



European
Commission



Country Profile
Highlights
Strategy
Legal Framework
Actors
Infrastructure
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Services for Businesses

What's inside

eGovernment in



Bulgaria

ISA²

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Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

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The logo for Joinup, featuring the word "joinup" in a lowercase, sans-serif font. The "j" is a dark blue color, while the "oinup" is a lighter blue color.

This document is meant to present an overview of the eGovernment 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): 7,101,859 inhabitants (2017)

GDP at market prices: 50,430.1 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 49 (2016)

GDP growth rate: 3.6% (2017)

Inflation rate: -1.2% (2017)

Unemployment rate: 6.2% (2017)

General government gross debt (Percentage of GDP): 25.4% (2017)

General government deficit/surplus (Percentage of GDP): 0.9% (2017)

Area: 110,370 km²

Capital city: Sofia

Official EU language: Bulgarian

Currency: BGN

Source: [Eurostat](#) (last update: 20 December 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](#) (from 22 November 2016).

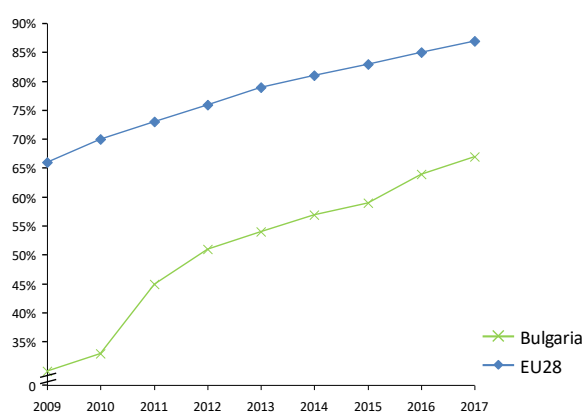
Head of Government: Prime Minister [Boyko Borissov](#) (since 4 May 2017).

Information Society Indicators

Generic Indicators

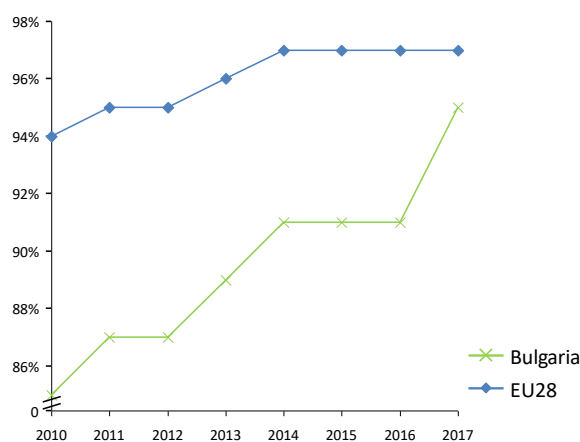
The following graphs present data for the latest Generic Information Society Indicators for Bulgaria compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Bulgaria



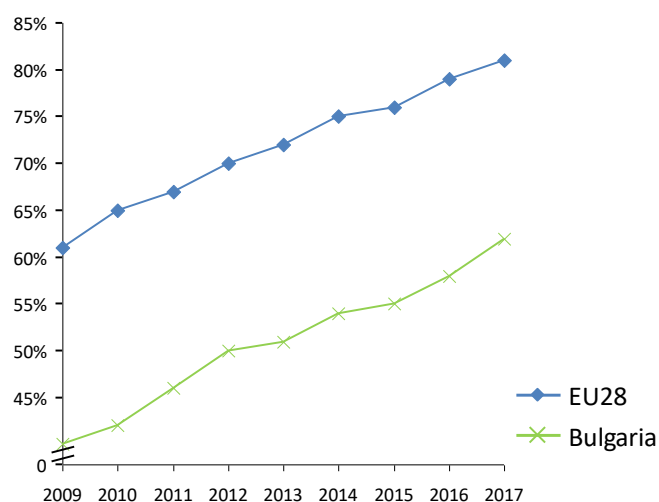
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Bulgaria

