for Civil Registration and Administration (CRAS) offers services related to citizens' personal IDs, submission of data to statistical offices and generalised data related to the number of citizens residing in a given region, city or municipality.

CRAS stores personal data on all Bulgarian citizens which can be accessed by Government employees. Other free public services provided include web access to election rolls for

citizens who wish to check their election rolls, and find their place for vote casting, and generalised population data provided for agencies and national organisations.

ePayment Gateway

ePayment gateway serves as a single web environment enabling citizens and legal entities to settle online their payments with the central, regional and local Administrations. It is part of the integrated eGovernment system, and allows citizens and businesses to pay by electronic means the administrative services requested online via the eGovernment portal 'egov.bg' and via the regional/local Administration's web pages. Its use requires identification via a Qualified Electronic Signature Certificate.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of the Interior, District Police Stations (Identity Documents and Passport Regime Units)

Website: http://dbds.mvr.bg/

Description: Online information on how to start the process of obtaining an ID card or passport. The offer online services include verifying whether the document was issued but not received and for the validity of the Bulgarian personal documents.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, National Revenue Agency

Website: http://www.nap.bg/

Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of VAT declarations.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency

Website: http://www.az.government.bg/

Description: Registered job seekers receive an online job listing match based on their profile while employers receive a list of matching CVs from job seekers.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Netinfo

Website: http://lex.bg/front, http://www.lex.bg/pravatami/category2/4

Description: The website allows to search through adopted laws, as well as provides useful information regarding citizens' rights, including work related.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, National Revenue Agency

Website: http://www.nap.bg/en/

Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of personal income taxes.

Unemployment benefits

Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency

Website: http://www.az.government.bg/

Description: The National Employment Agency provides those registered at the Labour Office Directorates with unemployment benefits in accordance with the Social Security Codex. Online registration and information are available.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of the Interior

Website: http://www.mvr.bg/;
http://e-kat.mvr.bg

Description: Online information on driving licences is available, but there are no online services, or downloads.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, Ministry of Transport, Information Technology and Communications, Executive Agency for Automobile Administration (supervision and conformance control)

Website: http://www.mvr.bg/; http://www.rta.government.bg

Description: General information on how to obtain a new licence and how to register a car is provided online by the Ministry of Transport, Information Technology and Communications' Executive Agency for Automobile Administration.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Regional Development and Public Works, Directorate General for Citizen Registration

Website: http://www.mrrb.government.bg/; http://www.grao.government.bg

Description: The change of address notification service is available.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Regional Development and Public Works, Directorate General for Citizen Registration

Website: http://www.mrrb.government.bg/; http://www.grao.government.bg

Description: The management and control of the functioning and development of the Citizen Registration System (ESGRAON) are assigned to the Directorate General for Citizen Registration of the Ministry of Regional Development and Public Works and to the 28 'Citizen Registration' Territorial Units located in the former administrative centres of the districts. Online information is available.

Cybercrime

Responsibility: Central Government, Ministry of the Interior

Website: http://www.cybercrime.bg/

Description: The website allows for submitting a signal on Internet crime.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, National Police Service

Website: http://www.mvr.bg/; http://www.mvr.bg/

Description: Online information.

Electronic criminal record

Responsibility: Ministry of Justice

Website: https://cs.mjs.bg/

Description: The electronic criminal record can be requested by citizens in possession of electronic signature via this website. It has the same power as the paper criminal record, but it is only available on the website of the Ministry of Justice through an access code, given to the respective citizen.

Housing (building and housing, cartography)

Responsibility: Geodesy, cartography and cadastre agency

Website: http://kais.cadastre.bg/

Description: The website of the Bulgarian Geodesy, cartography and cadastre agency allows users to access to electronic services. In the Requests page, electronic applications are filed regarding the services of the office of geodesy, cartography, cadastre and Geocardfond. The requests are handled by AGKK employees, in the statutory deadline, where the result is received electronically or at a counter depending on the final document. Real time references, which are automatically generated by the system are implemented in the REFERENCES page.

