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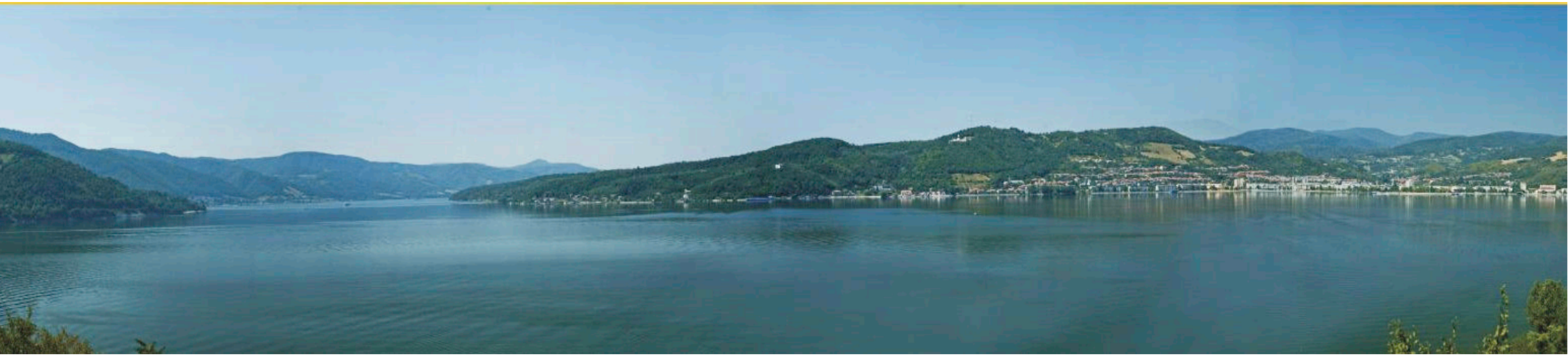
BG-RO E-GoverNet web platform

A practical user guide



Project "BG-RO E-GoverNet - Development of an information network to ease the cooperation between public authorities, NGOs, business and citizens in the cross-border region Bulgaria-Romania" is co-financed by the European Union through the European Regional Development Fund under the Interreg V-A Romania - Bulgaria Programme

Project value (ERDF): 311 794,00 EUR

Editor: Business Support Centre for SMEs

Date: 10.05.2018

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www.interregrobg.eu

PROJECT
BG-RO E-GoverNet – Development of an information network to ease the cooperation between public authorities, NGOs, business and citizens in the cross-border region Bulgaria-Romania, ROBG-168

The project is implemented within the Interreg V-A Romania-Bulgaria 2014-2020 cross-border cooperation program
Priority Axis 5: Effective Region
Specific objective: To increase cooperation capacity and the efficiency of public institutions in a CBC context
Project duration: April 20, 2017 to April 19, 2019 (24 months)
Lead Beneficiary (LB): Business Support Centre for Small and Medium Enterprises – Ruse
Beneficiaries: Eastern Danube Convention & Visitors Bureau Association – Giurgiu, Romania
Total project budget: 366 816,47 euro
EU funding: 311 793,99 euro

Project context

- Romanian and Bulgarian public authorities are considered bureaucratic, incompetent, and reluctant to perform their duties.
- National Operational Programs have provided trainings for institutional competence which are insufficient to fill the gaps in communication/coordination between authorities and non-governmental organizations/business.
- Bulgaria and Romania ranked in the last two places in the EU in terms of using e-government by individuals in 2014 – immediate action to develop new governance models.

The current situation can only be changed through joint initiatives between all stakeholders and through the implementation of innovative instruments. The project envisages the establishment of a cross-border public-private network that will be the effective mechanism for better communication and interaction between all stakeholders across the cross-border region.

Project goals

Main objective – to promote long-term cooperation between public authorities by creating an efficient and effective innovative tool for better coordination between public and private stakeholders at cross-border level as well as appropriate means of communication and promotion of eGovernment.

Target groups

– Public sector – municipalities and district administrations
– Representatives of all types of NGOs in the cross-border area
– Private companies
– Local communities

Main project activities

– Study and analysis of the current state of the electronic services provided by local administrations in the cross-border region
– Developing an online platform in three languages, Bulgarian, Romanian and English, for exchange of information between local administrations in the cross-border region Bulgaria – Romania, which will benefit businesses and citizens
– Creating the BG-RO E-GoverNet network
– Developing a strategy for improvement of the coordination between local public authorities in the cross-border area – on a cross-border level and promoting specific cross-border initiatives; the strategy will remove existing barriers to cross-border mobility of people and businesses; with a special focus on digital services or their lack and what can be done for their improvement
– Promotion and publicity of project activities and results

Expected main results

– Drafting and signing specific cooperation agreements between district administrations, municipalities, district councils and NGOs in the cross-border region – at least 5
– Establishing a network of public and non-public organizations BG-RO E-GoverNet in order to ensure closer cooperation and better coordination – 1
– Detailed public authorities' research on their services and attitudes towards them for identifying needs and problems, looking

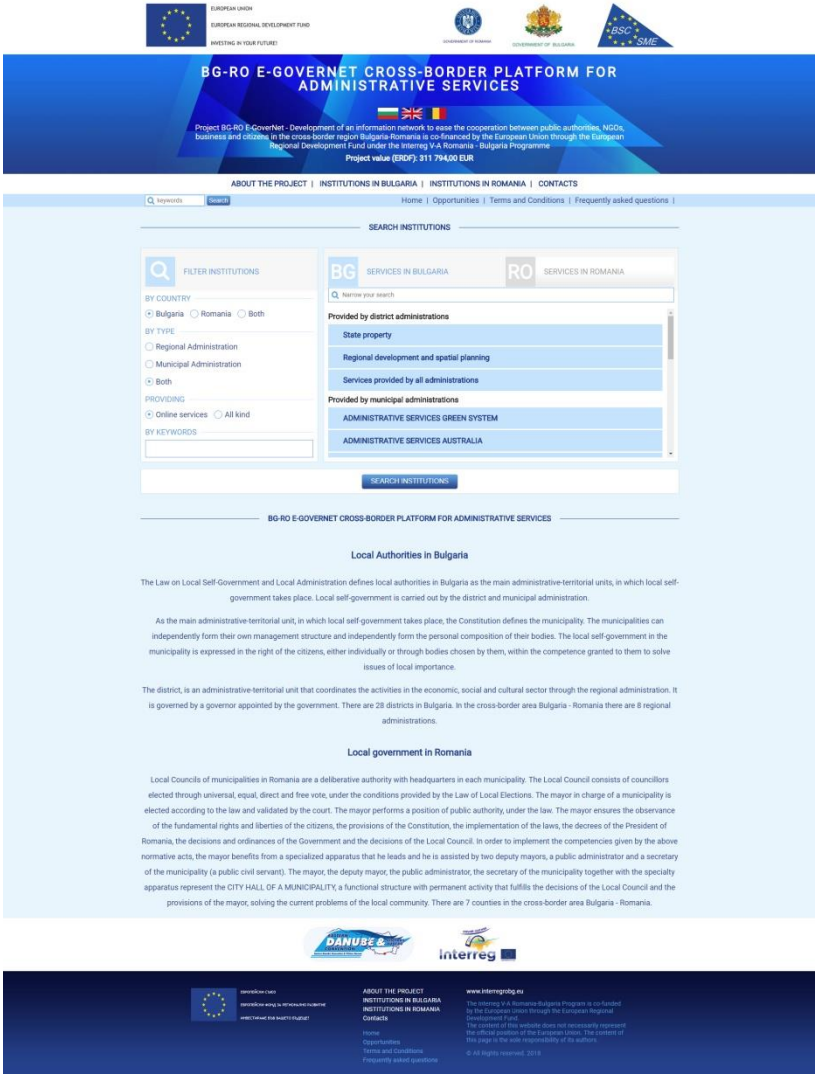
for opportunities and measures that could be taken to address existing problems or prevent new ones - 1