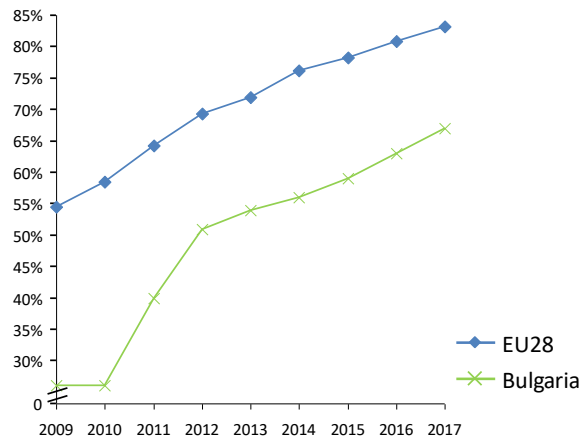
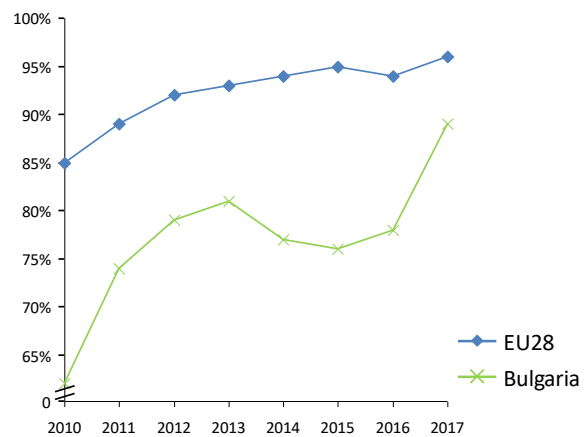
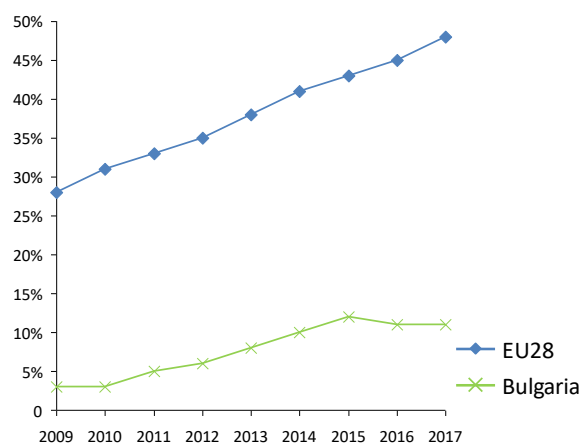
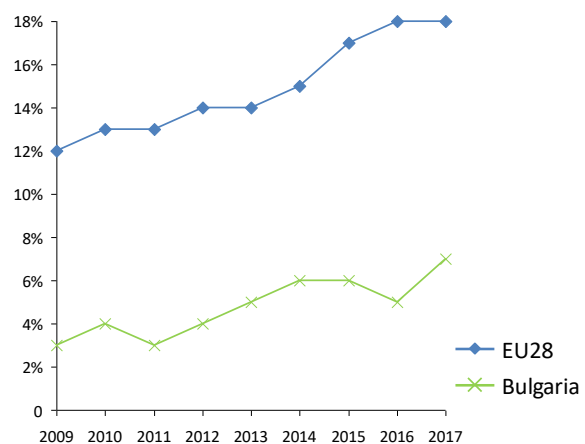


Source: [Eurostat Information Society Indicators](#)

