European Commission

Digital Government Infographic 2019
Bulgaria

Services for Citizens and Businesses
By the end of 2018, 150 administrative services were made available including electronic request, payment and delivery.

Political Communications
No political communication was adopted in this field in this reporting year.

Legislation
The law amending and supplementing the Public Procurement Act introduces the mandatory use of the National Electronic Platform for electronic applications for participation and tenders, as well as for the electronic communication.

Governance
The State eGovernment Agency (SEGA) is the body responsible for Bulgaria's Digital Government strategy and policy.

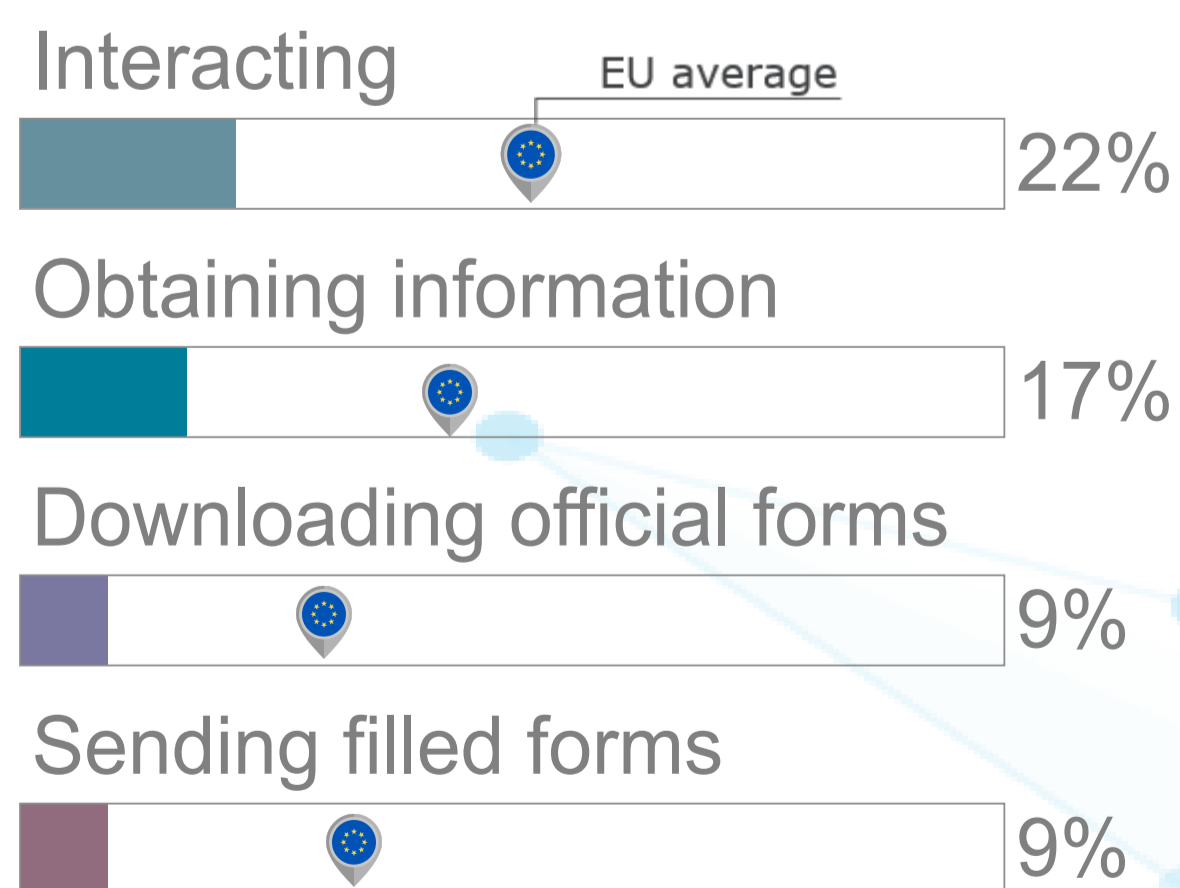## Infrastructure
The platform for access to public information was launched. The platform is a unified, central, and public web-based information system.
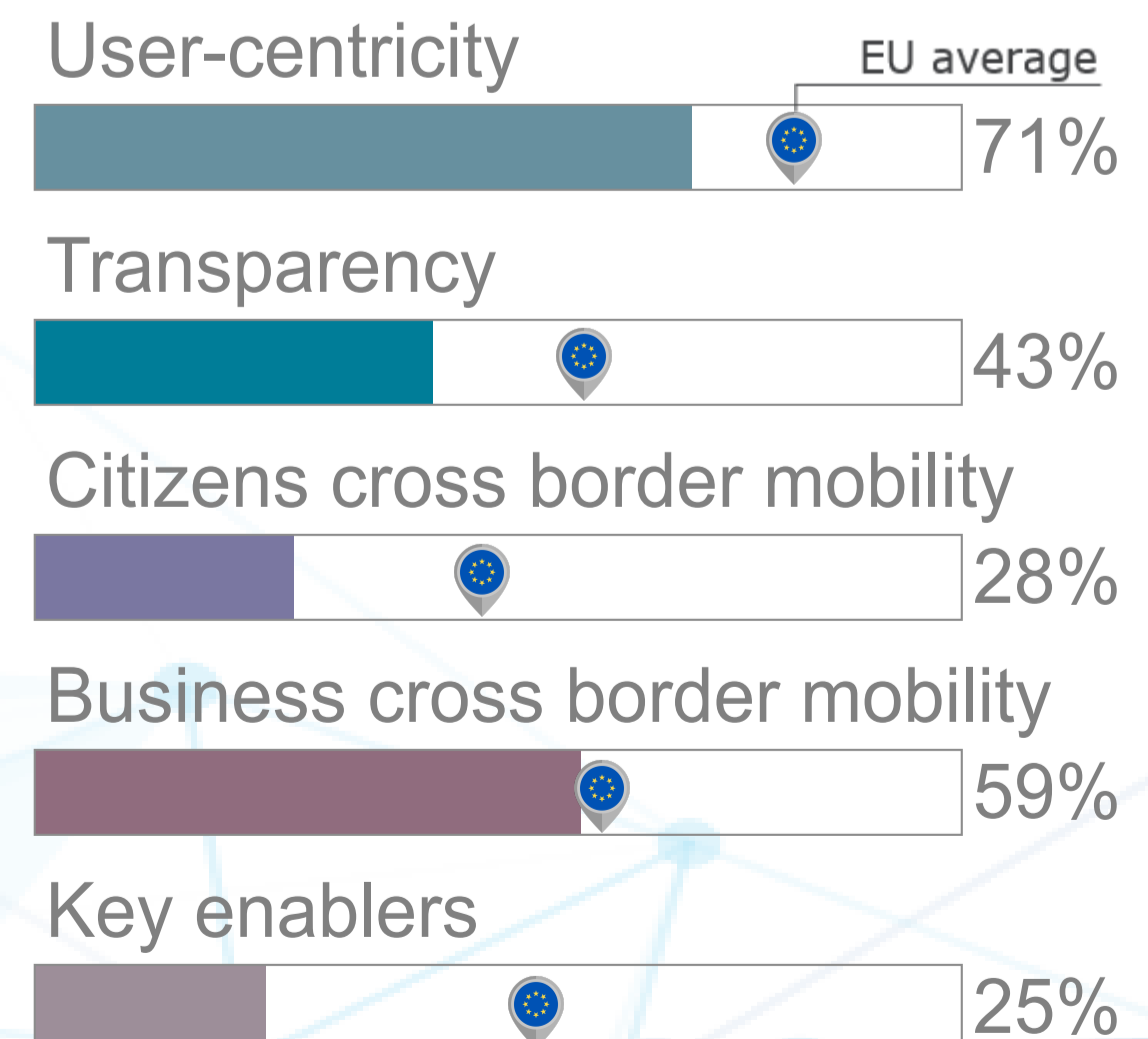
Digital Government Indicators

Individuals using internet for interacting with public authorities

Interacting   EU average   22%
Obtaining information   17%
Downloading official forms   9%
Sending filled forms   9%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

User-centricity   EU average   71%
Transparency   43%
Citizens cross border mobility   28%
Business cross border mobility   59%
Key enablers   25%

Data source: eGovernment Benchmark Report 2018.