– **Strategy** – will include opportunities and potential that could be used to develop and improve existing public services and non-public sector attitudes – **1**

– **Information exchange platform** – an innovative tool for information and communication between public sector stakeholders and public-private stakeholders. It will present the important information in a short and structured way, it will be easy to navigate and quickly accessible – 1

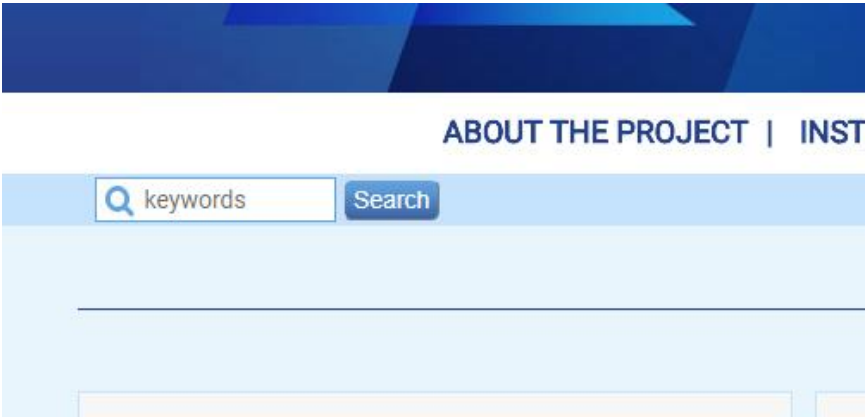
Menu: Home

Home page with a preview as required by the program, with main menu and submenu, quick search tool, detailed search tool, and information on local government authorities in Bulgaria and Romania.



Quick search tool

It can quickly find information about a specific city or service. The city name or service name is entered and then the **Search button** is pressed.



Detailed search tool

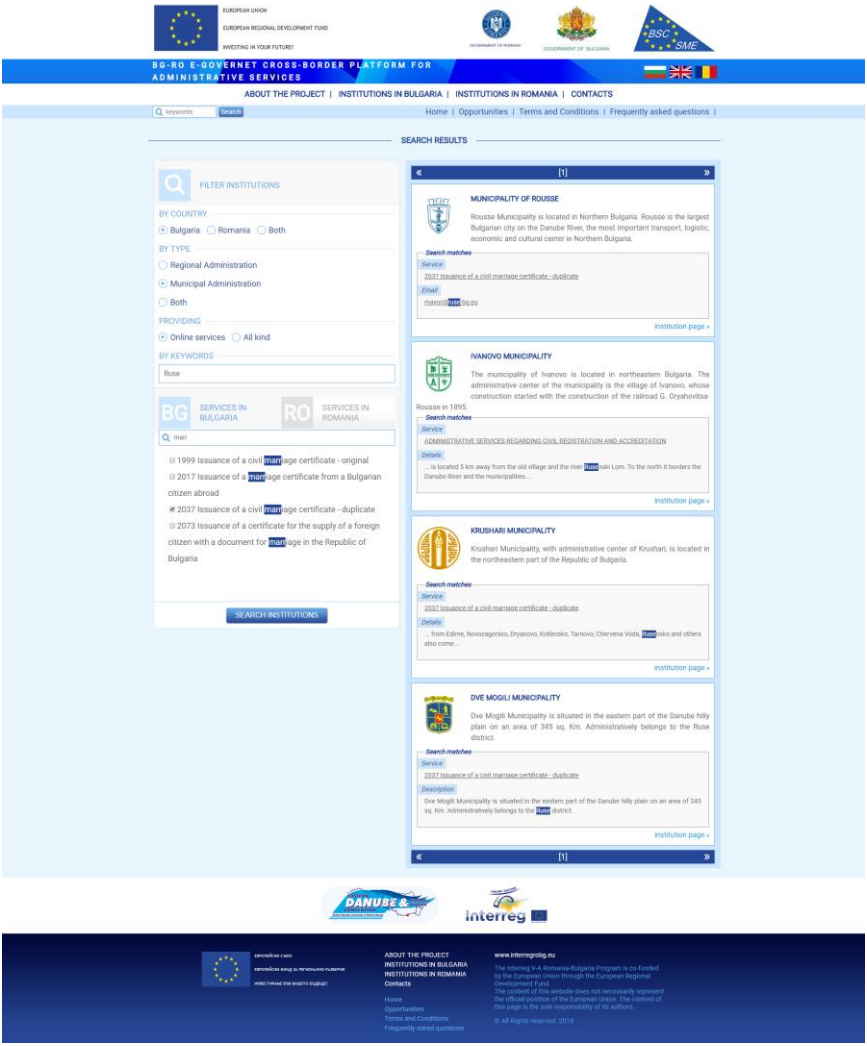
It can filter the search on the platform very thoroughly. On the left side the institutions can be filtered. It can filter by country by choosing only Bulgaria, only Romania or both countries; by type, by choosing the Municipal administration, Regional administration or both institutions; by Providers, by choosing Electronic Services (all institutions providing electronic services) or Any (including institutions that do not have electronic services). It can also filter by keyword, such as the name of the city or institution. On the right side the services can be filtered.

There are two large buttons at the top for selection of the country for which the search will be filtered. If, for example, **Romania** is selected, the country filter to the left automatically changes to **Romania** and vice versa, if on the left side the filter by country is

selected and **Bulgaria** is selected, then on the right the service filter in **Bulgaria** will be activated. If on the left side a country filter is selected and **Both** is selected, the service filter will show the services for both countries to the right.

To find a service quickly, there is a **"Narrow Search" search box** in which when a keyword is entered, a filter for the services that contain that keyword is displayed. After filtering, there will be a checkbox next to the services that need to be checked (several services can be checked at the same time) so that the filtering can be done by the selected services. Once the user has selected all filters, the Search Institutions button is pressed.