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



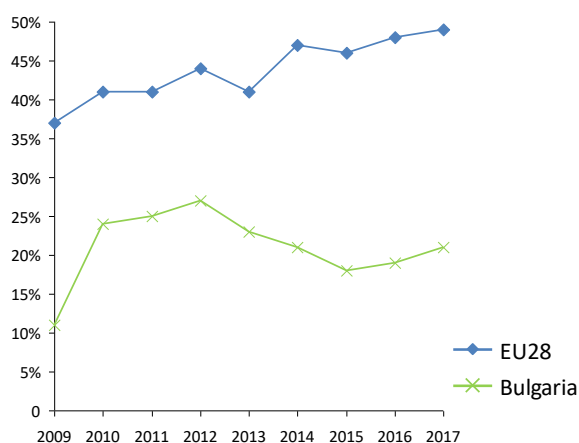
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in BulgariaSource: [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

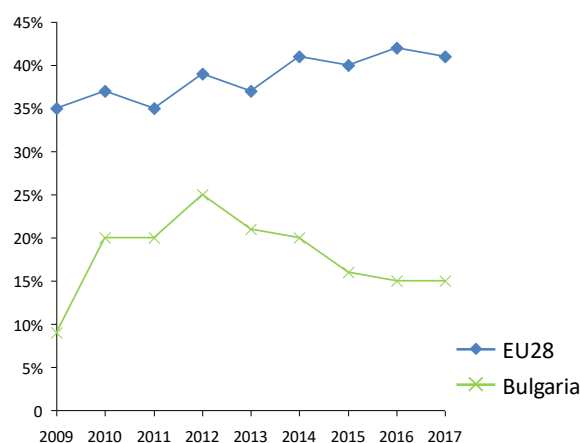
The following graphs present data for the latest eGovernment Indicators for Bulgaria compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



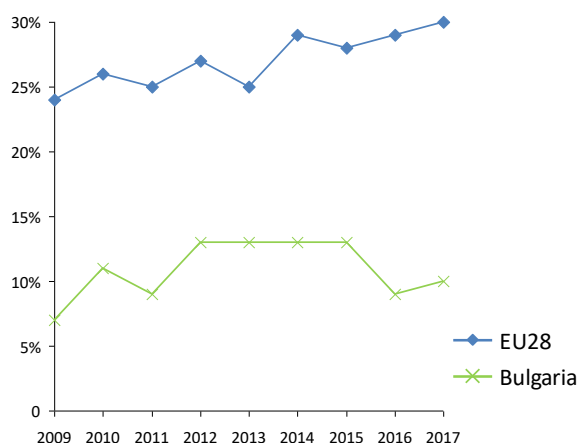
Source: [Eurostat Information Society Indicators](#)

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



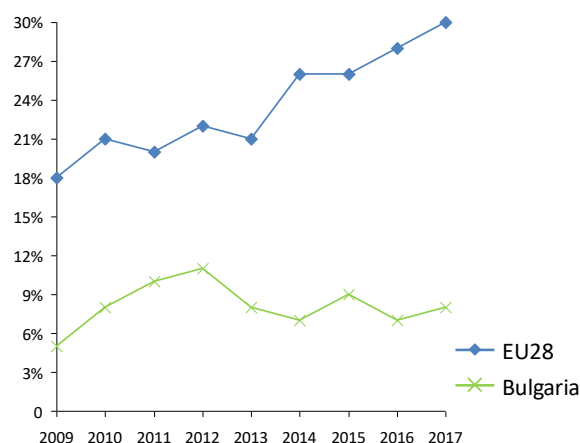
Source: [Eurostat Information Society Indicators](#)

