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# **REPORT**

**from the implementation of a public invitation with  
subject:**

**"Research and analysis of public information and  
services in the Bulgarian part of the cross-border  
region of Bulgaria-Romania"**



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## I. INTRODUCTION

This document is the final result of the technical implementation of a public call with subject : ***"Research and analysis of public information and services in the Bulgarian part of the cross-border region of Bulgaria - Romania"*** , with Assignor Association "Business Center for Small and Medium Enterprises - Ruse .

As required by the Employer main purpose of the contract is a study of Admin actives services offered by local public authorities in the Bulgarian part of the border region , an analysis of the information received and develop recommendations to improve the processes of their offering . The main focus of the study is on this what portion of these services is offered tons in electronic form (online) or whether it offers information in languages other than Bulgarian. In essence, the study includes a study of public administrative services and information related to them , provided by municipalities and district administrations in the cross- border region of Bulgaria. The study also took into account the results of the survey conducted by the Contracting Authority, concerning the accessibility and satisfaction with the administrative services offered by the territorial administrations. The accumulated data are analyzed on the basis of an expert report are derived suggestions and recommendations for mitigation and improve our Javan level of provision of public services for citizens and business . The report identifies existing common problems and difficulties in the field of administrative services and the possibilities for its use . Along with recommendations for improving administrative services, the report contains information on good practices that can be implemented.

The study covers municipal and regional administrations from the Bulgarian part of the cross - border region of Bulgaria - Romania, which according to the technical proposal are as follows:

1. Administrations from Vidin District:
  - Vidin District Administration;
  - Vidin Municipal Administration;
  - Belogradchik Municipal Administration;
  - Municipal Administration Bregovo;
  - Dimovo Municipal Administration;
2. Montana County Administrations:
  - Montana District Administration;
  - Municipal Administration of Montana;
  - Municipal Administration Berkovitsa;
  - Boychinovtsi Municipal Administration;
  - Municipal Administration Lom;

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3. Administrations from Vratsa District:

- Vratsa District Administration;
- Municipal Administration of Vratsa;
- Byala Slatina Municipal Administration;
- Municipal Administration Krivodol;
- Kozloduy Municipal Administration;
- Municipal Administration of Mezdra;

4. Administrations from Pleven District:

- Pleven District Administration;
- Municipal Administration of Pleven;
- Municipal Administration of Dolna Mitropolia;
- Municipal Administration Levski;
- Municipal Administration Nikopol;
- Cherven Bryag Municipal Administration;

5. Administrations from Veliko Tarnovo District:

- Veliko Tarnovo District Administration;
- Municipal Administration of Veliko Tarnovo;
- Municipal Administration of Gorna Oryahovitsa;
- Pavlikeni Municipal Administration;
- Polski Trambesh Municipal Administration;
- Svishtov Municipal Administration;

6. Administrations from Rousse District:

- Ruse District Administration;
- Municipal Administration of Ruse;
- Byala Municipal Administration;
- Vetovo Municipal Administration;
- Ivanovo Municipal Administration;
- Municipal Administration Slivo Pole;

7. Administrations from Razgrad District:

- Razgrad District Administration;
- Razgrad Municipal Administration;
- Municipal administration Isperih;
- Kubrat Municipal Administration;
- Samuil Municipal Administration;

8. Administrations from Silistra District:

- Silistra District Administration;
- Silistra Municipal Administration;
- Municipal Administration Glavnitsa;
- Municipal Administration Dulovo;
- Tutrakan Municipal Administration;

9. Administrations from Dobrich District:

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- Dobrich District Administration;
- Municipal Administration of Dobrich;
- Municipal administration Dobrich - rural;
- Balchik Municipal Administration;
- General Toshevo Municipal Administration;
- Municipal Administration of Kavarna;
- Tervel Municipal Administration;

It is no coincidence that the focus of this document is on the territorial administrations in the cross-border region of Bulgaria - Romania . The regional and municipal administrations have been established by law and have been assigned functions in connection with the exercise of executive power. In this regard, they are the institutions that directly provide the largest number of administrative services to citizens, businesses and the non-governmental sector. Therefore, it is necessary for them to provide the best opportunities for the provision of administrative services , and in different ways , adequate to the specifics of each service and the requirements of its potential customers, access channels. In essence, administrative services should be "outward-inward", with the needs and expectations of consumers at the forefront . It should be borne in mind that they usually interact with the administration not of their own volition, but because of the need to receive an administrative service arising under the law. Administrations must also take into account the fact that the satisfaction of citizens and organizations with the high quality of services builds trust in institutions and upholds democratic values. In the context of these realities, it is necessary to see what the real administrative service at the local level is. How the respective administrations provide access to the services they offer and whether there is a development of the electronic administrative services. Establishing the real level of administrative services by local administrations is an important factor for the rapid and effective introduction of e-government. And its strategic goals are to provide high- quality administrative services , reduce the administrative burden and opportunities for corrupt practices , improve the business environment and increase the satisfaction of citizens and organizations .

Thus determined, the selected administrations cover the whole cross-border region and include over 70% of its population. There is a representativeness of the scope, providing up-to-date data during the survey, and they in turn led to a detailed analysis .

In the implementation of the assigned tasks a combination of several traditional approaches was used, through which the necessary quantitative and qualitative results were provided. The combination of approaches that were used were:

Research approach - to raise primary minute information regarding public services that offer surveyed administrations , including in electronic form.