The search result shows all the filters that have been selected on the left, and on the right side shows the result with the name of the institution, a brief information about it and a **"Search Matches" field** where the keywords (if any) and a link to the searched service are marked (if the searched services are few, the result shows only one) and this link leads directly to the institution's site. There is also an **"institution page" link** which leads to full information about the institution.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SEARCH RESULTS
FILTER INSTITUTIONS
BY COUNTRY
Bulgaria
Romania
Both
BY TYPE
Regional Administration
Municipal Administration
Both
PROVIDING
Online services
All kind
BY KEYWORDS
Ruse
BG SERVICES IN BULGARIA
RO SERVICES IN ROMANIA
mari
1999 Issuance of a civil marriage certificate - original
2017 Issuance of a marriage certificate from a Bulgarian citizen abroad
2037 Issuance of a civil marriage certificate - duplicate
2073 Issuance of a certificate for the supply of a foreign citizen with a document for marriage in the Republic of Bulgaria
SEARCH INSTITUTIONS
[1]
MUNICIPALITY OF ROUSSE
Rousse Municipality is located in Northern Bulgaria. Rousse is the largest Bulgarian city on the Danube River, the most important transport, logistic, economic and cultural center in Northern Bulgaria.
Search matches
Service
2037 Issuance of a civil marriage certificate - duplicate
Email
mayor@ruse-bg.eu
institution page »
IVANOVO MUNICIPALITY
The municipality of Ivanovo is located in northeastern Bulgaria. The administrative center of the municipality is the village of Ivanovo, whose construction started with the construction of the railroad G. Dryahovitsa-Rousse in 1895.
Search matches
Service
ADMINISTRATIVE SERVICES REGARDING CIVIL REGISTRATION AND ACCREDITATION
Details
... is located 5 km away from the old village and the river Rusenski Lom. To the north it borders the Danube River and the municipalities...
institution page »
KRUSHARI MUNICIPALITY
Krushari Municipality, with administrative center of Krushari, is located in the northeastern part of the Republic of Bulgaria.
Search matches
Service
2037 Issuance of a civil marriage certificate - duplicate
Details
... from Edirne, Novozagorsko, Dryanovo, Kotlensko, Tarnovo, Chervena Voda, Ruse-sko and others also come...
institution page »
DVE MOGILI MUNICIPALITY
Dve Mogili Municipality is situated in the eastern part of the Danube hilly plain on an area of 345 sq. Km. Administratively belongs to the Ruse district.
Search matches
Service
2037 Issuance of a civil marriage certificate - duplicate
Description
Dve Mogili Municipality is situated in the eastern part of the Danube hilly plain on an area of 345 sq. Km. Administratively belongs to the Ruse district.
institution page »
[1]
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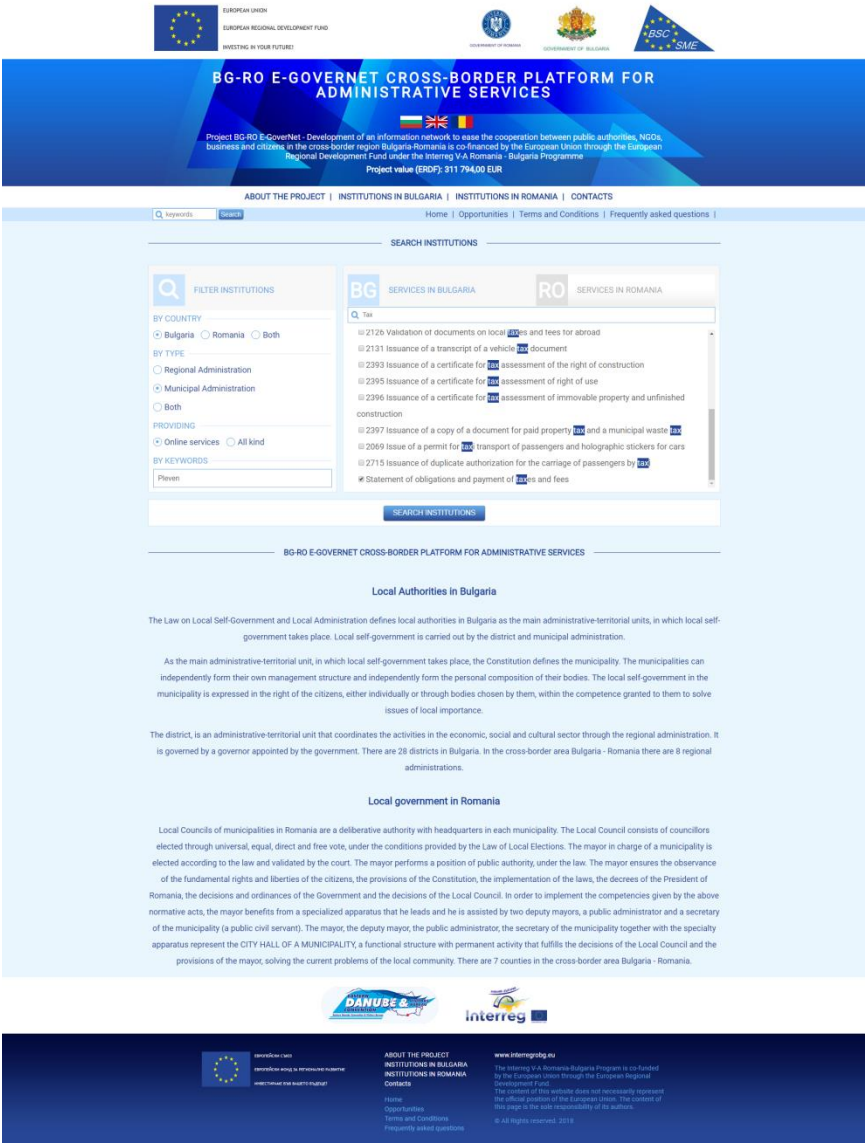
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Project value (ERDF): 311 794,00 EUR
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Romania
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Municipal Administration
Both
PROVIDING
Online services
All kind
BY KEYWORDS
Pleven
SERVICES IN BULGARIA
SERVICES IN ROMANIA
Tax
2126 Validation of documents on local taxes and fees for abroad
2131 Issuance of a transcript of a vehicle tax document
2393 Issuance of a certificate for tax assessment of the right of construction
2395 Issuance of a certificate for tax assessment of right of use
2396 Issuance of a certificate for tax assessment of immovable property and unfinished construction
2397 Issuance of a copy of a document for paid property tax and a municipal waste tax
2069 Issue of a permit for tax transport of passengers and holographic stickers for cars
2715 Issuance of duplicate authorization for the carriage of passengers by tax
Statement of obligations and payment of taxes and fees
SEARCH INSTITUTIONS
BG-RO E-GOVERNET CROSS-BORDER PLATFORM FOR ADMINISTRATIVE SERVICES
Local Authorities in Bulgaria
The Law on Local Self-Government and Local Administration defines local authorities in Bulgaria as the main administrative-territorial units, in which local self-government takes place. Local self-government is carried out by the district and municipal administration.
As the main administrative-territorial unit, in which local self-government takes place, the Constitution defines the municipality. The municipalities can independently form their own management structure and independently form the personal composition of their bodies. The local self-government in the municipality is expressed in the right of the citizens, either individually or through bodies chosen by them, within the competence granted to them to solve issues of local importance.