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



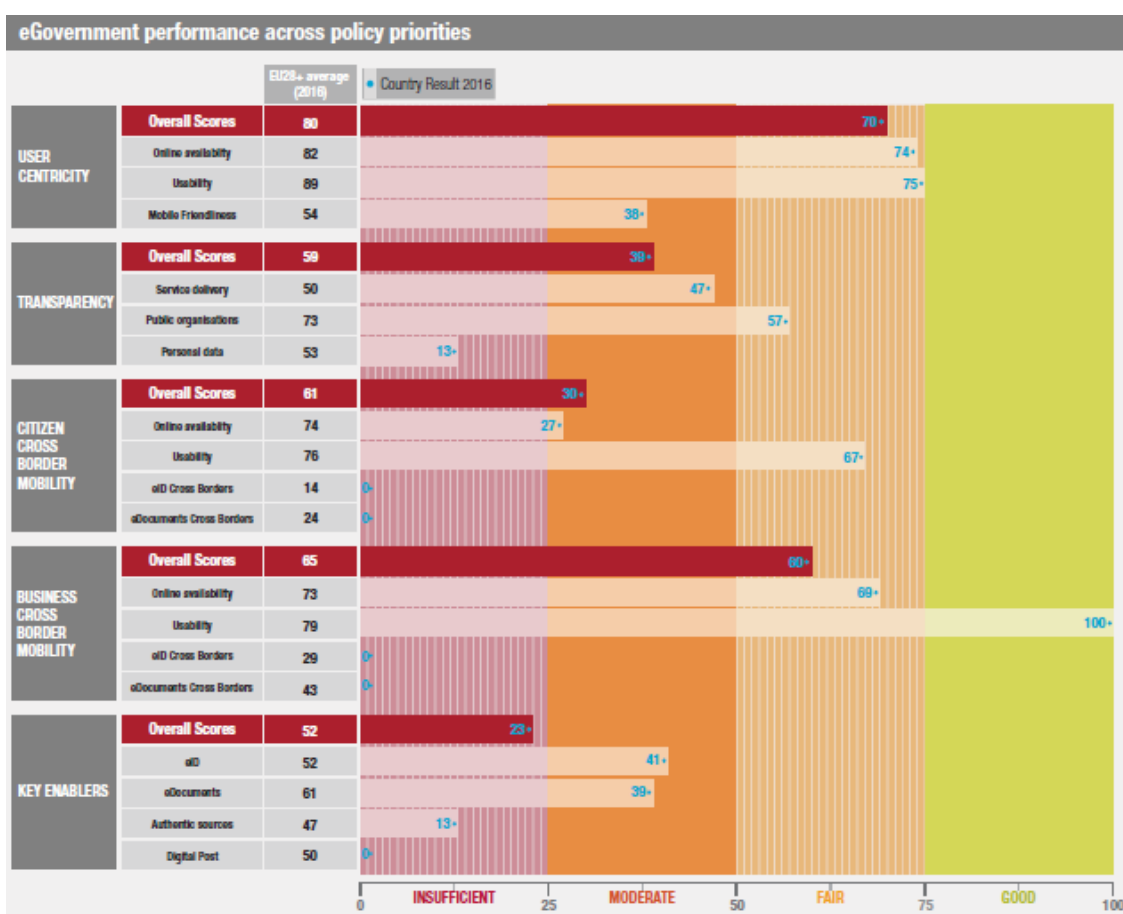
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, 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 the extent to which (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates the extent to which 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 the extent to which EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Bulgaria compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

In the late summer of 2017, the [Governance Programme of the Bulgarian Government for the period 2017 – 2021](#) was adopted. The programme contains priorities and measures related to digital public administration. The priority for eGovernment and reduction of administrative burden aims to ensure complete functioning of eGovernment and observance of the Electronic Governance Act.

eGovernment Legal Framework

In August 2017, in order to ensure compliance with the 'once only' principle and the Directive on the Re-use of public sector information, SEGA initiated a process for amending more than 150 acts. The initiative aims to reduce the administrative burden for citizens and businesses, to stop the use of paper documents certifying data and information already available in the administrative registers and to oblige the administrations to exchange data and information electronically. In October 2017, the amended Electronic Document and Electronic Trust Services Act was adopted. The amendments bring the Act and related legislation in line with [Regulation \(EC\) 910/2014](#).

