Digital Public Administration Infographic 2020
Bulgaria

Political Communications
At the end of 2019, the Council of Ministers adopted the Digital 2025 National Programme and the Roadmap for its implementation. The Republic of Bulgaria has updated its vision and policy set out in the Strategy for the Development of eGovernment.

Legislation
The eGovernment Act was amended to transpose the Directive 2016/2102/EU on the accessibility of websites and mobile applications of public sector organizations. In mid-2019, the Ordinance on Minimum Requirements for Network and Information Security entered into force.

Governance
The responsibility for Bulgaria’s IT and eCommunication strategy/policy lies within the Ministry of Transport, Information Technology and Communications (MTITC). The responsibility for interoperability activities and eGovernment policy lies within the State eGovernment Agency (SEGA).

Infrastructure
In November 2019, Bulgaria has launched an eProcurement process. The introduction of the single national web-based eProcurement platform represented a major step towards the digitalisation of public services in the country.

Digital Public Administration indicators
Percentage of individuals using the internet for

<table>
<thead>
<tr>
<th>Activity</th>
<th>Bulgaria</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>25%</td>
<td>55%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>20%</td>
<td>44%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>12%</td>
<td>33%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>10%</td>
<td>38%</td>
</tr>
</tbody>
</table>

* This is the trend evolution compared data from Eurostat in 2018.

User-centricity

Key enablers

Business cross border mobility

Citizens cross border mobility

Source: Eurostat 2019

Source: eGovernment Benchmark report 2020

State-of-Play of Interoperability

Source: European Interoperability Framework Monitoring Mechanism 2019