The district, is an administrative-territorial unit that coordinates the activities in the economic, social and cultural sector through the regional administration. It is governed by a governor appointed by the government. There are 28 districts in Bulgaria. In the cross-border area Bulgaria - Romania there are 8 regional administrations.
Local government in Romania
Local Councils of municipalities in Romania are a deliberative authority with headquarters in each municipality. The Local Council consists of councillors elected through universal, equal, direct and free vote, under the conditions provided by the Law of Local Elections. The mayor in charge of a municipality is elected according to the law and validated by the court. The mayor performs a position of public authority, under the law. The mayor ensures the observance of the fundamental rights and liberties of the citizens, the provisions of the Constitution, the implementation of the laws, the decrees of the President of Romania, the decisions and ordinances of the Government and the decisions of the Local Council. In order to implement the competencies given by the above normative acts, the mayor benefits from a specialized apparatus that he leads and he is assisted by two deputy mayors, a public administrator and a secretary of the municipality (a public civil servant). The mayor, the deputy mayor, the public administrator, the secretary of the municipality together with the specialty apparatus represent the CITY HALL OF A MUNICIPALITY, a functional structure with permanent activity that fulfills the decisions of the Local Council and the provisions of the mayor, solving the current problems of the local community. There are 7 counties in the cross-border area Bulgaria - Romania.
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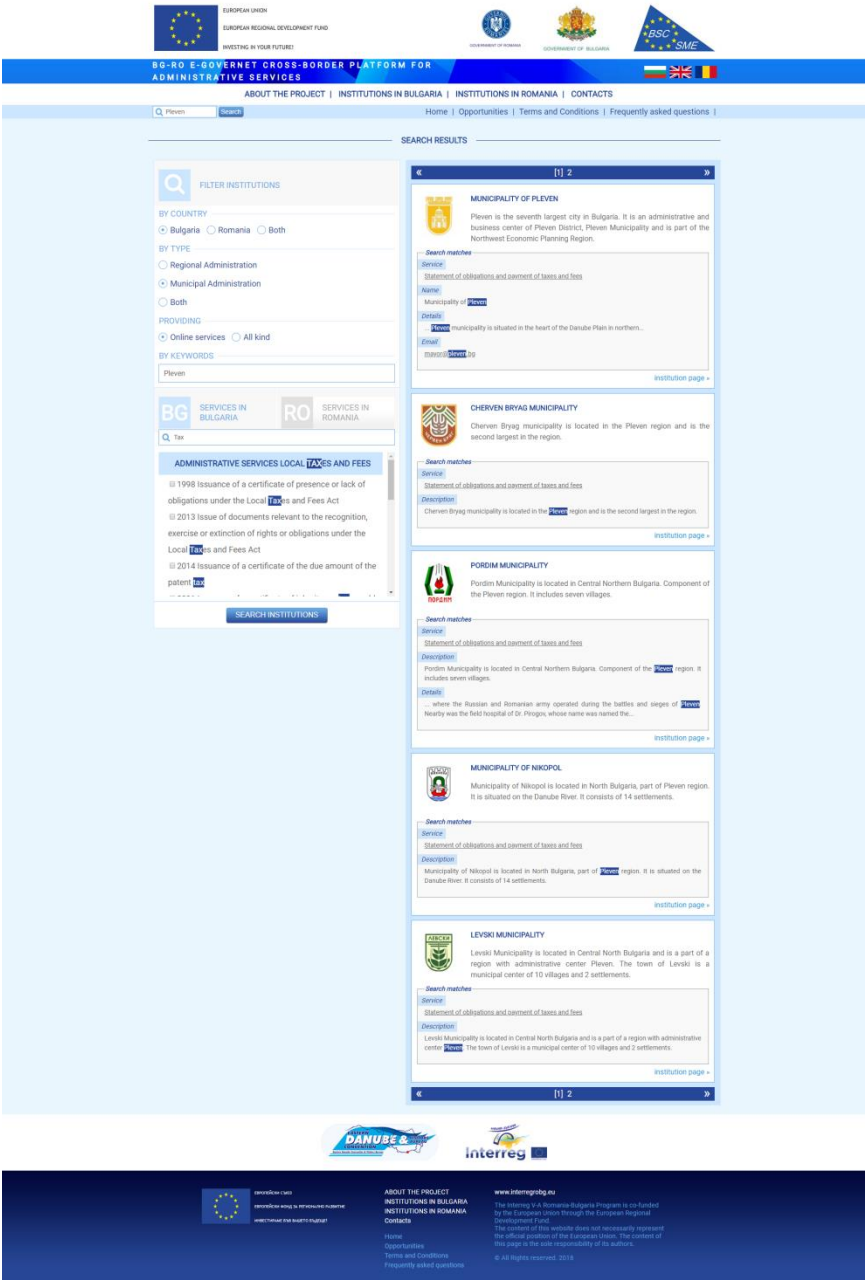
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Romania
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BY TYPE
Regional Administration
Municipal Administration
Both
PROVIDING
Online services
All kind
BY KEYWORDS
Pleven
BG SERVICES IN BULGARIA
RO SERVICES IN ROMANIA
Tax
ADMINISTRATIVE SERVICES LOCAL TAXES AND FEES
1998 Issuance of a certificate of presence or lack of obligations under the Local Taxes and Fees Act
2013 Issue of documents relevant to the recognition, exercise or extinction of rights or obligations under the Local Taxes and Fees Act
2014 Issuance of a certificate of the due amount of the patent tax
SEARCH INSTITUTIONS
[1] 2
MUNICIPALITY OF PLEVEN
Pleven is the seventh largest city in Bulgaria. It is an administrative and business center of Pleven District, Pleven Municipality and is part of the Northwest Economic Planning Region.
Search matches
Service
Statement of obligations and payment of taxes and fees
Name
Municipality of Pleven
Details
Pleven municipality is situated in the heart of the Danube Plain in northern...
Email
mayor@pleven.bg
institution page »
CHERVEN BRYAG MUNICIPALITY
Cherven Bryag municipality is located in the Pleven region and is the second largest in the region.
Search matches
Service
Statement of obligations and payment of taxes and fees
Description
Cherven Bryag municipality is located in the Pleven region and is the second largest in the region.
institution page »
PORDIM MUNICIPALITY
Pordim Municipality is located in Central Northern Bulgaria. Component of the Pleven region. It includes seven villages.
Search matches
Service
Statement of obligations and payment of taxes and fees
Description
Pordim Municipality is located in Central Northern Bulgaria. Component of the Pleven region. It includes seven villages.
Details
... where the Russian and Romanian army operated during the battles and sieges of Pleven. Nearby was the field hospital of Dr. Pirogov, whose name was named the...
institution page »
MUNICIPALITY OF NIKOPOL
Municipality of Nikopol is located in North Bulgaria, part of Pleven region. It is situated on the Danube River. It consists of 14 settlements.
Search matches
Service
Statement of obligations and payment of taxes and fees
Description
Municipality of Nikopol is located in North Bulgaria, part of Pleven region. It is situated on the Danube River. It consists of 14 settlements.
institution page »
LEVSKI MUNICIPALITY
Levski Municipality is located in Central North Bulgaria and is a part of a region with administrative center Pleven. The town of Levski is a municipal center of 10 villages and 2 settlements.
Search matches
Service
Statement of obligations and payment of taxes and fees
Description
Levski Municipality is located in Central North Bulgaria and is a part of a region with administrative center Pleven. The town of Levski is a municipal center of 10 villages and 2 settlements.
institution page »
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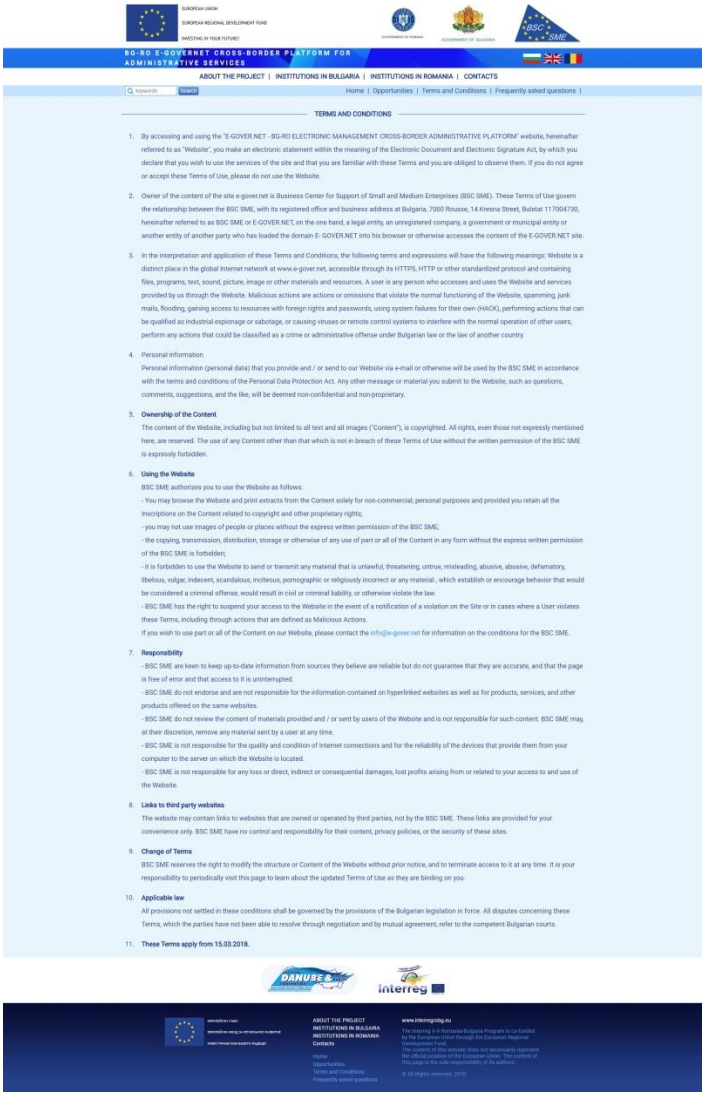
Menu: Opportunities