In December 2017, SEGA initiated a bill amending the main legislative act concerning the public administration – the Administrative Procedure Code – in order to regulate the requirement for use of information system for secure electronic delivery (e-Delivery). It is a module of the Single portal for access to electronic administrative services, by all administrative authorities, as well as citizens, businesses and other organisations. The amendment will provide the opportunity for all administrative services to be declared electronically, thus to boost the eGovernment development in Bulgaria.

eGovernment Actors

A new State eGovernment Agency (SEGA) with the Council of Ministers has been established pursuant to the Electronic Governance Act. The agency shall be the successor of the "Electronic Governance" Directorate with the Ministry of Transport, Information Technologies and Communications and the Executive Agency "Electronic Communication Networks and Information Systems."

The Chairperson of the SEGA will be the actor involved in carrying out the state policy in the following fields:

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

eGovernment Infrastructure

The main recent developments in the implementation of the Bulgarian National Strategy for eGovernment Development for the period 2014-2020 are connected with the fulfilment of the eGovernment Roadmap 2016-2020:

- ▶ The overall national inventory of information and communication infrastructure and resources for the need of eGovernment and for the purpose of building a complete national data base for eGovernment resources has begun.
- ▶ The first stage of the elaboration and implementation of a pilot remote electronic voting system has been completed.
- ▶ The implementation of two central administrative information systems serving as key data registers, namely "Citizen Registration" and "Address register", has been started.
- ▶ The development of two public registers for eGovernment budget and project control and a portal for access to the eGovernment resources for software development has been started.
- ▶ The upgrade of the National portal for spatial data (INSPIRE) has been started.
- ▶ The development of a state-owned Private Hybrid Cloud and a secure internet node for public eGovernment services has been started.

eGovernment Services

The opportunity for retaining personal data and information for citizens, stored in the registers available within administrations has been provided electronically (e.g. RegiX) between administrations. Thus, the necessity for providing paper documents by citizens for certifying such data and information in the process of administrative service, has been removed.

In addition, an access for real-time electronic check of available personal data stored in administrative registers has been provided to individuals.

The opportunities for businesses to use some digital public service, such as starting their own business, VAT registration, provision and declaration of staff data and information, obtaining licenses, provision of financial information for the company, etc., are available since March 2017.

Other highlights

In the second half of 2017 the SEGA initiated a process of development of an eGovernment Architecture frame. The Frame is both the necessary and obligatory requirement for implementation of eGovernment policy, defined by standards, interoperability and network and information security.

2001 – 2017

For previous eGovernment highlights, 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.

Strategy for eGovernance development in Republic of Bulgaria 2014 - 2020



The [Strategy for development of eGovernance 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 eGovernance: Information and Technology model.

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

According to art. 7c (3) of EGA, 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.

A Roadmap to the Strategy for eGovernment Development has been adopted on 5 April 2016 with Decision №274 of Council of Ministers, in order to detail the achievement of the strategic objectives by listing priority projects for implementation.

The strategy has the following targets:

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

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

Target 3: Population access and participation.

Governance Programme of the Bulgarian Government for the period 2017 – 2021

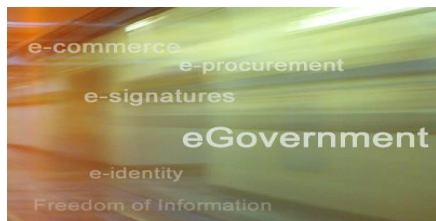
In the late summer of 2017, the [Governance Programme of Bulgarian Government for the period 2017 – 2021](#) was adopted. The programme contains priorities and measures related to digital public administration. The priority for eGovernment and the decrease of administrative burden aims to ensure complete functioning of eGovernment and observance of the Electronic Governance Act.

