European Commission

СЪЕДИНЕНИЕТО ПРАВИ СИЛАТА

WHAT'S INSIDE

eGovernment in Bulgaria

ISA

eGovernment in Bulgaria, February 2016, Edition 13.0

Country Profile

Basic data and indicators

Population (1 000): 7,202.198 inhabitants (2015)

GDP at market prices: 42, 751 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 47 (2014)

GDP growth rate: 1.5% (2014)

Inflation rate: - 1.1% (2015)

Unemployment rate: 9.4% (2015)

General government gross debt (Percentage of GDP): 27.0% (2014)

General government deficit/surplus (Percentage of GDP): - 5.8% (2014)

Area: 110,900 km^2 (2012)

Capital city: Sofia

Official EU language: Bulgarian

Currency: BGN

Source: Eurostat (last update: 08 February 2016)

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 264 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 Rosen Plevneliev (since 22 January 2012).

Head of Government: Prime Minister Boyko Borissov (since 7 November 2014).

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
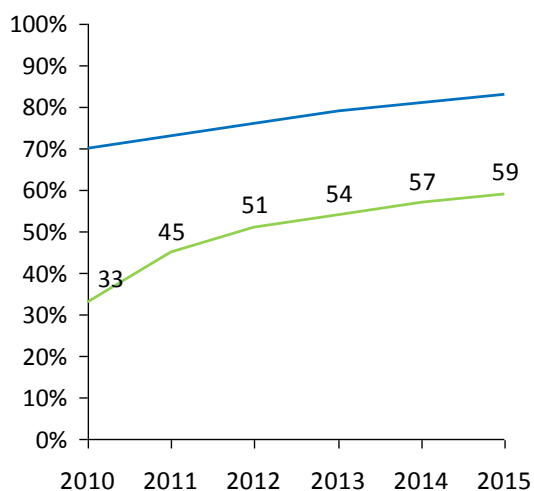
Percentage of enterprises with Internet access in Bulgaria
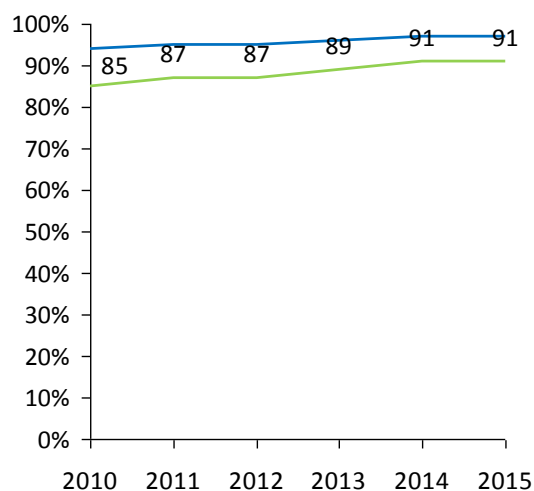
Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