Place for publishing e-government news, information on new services provided by institutions and opportunities for cross-border cooperation.

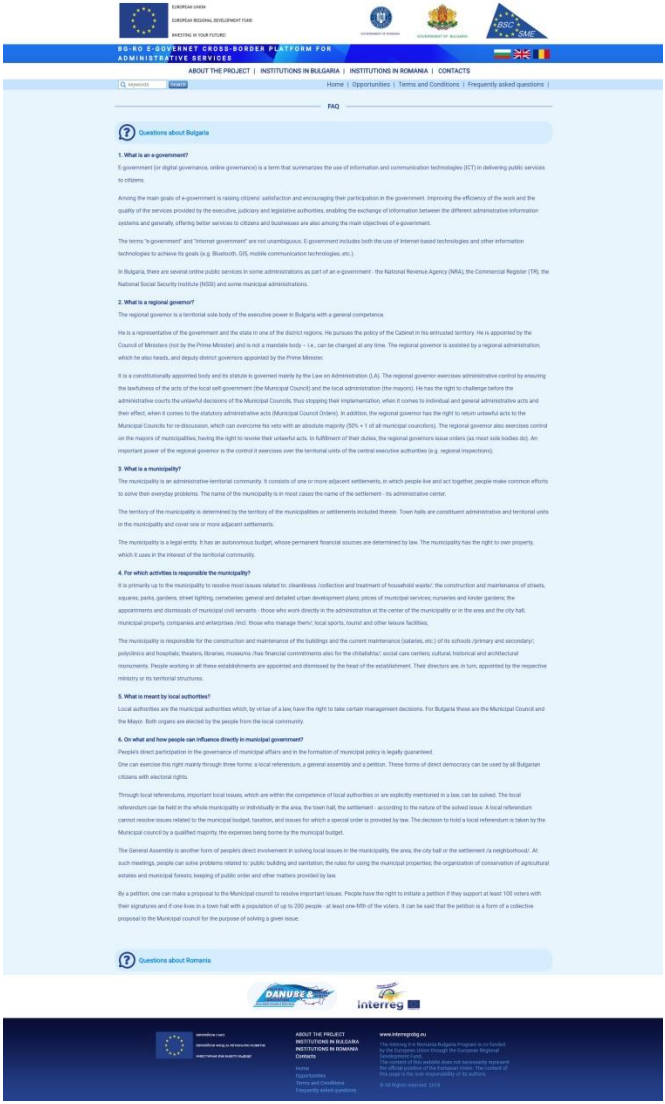
Menu: Terms of Use

This page introduces the user to the website's terms of use. These terms define the relationship between a Business Support Centre for Small and Medium Enterprises and each user using the site.



Menu: Frequently Asked Questions

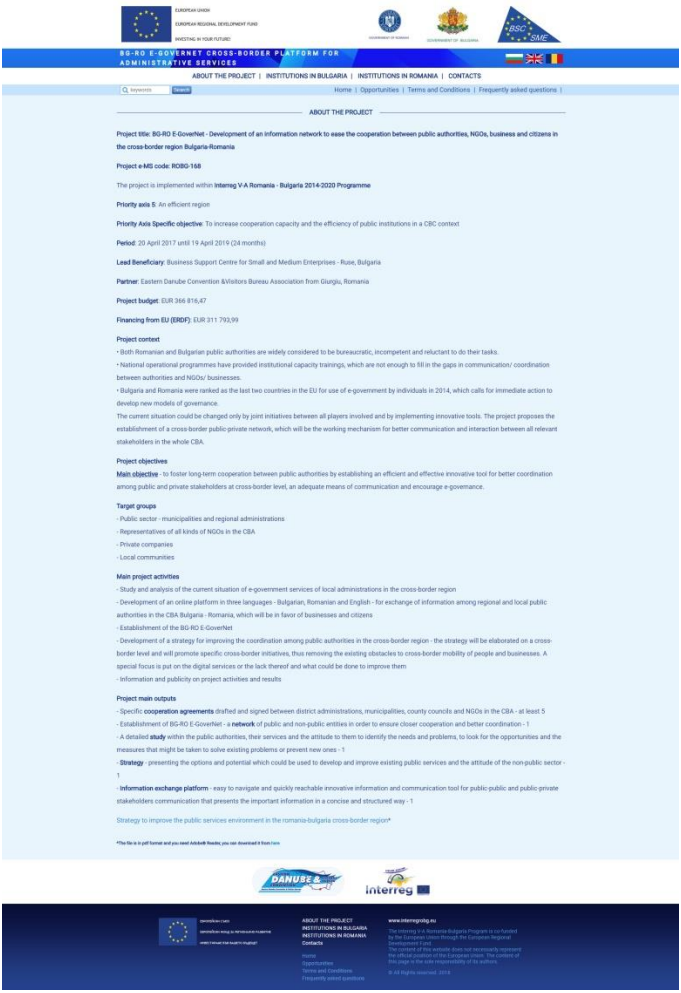
Here, the user can find answers to some of the most frequently asked questions about e-government. The information for Bulgaria and Romania is different.



