

[eGovernment in]

Bulgaria

България



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Bulgaria. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 7 504.9 inhabitants (2011)

GDP at market prices: 36 033.5 million Euros (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 44.0 (2010)

GDP growth rate: 0.2 % (2010)

Inflation rate: 3.0 % (2010)

Unemployment rate: 10.2 % (2010)

Government debt/GDP: 16.2 % (2010)

Public balance (government deficit or surplus/GDP): -3.2 % (2010)

Source: [Eurostat](#)

Area: 111 910 km²

Capital city: Sofia

Official EU language: Bulgarian

Currency: Lev

Source: [Europa website](#)

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 [Georgi Parvanov](#) (since 22 January 2002).

Head of Government: Prime Minister [Boyko Borissov](#) (since 27 July 2009).

Information Society Indicators

Percentage of households with Internet access: 33 % (2010)

Percentage of enterprises with Internet access: 85 % (2010)

Percentage of individuals using the Internet at least once a week: 42 % (2010)

Percentage of households with a broadband connection: 26 % (2010)

Percentage of enterprises with a broadband connection: 62 % (2010)

Percentage of individuals having purchased/ordered online in the last three months: 3 % (2010)

Percentage of enterprises having received orders online within the previous year: 3 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 12.8 %, downloading forms 7.8 %, returning filled forms 5.6 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 56 %, downloading forms 54 %, returning filled forms 47 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

July 2011

A **register** for the **electronic identity** (elidentity) 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 elidentity 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.

April 2011

The Bulgarian Council for Administrative Reform [approves](#) 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.

February 2011

The Bulgarian Government [initiates](#) 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.

News 2010-2001

2010

- ▶ In *November 2010*, Ihtiman becomes the first municipality in the country to [introduce](#) an **electronic archive** for fast and convenient administrative services. The main goal of this electronic system is to allow the town's residents to track from their personal computers the work of the local government concerning services they have requested. Furthermore, it will enable citizens to know the name of the civil servant working on their request.
- ▶ In *September 2010*, the Government [initiates](#) a public consultation on the [draft 'eGovernment Strategy for 2010-2015'](#), published by the Ministry of Transport, Information Technologies and Communications (MTITC), which provides for the establishment of a 'National Council for eGovernment', a group of top executive representatives from the Council of Ministers, the legislative

power and local government, as well as from industry and non-governmental organisations. The MTITC aims at facilitating broader access of all Bulgarian households to fast Internet sources.

- ▶ In *June 2010*, the first phase of the project 'Establishment of a River Information System in the Bulgarian stretch of Danube' is [launched](#). According to the Ministry of Transport, Information Technology and Communications, this project intends to enable Bulgaria to meet the European Union requirements for the **improvement of navigation** and enhance the port infrastructure modernisation capacity, and thus allow the provision of competitive services, increased cargo transit through Bulgaria's ports on the Danube and the accelerated development of intermodal terminals along the riverside.
- ▶ In *April 2010*, the first issuance of **new generation passports** that contain biometric data [obtains](#) the green light by the Government. The new travel documents meet all international requirements and comply with the Visa Waiver Programme of the United States.
- ▶ On *1 February 2010*, the Government officially starts [testing](#) an **integrated web platform** providing 13 municipal and central government services online. The platform is made accessible at '<http://portal.egov.bg/>', offering such benefits as a single place to access the public eServices of all levels of government and data provided by several Public Administrations featured in a unified manner. The online issuance of certificates proving one's permanent address has been the first service to be tested on the platform.

2009

- ▶ As of *November 2009*, 455 public libraries participate in the [first phase](#) of the 'Glob@l Libraries - Bulgaria' programme, thus making libraries more attractive places for visitors and enabling them to play an important local developmental role. It is designed to facilitate access to information, knowledge, communication, eContent and community services through Bulgaria's public libraries' network.
- ▶ In *August 2009*, the [National Computer Security Incidents Response Team](#) (CERT Bulgaria) whose purpose is to take proactive actions to eliminate cyber-security risks, is officially accredited by the International Certifying Organisation '[Trusted Introducer](#)'. Its mission is to provide information and assistance to its constituencies in implementing proactive measures to reduce the risks of computer security threats and respond to incidents of this kind when they occur.
- ▶ In *July 2009*, the French-Bulgarian project entitled '**BulgaRisk**' has successfully been completed. Its main objective is the integration of satellite imageries in the operational procedures of risk management in Bulgaria. The BulgaRisk project, initiated in 2007, strengthens the capacity of Bulgaria in the context of the European programme 'Global Monitoring for the Environment and Security' (GMES) and successfully worked towards the organisation of the security and defence of the country, as well as towards the monitoring of the environment through the GMES programme.
- ▶ At the national conference and training for regional and municipal development policies in information society, which take place from 23 to 25 *April 2009* in Veliko Tarnovo, ICT directors in municipal administrations are trained to work with geo-information systems and use geo-spatial data.