—— Bulgaria
—— EU

Percentage of individuals using the internet at least once a week in Bulgaria
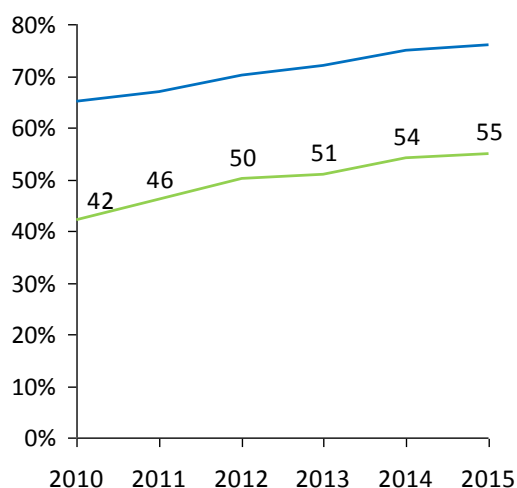
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Bulgaria
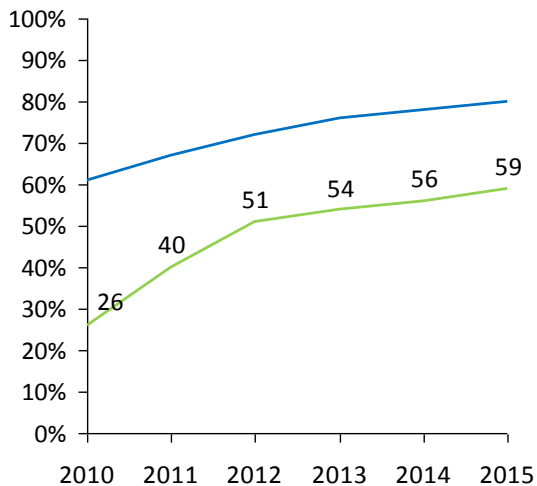
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Bulgaria
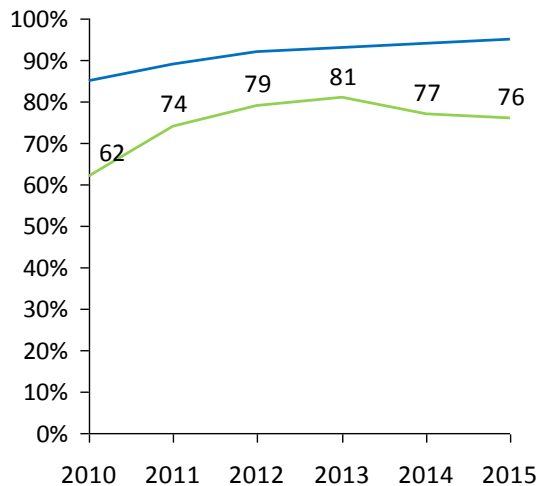
Source: Eurostat Information Society Indicators

── Bulgaria
── EU

Percentage of individuals having purchased/ordered online in the last three months in Bulgaria
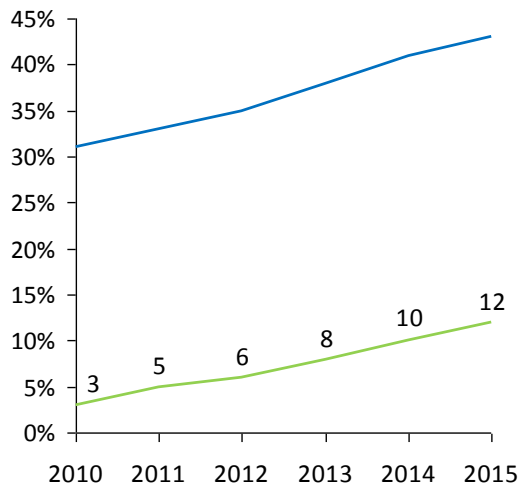
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Bulgaria
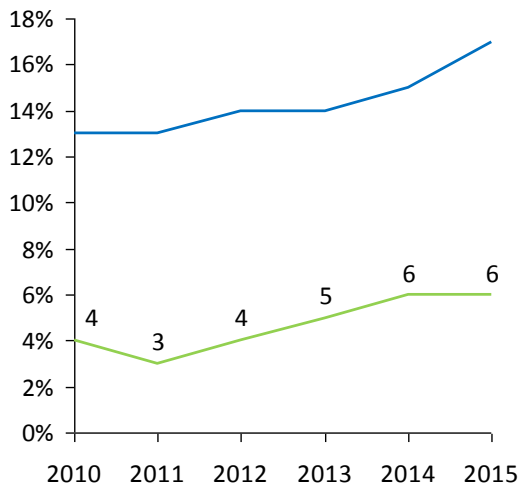
Source: Eurostat Information Society Indicators