Passport

Responsibility: Central Government, Ministry of the Interior, District Police Stations (Identity Documents and Passport Regime Units)

Website: http://dbds.mvr.bg/,

Description: Online information on how to start the process of obtaining an ID card or passport. The offer online services include verifying whether the document was issued but not received and for the validity of the Bulgarian personal documents.

Waste

Responsibility: Ministry of Environment and Water

Website: http://www.moew.government.bg/, http://www.moew.government.bg/?show=top&cid=381

Description: The website provides different sample applications related to waste related activities, as well as information for information on the waste management for household waste

Elections abroad

Participation in Bulgarian elections

Responsibility: Central elections committee

Website: https://www.cik.bg/

Description: Bulgarian voter who is residing abroad can vote in elections, depending on the type of elections. With each election campaign the information about voting abroad, as well as voting points is published on the website.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Youth and Science

Website: http://www.minedu.government.bg

Description: Information is available online at the portal of the Ministry of Education, Youth and Science.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture

Website: http://www.nationallibrary.bg/

Description: The St. Cyril and Methodius National Library provides an electronic catalogue. More advanced online facilities are offered by university libraries, such as the Sofia University Library.

Student grants

Responsibility: Central Government, Ministry of Education, Youth and Science

Website: http://www.minedu.government.bg

Description: Information is available online at the portal of the Ministry of Education, Youth and Science.

Traineeship, volunteering

Career beginning

Responsibility: Ministry of Labour and Social Policy

Website: http://www.az.government.bg/pages/programa-start-na-karierata/

Description: The main objective of the programme is to provide opportunities to acquire work experience for unemployed young people who have completed secondary or higher education in order to facilitate the transition between education and employment.

Volunteering

Responsibility: Bulgarian Centre for Not-for-Profit Law (BCNL)

Website: http://www.ngobg.info/en/index.html

Description: The website represents a volunteering platform, and information can be found online of BCNL. The centre was founded in July 2001 and is incorporated as a public-benefit foundation in the Central Register at the Ministry of Justice.

Researchers

Funding support

Responsibility: Fund Scientific Research

Website: http://www.fni.bg/

Description: Fund Scientific Research (NSF) aims to support projects and activities to promote research consistent with the ratified Framework Programmes with specific priorities of the European Union, as well as the "Strategy for Development of Science in Bulgaria" to 2020.

Information and assistance to researchers

Responsibility: EURAXESS Bulgaria

Website: http://www.euraxess.bg/

Description: EURAXESS Bulgaria provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture

Website: http://www.nationallibrary.bg/

Description: The St. Cyril and Methodius National Library provides an electronic catalogue. More advanced online facilities are offered by university libraries, such as the Sofia University Library.

6. Health

Planned and unplanned healthcare

Health status

Responsibility: National Revenue Agency

Website: https://inetdec.nra.bg/

Description: The website allows for online verification of health insurance status, health insurance calculator, Information for persons registered for VAT and persons authorized to implement a system of cash accounting VAT as well for making electronic payments to the budget.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: http://www.mh.government.bg

Description: Online information.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, National Social Security Institute

Website: http://www.noi.bg/en/index.html

Description: The National Social Security Institute administers the mandatory insurance programmes for disability, old age and survivors' benefits, sickness and maternity, work injuries and occupational diseases, as well as collection, control and information services for all obligatory contributions. An increasing number of citizens obtain information on their medical insurance status online.

When living abroad

Healthcare abroad I

Responsibility: National Health Insurance Fund, Ministry of Health

Website: http://www.ezok.bg/

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Bulgaria (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. Bulgarian residents using an EHIC card when out of the country must make sure that their insurance is valid. The website gives instructions on how to request the card, but it cannot be requested online, only to download a template to fill in.