Menu: About the project

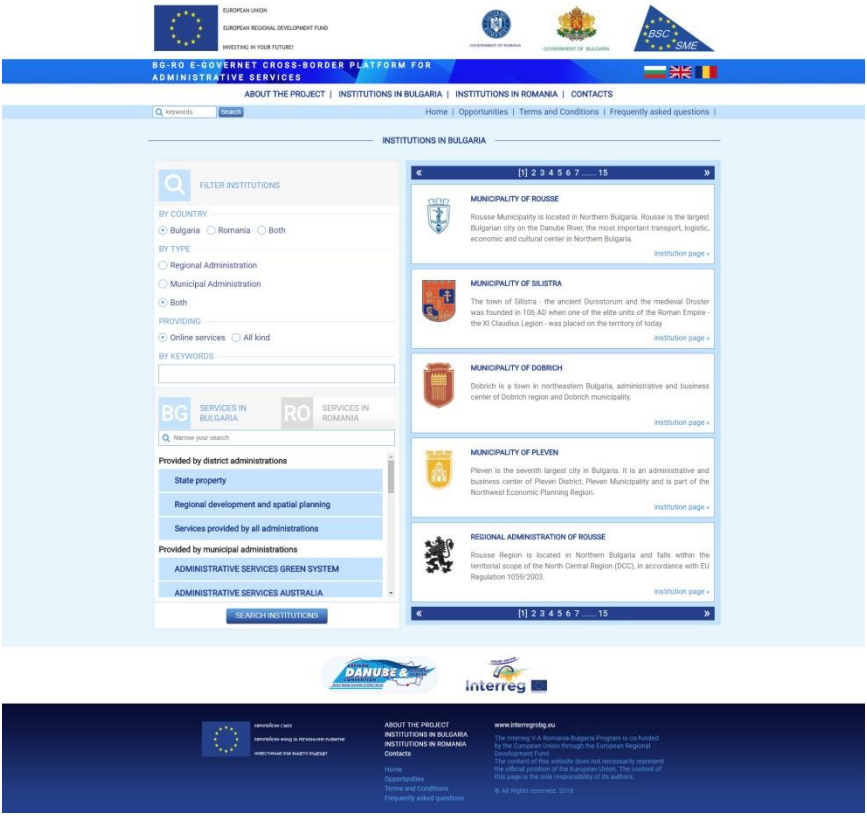
Here information about the project as well as two documents developed within the project can be found:

- Research and analysis of public information and services in the Bulgarian part of the Bulgaria-Romania cross-border region
- Strategy for Improving the Environment in Public Services in the ROMANIA – BULGARIA Cross-border Region



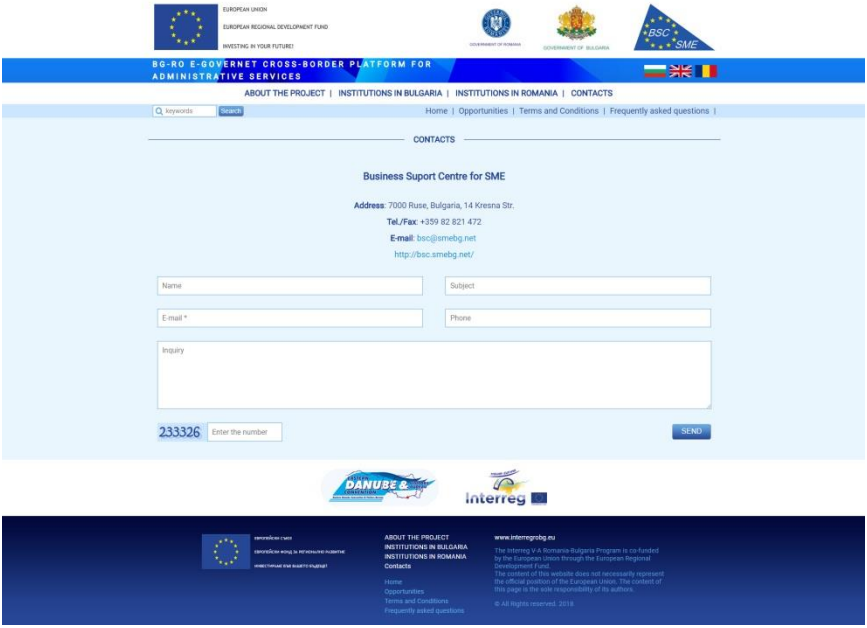
Menu: Institutions in Bulgaria / Institutions in Romania

The menu contains a list of all the institutions in the country entered in the platform. To the left of the list there is an option to filter it according to the needs of the visitor.