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
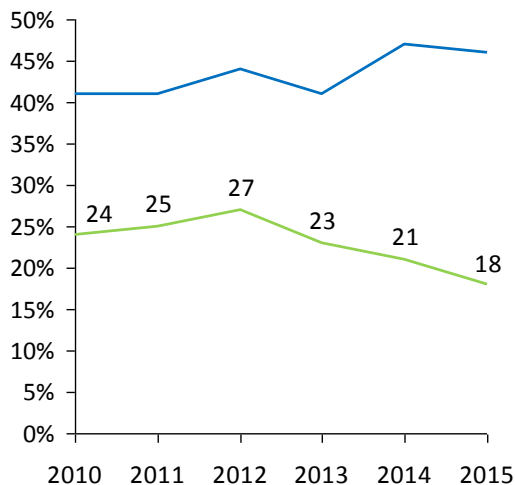
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Bulgaria
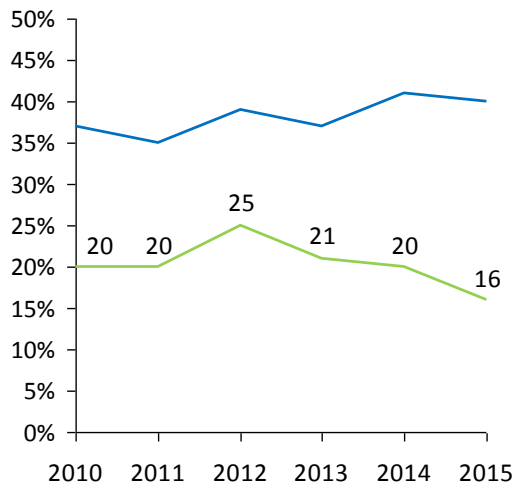
Source: Eurostat Information Society Indicators

—— Bulgaria
—— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Bulgaria
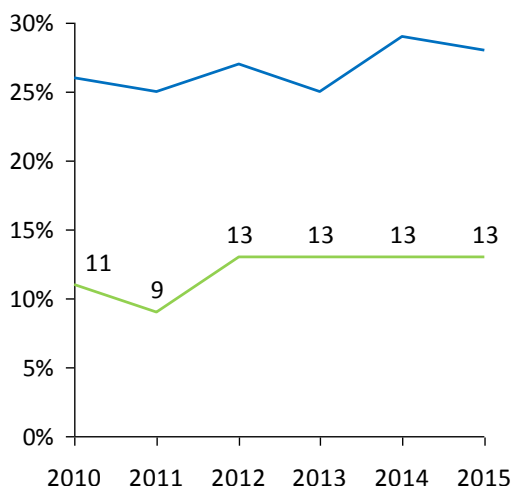
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Bulgaria
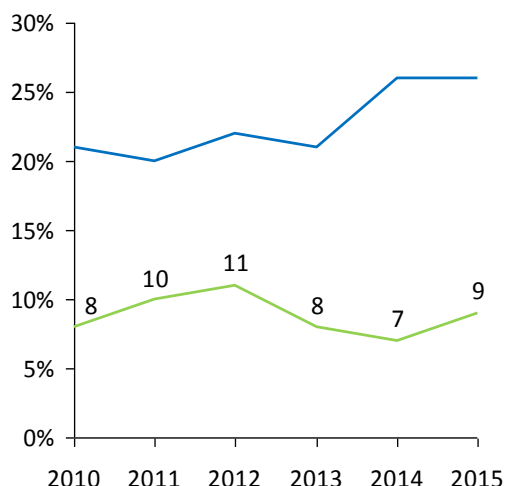
Source: Eurostat Information Society Indicators