Healthcare abroad II

Responsibility: Ministry of Health

Website: http://www.mh.government.bg/

Description: The website provides information for citizens which would like to be treated abroad.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Regional Development and Public Works, Directorate General for Citizen Registration

Website: http://www.mrrb.government.bg/; http://www.grao.government.bg

Description: The management and control of the functioning and development of the Citizen Registration System (ESGRAON) are assigned to the Directorate General for Citizen Registration of the Ministry of Regional Development and Public Works and to the 28 'Citizen Registration' Territorial Units located in the former administrative centres of the districts. Online information is available.

Child allowances

Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency

Website: http://www.az.government.bg/

Description: The National Employment Agency provides those registered at the Labour Office Directorates with family benefits for children in accordance with the Family Assistance for Children Act. Online registration and information are available.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Commission for Consumer Protection

Website: http://www.kzp.bg/podavane-na-zhalba

Description: The portal gives information on what are the consumer's rights, register of dangerous goods, as well as allows for online submission of complaint/signal.

Consumer protection (cross-border)

Responsibility: ECC-Net Bulgaria

Website: http://www.ecc.bg/

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens conduct several activities in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Justice, Registry Agency

Website: http://www.brra.bg/; http://www.registryagency.bg/

Description: An online commercial register enables the establishment and re-organisation, restructuring and liquidation of a business. Applications in paper form still apply, especially for businesses that do not possess an eSignature certificate.

Intellectual property rights

Patents

Responsibility: Patent office of Republic of Bulgaria

Website: http://www.bpo.bg/

Description: The website gives information on multiple service regarding patents (only in Bulgarian), as well as provides sample templates and information for paid services.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Statistical Institute

Website: http://www.nsi.bg/

Description: Businesses can download and submit online forms concerning their facilities, key indicators, salaries and other labour costs, among other activities. Furthermore, businesses can perform their annual reporting online.

Electronic Signature Certificate for Businesses

Responsibility: Communications regulation commission

Website: http://www.crc.bg/

Description: The website gives information on the Registered providers of certified services in Bulgaria, from whom such electronic signature certificate can be requested.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, National Revenue Agency

Website: http://www.nap.bg/

Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of VAT declarations.

Electronic Payments

Responsibility: National Revenue Agency

Website: https://inetdec.nra.bg/

Description: The website allows for electronic payments of different type of taxes.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, National Revenue Agency

Website: http://www.nap.bg/

Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of corporate taxes.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance, National Customs Agency

Website: http://www.en.customs.bg/

Description: There are model forms to download, complete and submit.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Bulgarian law

Responsibility: Netinfo

Website: http://lex.bg/front, http://lex.bg/pravatami/category2/13

Description: The website allows to search through adopted laws, as well as provides useful information on different topics, like business, consumers, et cetera.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, National Social Security Institute, National Revenue Agency

Website: http://www.nap.bg/; http://www.nssi.bg/

Description: Contributions by employers can be filed electronically through the National Revenue Agency web pages.

Posting abroad

Working abroad

Responsibility: Ministry of Labour and Social Policy

Website: http://www.az.government.bg/pages/rabota-v-chuzhbina/

Description: The website provides useful information for Bulgarian citizens looking for job abroad.

Health and safety

General Labour Inspectorate's portal

Responsibility: General Labour Inspectorate Executive Agency

Website: http://www.gli.government.bg/en/page.php?c=65

Description: The website of the Labour Inspectorate contains all necessary information related to the safety and health at work. It also allows the signalling of irregularities.

5. Product requirements

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: National Institute for Public Health and the Environment, RIVM

Website: http://www.moew.government.bg/, http://www.chemicals.moew.government.bg/feedback/request.do

Description: The website (Bulgarian only) offers ample information, particularly for small and medium-scale enterprises. There is also a form for asking questions.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Finance, Public Procurement Agency, Small Scale Public Procurement Electronic Market

Website: http://www.aop.bg/; http://dv.parliament.bg/; http://minfin.bg/;

Description: Contracting authorities in Bulgaria are obliged to publish their tender notices in the Bulgarian State Gazette, as well as in the web-based Public Procurement Register (PPR).

7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Environment and Water
Website:	http://www.moew.government.bg/
Description:	Online information is available along with documents which can also be downloaded.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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