At the end of *April 2009*, the '[ePayment Gateway](#)', a part of the integrated eGovernment system, gains final approval by the Bulgarian National Bank to become fully operational. It is a single web environment that enables citizens and legal entities to **settle online** their **payments** with the central, regional and local Administration, via the Bulgarian eGovernment portal '[egov.bg](#)' and the regional/local Administration's web pages.

- ▶ In early *January 2009*, the Bulgarian Coordination Council for Information Society adopts a '[National Programme for the development of broadband Internet access](#)' aimed at offering all Bulgarians reliable and high quality broadband access by 2015.

2008

- ▶ In *October 2008*, the Bulgarian Council of Ministers [adopts](#) a new programme aimed at accelerating the development of information society for the period 2008-2010. The document defines the operational framework of the Bulgarian Information Society model and addresses the use of new knowledge, technologies and practices necessary for generating and implementing technology transfers. Furthermore, it focuses on ICT convergence, electronic content and public services and the improvement of the quality of life, by taking into account the various options that ICT provides in terms of social and economic development.
- ▶ As part of a package of measures to prevent the misuse of EU funds, the Ministry of Finance starts in *July 2008* to develop a [system of IT Management and Monitoring for Structural Instruments \(ISUN\)](#). ISUN is intended to keep track of the full lifecycle of EU-funded projects – starting from the registration of bidders, all the way through to the audit of completed projects, including management of irregularities.
- ▶ In *June 2008*, the Operational Programme Administrative Capacity (OPAC) Monitoring Committee, the body charged with managing administrative reform and capacity building in Bulgaria, [announces](#) the launch of six new eGovernment-related projects pertaining to the control of public procurement or concession-awarding procedures and the monitoring of good local governance by Bulgaria's ombudsman, among other aspects.

Bulgaria's [eGovernment Act](#) enters into force on *13 June 2008*. It 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 between different Administrations.

Since *1 June 2008*, the [Public Procurement Agency](#) (PPA) has been providing a new service for contracting authorities which allows for the automatic forwarding of relevant tenders to the Official Journal of the European Union. Called 'eSender', the application provides a centralised electronic service through which tenders may be submitted for all publications, thus eliminating the need to submit the same notice several times.

- ▶ In *May 2008*, the [National Revenue Agency](#) (NRA) announces that online income tax declarations have tripled in 2008, compared to **eTax returns** in 2007.
- ▶ In view of the entry into force of the **Bulgarian eGovernment Act** in June 2008, the Government adopts on *30 April 2008* [four ordinances](#) setting out detailed arrangements for the implementation of the future law. These regulations cover, respectively: the delivery of electronic administrative services; the registers of information sites and administrative services; the internal circulation of electronic and paper documents within Administrations; and the use of eSignature in Administrations.

In the same month, Bulgaria [introduces](#) a pioneering new electronic system which integrates and accelerates the processing of incoming and outgoing vehicles by the border agencies operating within the border-crossing point (BCP) of Zlatarevo, one of its main border crossings.

During the same month, the town of Sopot starts carrying out a [pilot trial of RRObserver](#) – an application for monitoring the progress of various regulatory procedures, including licences, registrations and permits, among others.

- ▶ The State Agency for Information Technologies and Communications (SAITC) [opens](#) in *March 2008* the first laboratory for the **next-generation Internet Protocol** (IPv6) in South-Eastern Europe. The objective is to provide an open environment for validating new IPv6 solutions and testing network set-ups and applications.
- ▶ Applications for places at Sofia's kindergartens and nurseries can be made [online](#) as of *February 2008* through a new web portal intended to streamline the enrolment procedure while rendering it more transparent.