The Governance Programme includes the following relevant digital priorities:

- ▶ Introduction of a national scheme for eID;
- ▶ Further development of basic infrastructure and shared resource of eGovernment;
- ▶ Connection of key registers and provision of interoperability for switching to automated/semi-automated exchange of data and electronic documents;
- ▶ Provision of network and information security;
- ▶ Applying the 'digital by default' principle;
- ▶ Digitalisation of the most commonly used administrative services;
- ▶ Provision of administrative services related to life events.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

The last amendment of the main national legislation which is the Electronic Government Act was made in December 2016. The legislative amendments of the Act from July 2016 change the institutional framework of 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.

[eGovernment Act \(Law on Electronic Government\) \(2008\)](#)

The eGovernment Act (EGA) entered into force on 13 June 2008, and 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.

The Electronic Governance Act was amended in June 2016, introducing the creation of a new [State eGovernment Agency \(SEGA\)](#), which integrates the "Electronic Governance" Directorate of the Ministry of Transport, Information Technologies and Communications and the Executive Agency "[Electronic Communication Networks and Information Systems](#)".

Some of the new articles in the [Electronic Government Act](#) integrate mandatory requirements for the preparation of terms of reference. In particular, art. 58a. (new - SG 50/16, in force from 01.07.2016) lists the requirements that administrative authorities must include in the preparation of technical and functional terms of reference for public procurements for development, upgrading or implementation of information systems or electronic services.

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 sensitive details such as personal information, confidential State documents 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 EU and with other leading countries in the field of eGovernment;
- ▶ Ensure a fruitful European collaboration promoting innovation and the exchange of best practices to the implementation of cross-border 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) N° 910/2014 of the European Parliament and the Council from 23 July 2014 on the electronic identification and trust services for electronic transactions in the internal market, repealing Directive 1999/93/EC (Commission Regulation (EU) N° 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.

Following the entry into force of the new amendment, 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 \(2017\)](#)

The amendment is in line with the provisions of Regulation (EU) N° 910/2017 of the European Parliament and of the Council on electronic identification and trust services.

[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) N° 531/2012 of the European Parliament and of the Council on roaming on public mobile communications networks within the Union (Regulation (EU) N° 531/2012). Its adoption is in accordance with the requirements of Art. 3-6 of Regulation (EC) N° 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) N° 531/2012 on roaming on public mobile communications networks within the Union (Regulation (EU) N° 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.

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

[eInvoicing legislation](#)

There is no common eInvoicing platform available in Bulgaria for the B2G eInvoicing in public procurement. Some solution providers from the private sector offer platforms for the exchange of eInvoices, such as [eFaktura.bg](#) and [inv.bg](#). The former is offered by the largest eInvoicing provider [BORICA-Bankservice AD](#). It is a joint-stock company owned by the Bulgarian National Bank and national commercial banks. It develops and maintains the basic IT infrastructure of the payment industry in Bulgaria.

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.

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

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 as well as a 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".

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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.



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Source: <https://www.mtitc.government.bg/>

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 Governance', 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 governance, 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 governance requirements and needs, other central registers, a private cloud and communication network of the State Administration.

Council for E-Governance

The Council for eGovernment assists Ministers in the implementation of eGovernment policy, coordinates draft sectoral eGovernment strategies and/or programmes 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 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 10 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 the 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.

eDelivery

The e-Delivery system allows sending, receiving and storing electronic document for/from public authorities, citizens and legal entities. The e-Delivery is an electronic equivalent of the registered mail with a return receipt and is provided in accordance with art. 43 of the Regulation (EC) № 910/2014 and art. 26, para.2 and 4 of EGA.

All administrative authorities can integrate the e-Delivery module into their information systems or use it via a user interface at <https://edelivery.egov.bg/>

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.

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/>;

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 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

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education and Science

Website: <https://www.mon.bg/>

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

Website: <https://www.mon.bg>

Description: Information is available online at the portal of the Ministry of Education 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: <https://www.az.government.bg/pages/rabota-v-chuzhbina/>

Description: The website provides useful information for Bulgarian citizens looking for a 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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ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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