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.
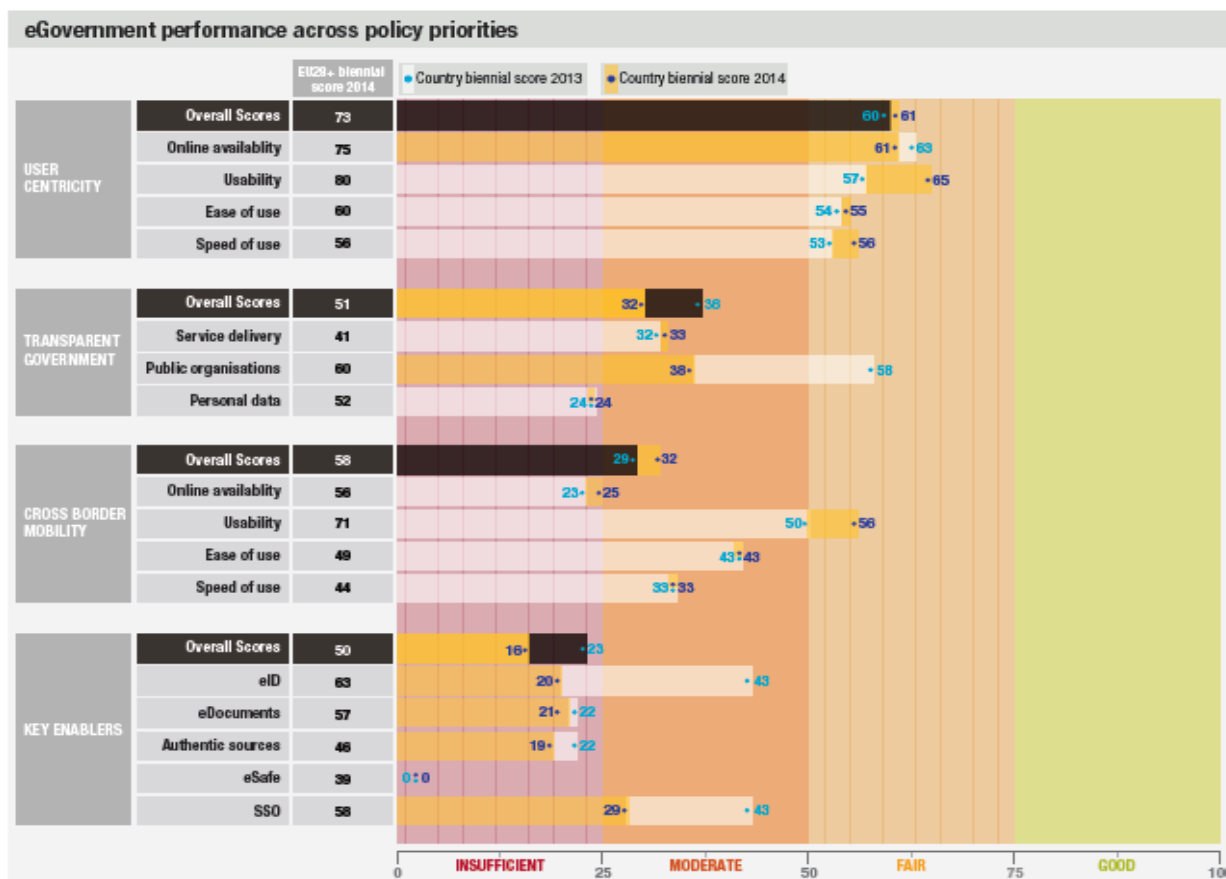
Source: eGovernment Benchmark Report 2015[2] Country Factsheet Bulgaria

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[1] eGovernment Benchmark Insight Report

[2] The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

2016

▸ At the end of January 2016, a Working Group at the Ministry of Transport, Information Technology and Communications opened for public consultation a draft Act amending and supplementing the Act on the Electronic document and Electronic signature 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 electronic trust services in accordance 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 future development of digital infrastructure to improve the quality of public services, which would alleviate cross-border access to businesses and citizens within the European Union and in perspective — and with leading countries in e-government located outside Europe; ensuring there is a productive European cooperation for innovation and the exchange of good practices with the aim to implement cross-border eEnvironment services and synchronisation with European initiatives and programmes relating to e-Government and building trust in the online environment, which is a key factor in economic and social development. Lack of trust, in particular because of a perceived lack of legal certainty, is such as to deter citizens and public bodies to carry out transactions electronically and to provide electronic services.