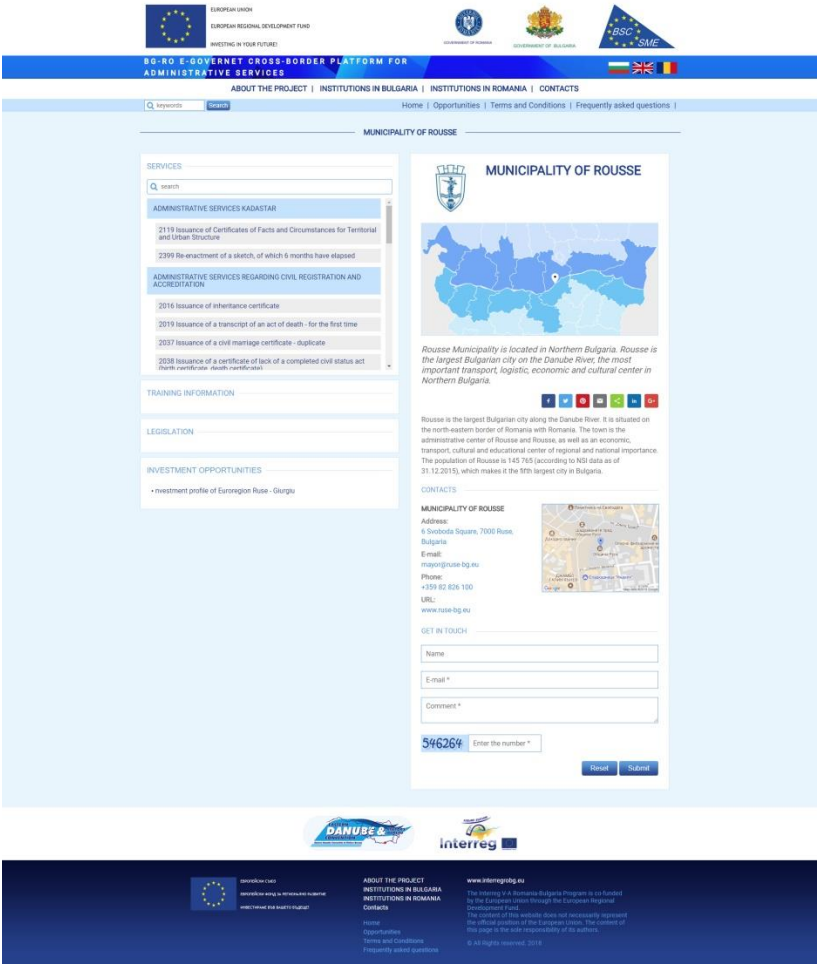


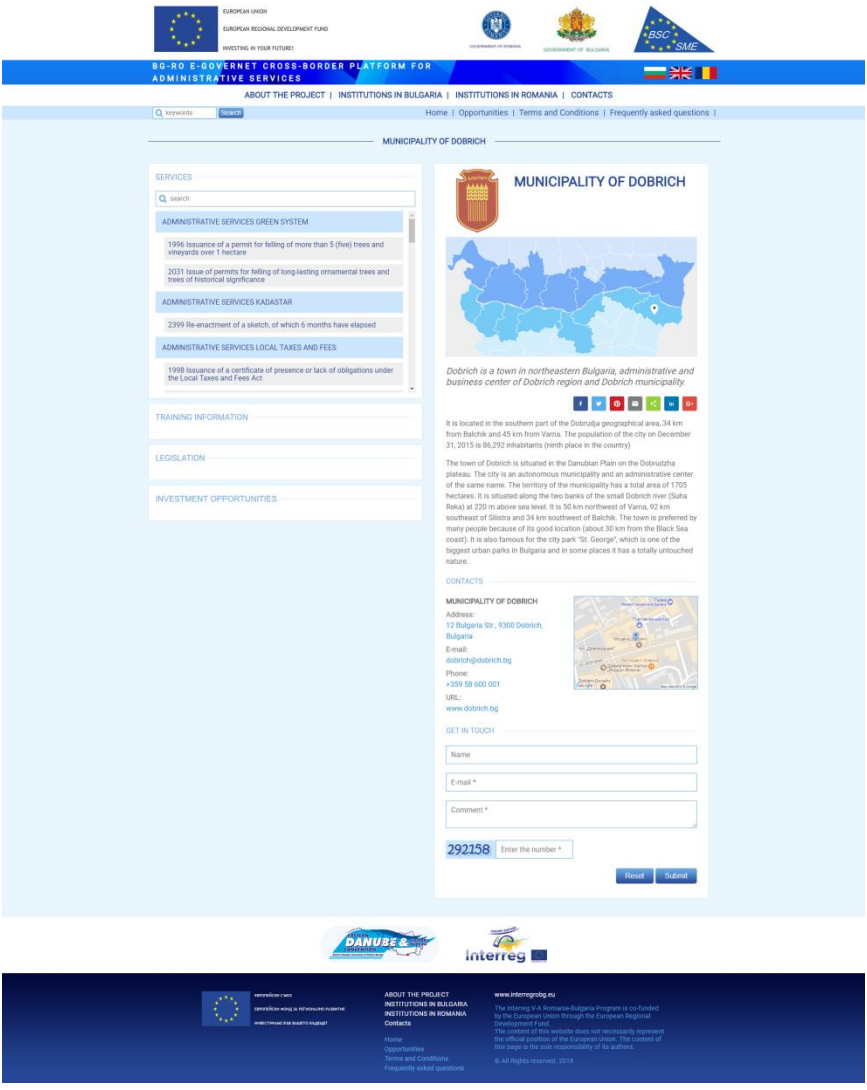
Menu: Contacts

The site contains contact information of the Business Support Centre for Small and Medium Enterprises as well as a feedback form.



Page of an institutions. On the left is information about the services provided by the institution with the option of filtering. There is information on training, legislation and investment opportunities below. On the right is the name of the institution with its coat of arms; map of the cross-border region with the districts and a marker with the location of the institution; description of the institution with an option for sharing on social networks; contact details with a picture of the location on the map, and feedback form with an option for a contact with the Business Support Centre for Small and Medium Enterprises.