During the same month, the State Agency for Information Technologies and Communications [launches](#) a new project for the 'eIntegration' of **minorities**. The project intends to provide basic to advanced ICT training to young people from the Roma community.

- ▶ In *January 2008*, a [new system of company eRegistration](#) comes into operation. This online commercial register is a single portal enabling the establishment and later re-organisation, restructuring and liquidation of a business. The portal also serves as a database, as all key details of a business are made available to the general public.

In the same month, the **Revenue Management Software**, operated by the [National Revenue Agency](#) (NRA), has been enhanced with a [new functionality](#): a single tax and social security account for each business or citizen, which enables NRA officers to check at a glance all tax and social security payments (including overdue ones) at a business/individual level.

2007

- ▶ In *December 2007*, a new '[anti-corruption portal](#)' is launched, which aims at providing citizens with a convenient and anonymous means of reporting incidences of corruption.
- ▶ The official launch of Bulgaria's **eGovernment portal** '[egov.bg](#)' takes place in *October 2007*. It enables citizens to obtain online information on many public services, together with downloadable forms.
- ▶ In *August 2007*, Bulgaria's Minister for European Affairs, Gergana Grancharova, [launches](#) a new website aimed at promoting **greater transparency** and enhancing communication between Government and citizens while boosting public trust in national and European institutions.
- ▶ In *May 2007*, the Government [announces](#) that a **new** generation of personal **ID cards** will be issued as from 31 October 2007. The new eDocuments, which are planned to look similar to the identity card, are to carry biometric information in the shape of either a thumbprint, or a retina scan. The future eID cards are also set to contain a unique digital certificate to be issued by the Government.
- ▶ In *February 2007*, the Minister for State Administration and Administrative Reform, Nikolay Vassilev, unveils in Sofia an **eGovernment control technical centre**. This centre will provide services throughout the entire country to help bring all Bulgarian municipalities under one interrelated system.

During the same month, Nikolay Vassilev announces that the Ministry of State Administration and Administrative Reform will invest BGN 14 million (approx. € 7.16 million) in the development of eGovernment in Bulgaria. Two major projects will take up most of the financial resources: the building of a centralised system and the implementation of the 'e-Region' system in all 25 regions in the country.

2006

- ▶ Within the framework of the [T-Centres](#) project, a **new Telecentre** opens in the Bulgarian city of Varna. The creation of telecentres is seen as strategic for Bulgaria as they facilitate the application of ICTs in everyday life and for online contacts with public bodies and eGovernment services.
- ▶ In *August 2006*, the Minister of State Administration and Administrative Reform, Nikolay Vassilev, announces that the number of **eDocuments** made available to Bulgarians by the Public Administration has increased 20-fold in the past year.

In the same month, Parliament approves an [eManagement legislation](#) bill drawn up by the Government and aimed at helping citizens and businesses to cut through red tape. The bill, which contains provisions on the use of personal data and the treatment of eServices taxation, is based on Austria's experience and know-how.

- ▶ In *June 2006*, the Council of Ministers adopts the [Bulgarian National Interoperability Framework](#) (NIF).

During the same month, the Ministry of Justice [introduces](#) the document **management system DocuWare** with the financial support of the EU's Phare programme. DocuWare is to be installed in approximately 150 locations within the justice system. The goal is to integrate the Ministry of Justice and the courts, so that all locations can access one central document pool.

- ▶ In *April 2006*, the Minister of State Administration and Administrative Reform Nikolay Vassilev [announces](#) his intention to step up measures to develop eGovernment in Bulgaria, as a means for fighting corruption and increasing transparency in the State Administration.
- ▶ The **IT training of civil servants** across the country [starts](#) in *January 2006* under the 'T-Centres' project. Some 100 000 civil servants are to be trained, as part of their preparation for the provision of eGovernment services to citizens and businesses.

2005

- ▶ Bulgaria's '**T-Centres**' project receives new funding to expand IT training and awareness activities across Bulgaria's civil service. The project is part of the iCentres network, created in June 2004.
- ▶ The Government establishes a new body in charge of managing telecommunications and information technologies: the State Agency for Information Technologies and Communications. It is directly accountable to the Council of Ministers; communications were previously part of the Ministry of Transport and Communications' areas of competence.
- ▶ The Ministry of State Administration and Administrative Reform is created in *August 2005*, in order to accelerate administrative reform in the run-up to EU Accession in 2007.