▸ In January 2016, the National Assembly adopted at first reading a Law on Electronic Identification which is developed in accordance to Regulation 910/2014. So far in Bulgaria, several ways of identity verification of citizens on the Internet are used, including e-signature and personal identity number (CIP) issued by the National Revenue Agency. The idea of the new law is to unify eIdentification of citizens through a technological solution which has enhanced security. It will enable personal ID cards after 2017, to have 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. The law to go again in committees and in second reading in Parliament before being formally adopted. During the implementation of the same project, 32 other base registers are connected by software infrastructure for interconnection of base registers (RegiX) of the e-government. That already connects 62 base registers. In this regard, currently, the process of specification of all basic registers of public administration is being refined.

2015

▸ In December 2015, the eGovernment project of Ministry of Transport, Information Technology and Communication (MTITC) of Bulgaria is finished. Within the project are implemented the Bulgarian eDelivery System, part of an end-to-end solution for providing eGov services, developed under this project, are implemented a mobile

version of Bulgarian eGov.bg portal in both English and Bulgarian language; an update of the ministry's electronic payment system is realized and many other important e-government activities. Currently, a process of implementation of the eDelivery system in all public services is running.

▸ In November 2015, the development of broadband and high-speed broadband services to citizens and businesses in economically disadvantaged and outermost 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. With its successful realisation will allow all State institutions from the targeted areas to be connected in the cloud of public administration, which is a pre-condition for the development of e-government. 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.

▸ In October 2015, the Bulgarian government unveiled government 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. "All municipalities should have the opportunity to access the 50 government services on this cloud platform", Deputy Minister for ICT, Valery Borisov, said at a meeting with municipalities.

▸ 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 e-registered 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. eDelivery System is build 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.

▸ In July 2015, the Bulgarian government decided to adopt open source as a requirement to is 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.

▸ 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.

▸ 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.

2014

▸ In her speech at the opening of Round Table "Challenges in e-Justice 2014-2020" in March 2014, Zinaida Zlatanova, the Deputy Prime Minister and Minister of Justice declared that eJustice will enhance public confidence in the judiciary. The Minister stated that "The development of e-Justice is also a priority at European level. The use of information technology on the one hand facilitates practitioners, and on the other - ensures easier access to services offered by the judiciary. From a distance, citizens can easily and quickly receive information about court decisions, have direct access to case law, receive information about scheduling of cases".

▸ In March 2014 The E-Governance Development Strategy has been accepted by The Council of Ministries of Bulgaria. The E-Governance Development Strategy has been prepared as part of the country's commitments under the preconditions for EU Funds for the period 2014-2020. The main goal of the Strategy is to outline the framework for all current and new activities of e-governance. The strategy includes:

  • Analysis of the current state;

  • Vision of e-government in Bulgaria;

  • Strategic objectives;

  • Sectoral policies for e-governance;

  • Activities to achieve the objectives'

  • Coordination and management of the strategy;

  • Model of e-governance.

▸ In April 2014 Bulgaria took part in Cyber Europe 2014 - CE2014-TLEx: Technical-level Exercise. According to European documents regarding network and information security, European warning and incident response relies of well-functioning national contact centre information security. Member States should organise national exercises and/or participate in European exercises in the field of network and information security. ENISA is committed to organising and participating within their responsibilities and capabilities. ENISA is currently planning with the EU Member States and EFTA countries the third pan European Exercise, Cyber Europe 2014. The EU-SOPs was primarily tested during the second phase of Cyber Europe 2014 in October. The Experts took part in Cyber Europe 2014 - CE2014-OLEx: Operational -level Exercise. Cyber Europe 2014 builds on and ties together the extensive activities in the EU, at both national and European level, to improve resilience of critical information infrastructures.

2012

▸ The Ministry of Transport, Information Technology and Communications (MTITC) launched a public consultation on the draft National Programme 'Digital Bulgaria 2015', which is aimed at making 75 % of the Bulgarian population use the Internet in 2015, and at providing 35 % of the connectivity by means of fixed broadband lines.