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MUNICIPALITY OF DOBRICH
SERVICES
search
ADMINISTRATIVE SERVICES GREEN SYSTEM
1996 Issuance of a permit for felling of more than 5 (five) trees and vineyards over 1 hectare
2031 Issue of permits for felling of long-lasting ornamental trees and trees of historical significance
ADMINISTRATIVE SERVICES KADASTAR
2399 Re-enactment of a sketch, of which 6 months have elapsed
ADMINISTRATIVE SERVICES LOCAL TAXES AND FEES
1998 Issuance of a certificate of presence or lack of obligations under the Local Taxes and Fees Act
TRAINING INFORMATION
LEGISLATION
INVESTMENT OPPORTUNITIES
MUNICIPALITY OF DOBRICH
Dobrich is a town in northeastern Bulgaria, administrative and business center of Dobrich region and Dobrich municipality.
It is located in the southern part of the Dobrudja geographical area, 34 km from Balchik and 45 km from Varna. The population of the city on December 31, 2015 is 86,292 inhabitants (ninth place in the country).
The town of Dobrich is situated in the Danubian Plain on the Dobrudzha plateau. The city is an autonomous municipality and an administrative center of the same name. The territory of the municipality has a total area of 1705 hectares. It is situated along the two banks of the small Dobrich river (Suha Reka) at 220 m above sea level. It is 50 km northwest of Varna, 92 km southeast of Silistra and 34 km southwest of Balchik. The town is preferred by many people because of its good location (about 30 km from the Black Sea coast). It is also famous for the city park "St. George", which is one of the biggest urban parks in Bulgaria and in some places it has a totally untouched nature.
CONTACTS
MUNICIPALITY OF DOBRICH
Address:
12 Bulgaria Str., 9300 Dobrich, Bulgaria
E-mail:
dobrich@dobrich.bg
Phone:
+359 58 600 001
URL:
www.dobrich.bg
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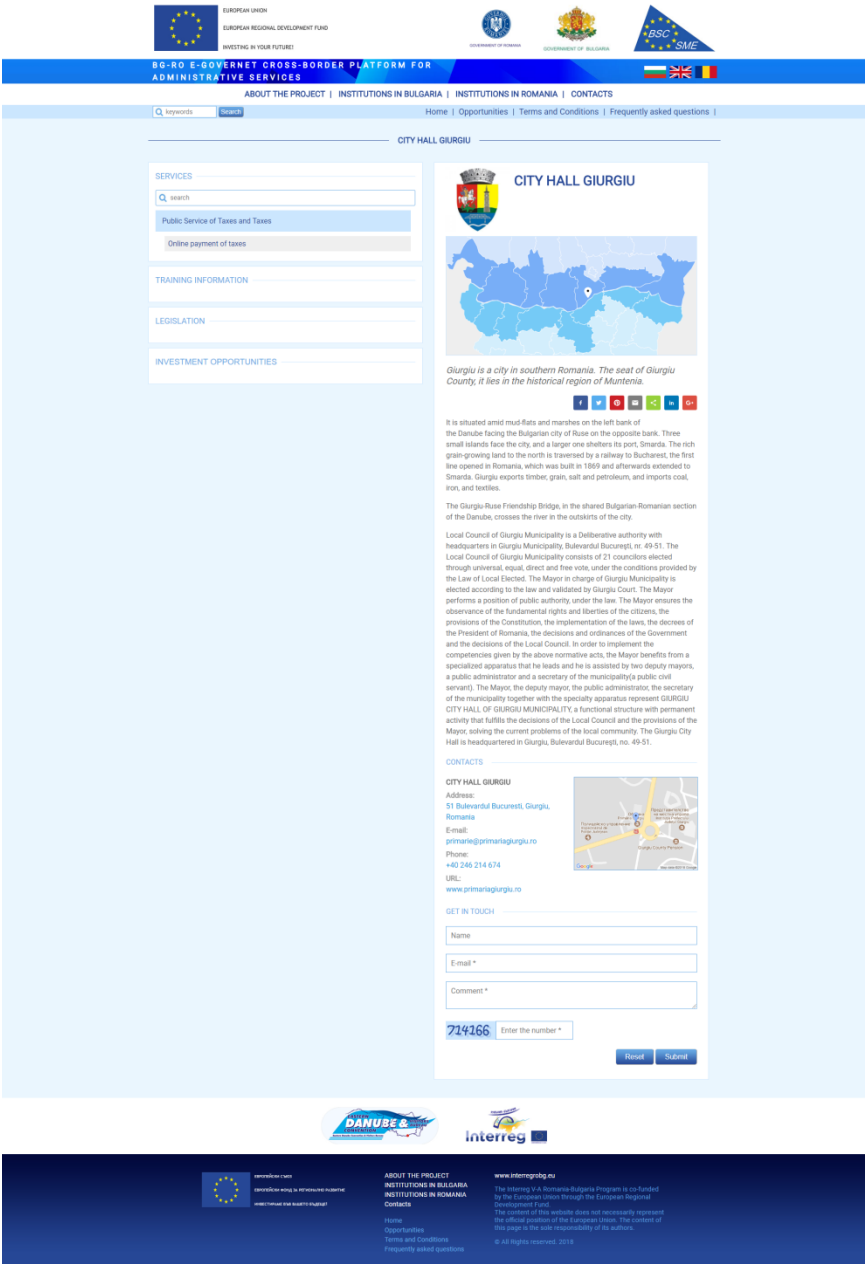
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CITY HALL GIURGIU
SERVICES
search
Public Service of Taxes and Taxes
Online payment of taxes
TRAINING INFORMATION
LEGISLATION
INVESTMENT OPPORTUNITIES
CITY HALL GIURGIU
Giurgiu is a city in southern Romania. The seat of Giurgiu County, it lies in the historical region of Muntenia.
It is situated amid mud-flats and marshes on the left bank of the Danube facing the Bulgarian city of Ruse on the opposite bank. Three small islands face the city, and a larger one shelters its port, Smarda. The rich grain-growing land to the north is traversed by a railway to Bucharest, the first line opened in Romania, which was built in 1869 and afterwards extended to Smarda. Giurgiu exports timber, grain, salt and petroleum, and imports coal, iron, and textiles.
The Giurgiu-Ruse Friendship Bridge, in the shared Bulgarian-Romanian section of the Danube, crosses the river in the outskirts of the city.
Local Council of Giurgiu Municipality is a Deliberative authority with headquarters in Giurgiu Municipality, Bulevardul Bucureşti, nr. 49-51. The Local Council of Giurgiu Municipality consists of 21 councilors elected through universal, equal, direct and free vote, under the conditions provided by the Law of Local Elected. The Mayor in charge of Giurgiu Municipality is elected according to the law and validated by Giurgiu Court. The Mayor performs a position of public authority, under the law. The Mayor ensures the observance of the fundamental rights and liberties of the citizens, the provisions of the Constitution, the implementation of the laws, the decrees of the President of Romania, the decisions and ordinances of the Government and the decisions of the Local Council. In order to implement the competencies given by the above normative acts, the Mayor benefits from a specialized apparatus that he leads and he is assisted by two deputy mayors, a public administrator and a secretary of the municipality(a public civil servant). The Mayor, the deputy mayor, the public administrator, the secretary of the municipality together with the specialty apparatus represent GIURGIU CITY HALL OF GIURGIU MUNICIPALITY, a functional structure with permanent activity that fulfills the decisions of the Local Council and the provisions of the Mayor, solving the current problems of the local community. The Giurgiu City Hall is headquartered in Giurgiu, Bulevardul Bucureşti, no. 49-51.
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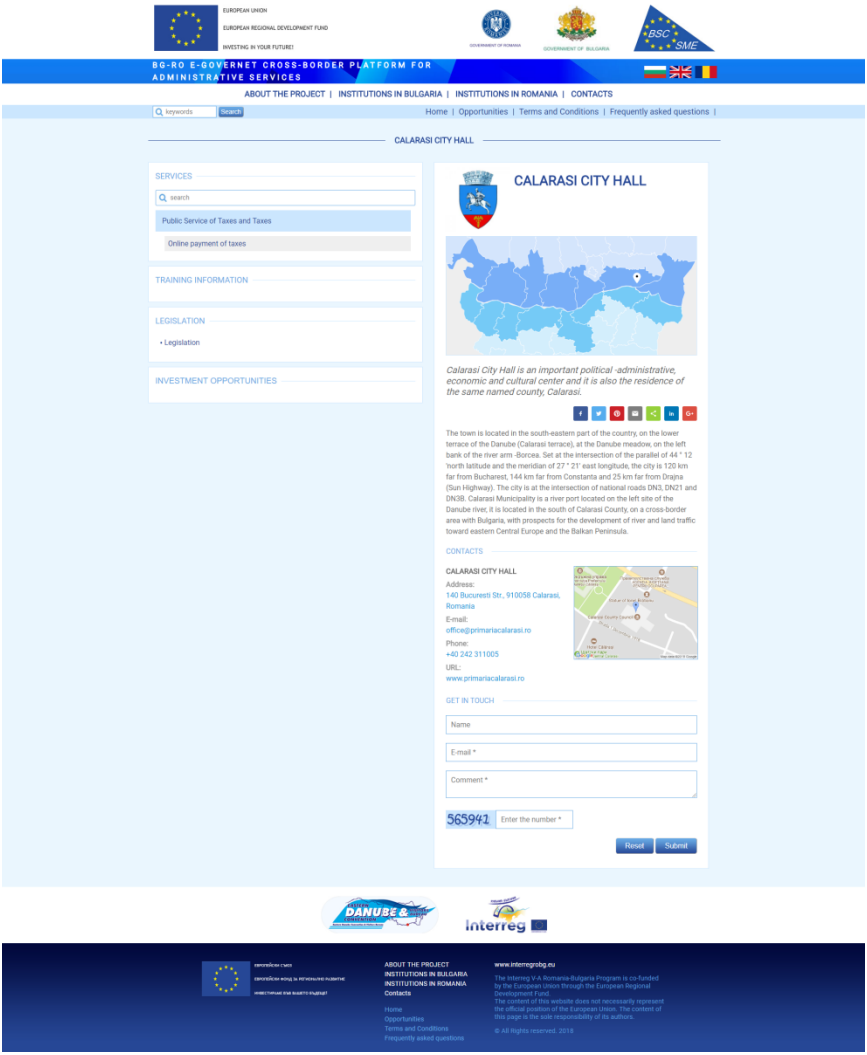
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CALARASI CITY HALL
Calarasi City Hall is an important political -administrative, economic and cultural center and it is also the residence of the same named county, Calarasi.
The town is located in the south-eastern part of the country, on the lower terrace of the Danube (Calarasi terrace), at the Danube meadow, on the left bank of the river arm -Borcea. Set at the intersection of the parallel of 44 ° 12 'north latitude and the meridian of 27 ° 21' east longitude, the city is 120 km far from Bucharest, 144 km far from Constanta and 25 km far from Drajna (Sun Highway). The city is at the intersection of national roads DN3, DN21 and DN3B. Calarasi Municipality is a river port located on the left site of the Danube river, it is located in the south of Calarasi County, on a cross-border area with Bulgaria, with prospects for the development of river and land traffic toward eastern Central Europe and the Balkan Peninsula.
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