2004

- ▶ In *November 2004*, the Deputy Interior Minister, Boyko Kotsev [announces](#) that the Bulgarian passport of the future will fully comply with the **EU standards** for **security** features and biometrics. According to the Ministry of the Interior, current ID cards would be replaced by a biometric document to be launched in 2006-2007.
- ▶ The **iCentres network** is created with the aim to establish a broad-based network of public telecentres providing services to the widest possible range of users in rural areas, thus narrowing the gap between Bulgaria and the information society by improving the information skills of citizens and businesses.
- ▶ In *June 2004*, the United Nations Development Programme (UNDP) and the [Internet Society of Bulgaria](#) launch a project to help municipal Governments in South-Eastern Europe to enhance eGovernment initiatives by using **Open Source Software** (OSS) applications. The project is part of a larger UNDP global programme focused on developing national capacities by establishing a series of regional centres using OSS.

2003

- ▶ In *September 2003*, the Minister for State Administration, Dimiter Kalchev, gives the [official go-ahead](#) to the **delivery of electronic public services** based on the country's eGovernment platform. Four services are to be initially delivered free-of-charge: change of address notification; access to company registration information; information on social security instalments for individuals; and check-up of social contributions paid by businesses.
- ▶ Moving towards participation in the EU's 'Interchange of Data between Administrations' (IDA) programme, the Government [unveils](#) at the beginning of *2003* a strategy document on the implementation of a '**one-stop shop**' for citizens to access information on public services.

2002

The Bulgarian Cabinet signs a memorandum committing to an **eGovernment system** by the end of 2005.

News 2000 and before

1998

The first eGovernment programme begins in *1998* with the establishment of a Programme Council, attached to the Council of Ministers, whose mission is to prepare and manage a long-term programme for effective information, management technologies and human resources development in the public sector. One of the main goals is to interconnect ministries and other State organisations through a Government-wide communications system.

eGovernment Strategy

Main strategic objectives and principles



eGovernment is considered a central tool in transforming the Government to improve Bulgaria's competitiveness and in enhancing citizen and business **participation** in the **knowledge-based economy**. The main objective of eGovernment is to meet the needs of society for quality and easily accessible administrative services.

Bulgaria's recent eGovernment strategy is broadly based on two pillars, the 'Concept of eGovernment in Bulgaria 2010-2015' and the 'Common Strategy for eGovernment in Bulgaria 2011-2015'.

The Concept of eGovernment in Bulgaria 2010-2015

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

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

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

Common strategy for eGovernment in Bulgaria 2011-2015

This '[Common Strategy for eGovernment 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 eGovernance 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 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, 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.

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 \(2011\)](#)

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 \(EC\) No 1137/2008](#). 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.

eCommunications Legislation

[Law on Electronic Communications \(2007\)](#)

This Law was adopted on 10 May 2007 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.

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.

eGovernment Actors

Main roles and responsibilities

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.

[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 '[Common Strategy for eGovernment in Bulgaria 2011-2015](#)'. 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.

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



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NO PICTURE
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[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 traveller's 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.

[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 is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. 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.

2. 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.

3. Social security benefits

a. 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.

b. 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.

c. 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.

d. Student grants

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

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

Description: Information only.

4. Personal documents: passport and driver's licence

a. Passport

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

Website: <http://www.mvr.bg/>

Description: Online information on how to start the process of obtaining an ID card or passport.

b. Driver's licence

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.mvr.bg/>

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

5. 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.

6. Application for building permission

Responsibility:	Central Government, Ministry of Regional Development and Public Works, Geodesy, Cartography and Cadastre Agency, Municipalities
Website:	http://www.cadastre.bg/ ; http://www.mrrb.government.bg/
Description:	Information only. Building permits are issued by the Ministry of Regional Development and Public Works and its local services departments (municipalities).

7. 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.

8. 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.

9. 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.

10. Enrolment in higher education/university

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

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

Description: Online information.

11. 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.

12. 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.

Further information on the services and on the latest official online sophistication ratings is available in the '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. Customs declarations

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.

7. 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.

8. Public procurement

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

Website: <http://www.aop.bg/>; <http://smallsrv.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).

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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