▸ A **register** for the **electronic identity** (eIdentity) of the users of government services and an **identity management system** (IDM) will be created within the framework of a new project of the Ministry of Transport, Information Technology and Communications (MTITC). One of the project aims is the creation of an online register upon which the

eIdentity of the users will be based. This register intends to realise the principle of one-time data collection by public administrations and its use by multiple authorities, thus simplifying the delivery of online administrative services. As part of the same project, a central system for the standardised exchange of eDocuments and information will be introduced for administrations. Furthermore, the project envisages the creation of a central, integrated administrative system for the online participation of the public sector in management processes.

2011

▸ The Bulgarian Council for Administrative Reform approved a list of registers of governmental **administrative services** that will be **digitised** through the 'Development of the administrative services by electronic means' project; it was announced on 20 April 2011. The registers to be digitised include: the trade register Bulstat; the Cadastre and Property Register; the conviction status certificate; the national population database; the Register of Bulgarian IDs; electronic health records; centralised registers of the state and municipal property; local rates and taxes; and electronic deeds.

▸ The Bulgarian Government initiated discussions on how 100 administrative services will be automated, including Bulstat registers, death, birth and marriage certificates, personal data, properties and the Cadastre. The automation initiative seeks to speed up operations and minimise cost for the services provided. Other objectives concern changes in legislation to facilitate the progressive promotion and introduction of eGovernance, as well as the training of employees from the central and municipal administrations.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment country factsheet. Nevertheless, the information for years 2010 – 2010 can be fully retrieved here.

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 eGovernance development in Republic of Bulgaria 2014 - 2020 builds upon the previous strategy.

Strategy for eGovernance development in Republic of Bulgaria 2014 - 2020

The strategy for development of e-governance 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 e-governance 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 eGovernance;

▶ Activities to achieve the predetermined objectives;

▶ Coordination and management of the strategy implementation;

▶ Model of e-governance: Information and Technology model.

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

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 eGovernance development in Bulgaria 2011-2015

This 'Common Strategy for eGovernance 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, 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 e-space.

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**: Budgets of all state institutions have seen significant increases for investments related to eGovernment and electronic provision of public services. Funds are released both for the technological provision of the institutions' needs and for the development of electronic registers, data bases and eServices.

▶ **Intuitional 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 in 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, promoting investment policy and introducing 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

During this stage a 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, has taken place.

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 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 of eGovernment; the provision of eServices for enquiries related to the social and health insurance of citizens, filing statements on social and health insurance of

employees by companies, filing of statements on labour contracts of employees by businesses; and 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

eGovernment Act (Law on Electronic Government) (2008)

The eGovernment Act, 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.

A draft law amending the law on e-governance has been drawn up. It was approved by the Council of Ministers and will be proposed for approval to the National Assembly. It will provide better regulation policy of e-government

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 December 2008. 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 (2001)

Adopted in December 2001 and amended in July 2007, 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

Law on Electronic Document and Electronic Signature (2011)

Currently, a Working group at the Ministry for траснпорта, 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 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 2011.

eGovernment Actors

Main roles and responsibilities

[18]

National eGovernment

Policy/Strategy

Ministry of Transport, Information Technology and Communications (MTITC)

All of Bulgaria's eGovernment activity is concentrated within the MTITC, and as such, strategy is determined by the dedicated ministry. It issues strategic guidelines for the establishment and development of eGovernment and its components, as well as the wider Information Society and IT issues.

To facilitate and better coordinate the running of relevant policies, the MTITC established the eGovernment Directorate. Among the responsibilities of the Directorate are to manage the newly-founded Electronic Communications Networks and Information Systems Agency (ECNIS), and to oversee all actors involved in the interoperability project.

Coordination

Ministry of Transport, Information Technology and Communications (MTITC)

The MTITC, through the eGovernment Directorate, coordinates activities under a single model for electronic document in the Public Administration while offering guidance to the administrations. Furthermore it is entrusted with facilitating coordination between state and local governments on the issues of eGovernment, while coordinating the implementation of programmes and projects for eGovernment.

eGovernment Directorate

The eGovernment Directorate, under the Ministry of Transport, Information Technology and Communications (MTITC), is tasked with coordinating the operation of eGovernment-related policy documents.

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 Governance', which includes a coordinating function.

Council for E-Governance

The Council for E-Governance assists Ministers in the implementation of e-government policy, coordinates draft sectoral eGovernment strategies and/or programs for their implementation in the context of the overall strategy for eGovernment, and coordinates program budgets and the proposals for updating the overall strategy for e-governance development.

Executive Agency for Electronic Communications Networks and Information Systems (ECNIS)

ECNIS is an executive agency under the Ministry of Transport, Information Technology and Communications tasked with managing IT and communications. The Agency's Department of Information Society coordinates several projects in cyber-security and Internet governance.

Implementation

Ministry of Transport, Information Technology and Communications (MTITC)

eGovernment Directorate

The MTITC, and its affiliated eGovernment Directorate, are responsible for a significant part of the implementation process of all programmes and projects related to eGovernment, and especially for the 'Strategy for eGovernment in Bulgaria 2014-2020'. It draws up concrete plans for the implementation of the eGovernment strategy, including resource provision. Furthermore, it is responsible for the implementation of information technologies at central, provincial and municipal levels.

Government ministries and bodies

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

Private sector entities

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

Support

Ministry of Transport, Information Technology and Communications (MTITC)

The MTITC 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 Law on eGovernance.

Executive Agency for Electronic Communications Networks and Information Systems (ECNIS)

ECNIS 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.

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

Informatsionno Obsluzhvane (Information Services Plc) is a State-owned enterprise providing personal electronic signatures contained in special smart cards used by individuals and businesses for accessing eGovernment services.

Regional & Local eGovernment

Policy/Strategy

Ministry of Transport, Information Technology and Communications (MTITC)

The MTITC prepares investment programmes for the implementation of information technologies at central, regional and municipal levels.

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

Ministers responsible for eGovernment

Ivaylo Moskovski
Minister of Transport, Information Technology and Communications

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Ministry of Transport, Information Technology and Communications
9, Dyakon Ignatiy str.
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Tel.: +359 2 940 97 71
Fax: +359 2 988 50 94
E-mail: N/A
Source: http://www.mtitc.government.bg/

Valery Borissov
Deputy Minister of Transport, Information Technology and Communications (activity field Information Technology and Communications)

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Ministry of Transport, Information Technology and Communications
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9, Dyakon Ignatiy str.
Sofia 1000
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E-mail: aginev@mtitc.government.bg
Source: http://www.mtitc.government.bg/
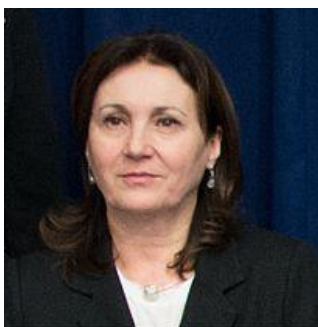
Rumyana Bachvarova
Deputy Prime Minister, Minister of Interior, Chairman of the eGovernment Board[3]

Contact details:
Ministry of Interior
29, Shesti Septemvri Str.
Sofia 1000
Source: https://www.mvr.bg/

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[3] The eGovernment Board is a body which coordinates efforts in the implementation of e-government in Bulgaria.

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. 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. 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 as a walk through for using its eServices.

Electronic Communication Networks and Information Systems (ECNIS) portal

The agency's portal provides development, maintenance, administration and management of electronic communications networks for the needs of national security. Furthermore, it supplies electronic communications for disaster management to central and local authorities.

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 Executive Agency for Electronic Communication Networks and Information Systems.

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.

National Electronic Communications Network

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*).

National Network of the Public Administration (NAMDA)

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.

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 program 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 Center 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 [32]

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   **[33]**

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 do things 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   **[36]**

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 submitting signals for 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 **[37]**

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.

Jounup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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