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- ❖ Research approach - to collect information from secondary data concerning all major aspects of the services offered by the surveyed administrations. The approach was applied in exploring the opportunities and obstacles for developing and offering more electronic administrative services, as well as the level of readiness and the existing capacity in the administrations themselves to offer such ;
- ❖ Descriptive approach - was used in the analysis of information gathered and development of recommendations to improve services. Using this approach it was important for marking and performance of existing features and their direct and indirect impact on the administrative processes of the studied sites;
- ❖ Inductive approach (logical approach) - was applied in all main stages of the implementation of the assigned tasks . Through the use of this approach in different business activities to provide information retrieval from "bottom up", ie from the concrete to the general. Also, the approach provides a summary of established facts obtained as a result of the study.

## II. INVESTIGATION OF THE CURRENT SITUATION

Public administrative service is one of the main measures for the effective functioning of any state and for the correct application of the principles of good governance. In essence, administrative service is any activity of performing administrative services by the executive authorities or other state bodies in the cases provided by law , as well as the activity of performing administrative services by organizations authorized to do so by law. Administrative services are also provided by organizations providing public services during and on the occasion of their provision. In this sense, the subjects of the administrative service can be all structures of the public administration system. Administrative services are directly related to the provision of administrative services.

Legal definition of administrative services states :

*"Administrative service" is any activity of performing administrative services by the structures of the administration and by organizations providing public services.*

*"Administrative service" is:*

- a) issuance of individual administrative acts, which certify facts of legal significance;*
- b) issuance of individual administrative acts by which the existence of rights or obligations is recognized or denied;*



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*c) performing other administrative actions that are of legitimate interest to a natural or legal person;*

*(d) consultations of legitimate interest to a natural or legal person concerning an administrative legal regime, which are given by virtue of a normative act or which are related to the issuance of an administrative act or to the performance of another administrative service;*

*e) the expertises, representing a legitimate interest for a natural or legal person, when a normative act envisages their performance as obligations of the administration of a state body or by an authorized organization.*

It is indisputably concluded that the current Bulgarian legislation regulates in a very clear way the matter regarding administrative services.

The Law on Administration introduces a unified model for the organization of administrative structures in the executive branch, which is presented in the Administrative Register. The maintenance of a public Administrative Register is regulated in the Law on Administration and supports the achievement of openness, accessibility and coordination in the work of the state administration, including in the presentation of the respective administrative services.

The information in the Administrative Register is entered and updated by employees of the respective administration. No data representing classified information and personal data shall be entered in the Register. The Administration of the Council of Ministers is responsible for maintaining the Register. The new version of the Administrative Register is maintained through the Integrated Information System of the State Administration (IISDA) - <https://iisda.government.bg/> .

Part of the Administrative Register is the Register of Services, which contains the information from the hitherto maintained List of Unified Names of Administrative Services (SUNAU).

According to the information in the current Integrated Information System for the State Administration / IISDA /, the Bulgarian administration provides a total of **over 2580 services**. They are distributed as follows:

- Services provided by central administrations - 2214;
- Services provided by specialized territorial administrations - 170;
- Services provided by district administrations - 31;
- Services provided by municipal administrations - 164;
- Services provided by all administrations - 5;



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For each of these services in the Integrated Information System for Public Administration / IISDA / contains detailed information on:

- Area of functional competence;
- Legal basis for performing the service;
- Name of the administration / central, specialized, district or municipal) offering the service, as for each administration there is specific information about:
  - ☐Term for providing the service;
  - ☐Term of validity of the document / individual administrative act;
  - ☐Body exercising control over the activity of the body for the provision of the service;
  - ☐Body before which the individual administrative act can be appealed;
  - ☐Administrative units in which the documents are submitted and information about the specific service is received, including contact information with the indicated units;
  - ☐Requirements, procedures and instructions for the performance of the administrative service;
  - ☐Sample forms;
  - ☐The legislation regulating the administrative service;
  - ☐Information on the amount of administrative fees;

In its essence, the Register of Services is a detailed information resource for all services offered by the state administration. Through it, users can easily find the necessary data about the required administrative services and the institutions that offer them. For each administrative service in the Administrative Register is entered detailed information on the manner and deadlines for their provision, and there is a possibility for inquiries. An important part of the functionality for making inquiries is the possibility to receive information about the provided electronic administrative services / EAS / from the administrations.

Taking into account the requirements of the Contracting Authority, Association "Business Center for Support of Small and Medium Enterprises - Ruse, in this document priority will be paid to electronic administrative services, the processes of their provision and development.

The development of e-government and especially of e-services offered by the state administration in Bulgaria has been a stated priority of all governments since 2000. After the accession of the country to the EU it was found that it is significantly behind in the technological

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modernization of the state administration and optimizing its work compared to most other Member States. In view of this, it is important to follow the policies for the development of electronic services over the last few years.

It is for this purpose that the Institute for Market Economy / IME / conducts a special study for the development of e-government in Bulgaria, and specifically for the provided electronic services in the period 2012 - 2014. To obtain reliable data for its study and subsequent analysis of the level and the development of online services offered by the local administration, experts of the time used so the official annual accounts of the municipal administrations in the period 2012-2014 year.

Here it is necessary to specify that the level of electronic services provided by the various state administrations is officially assessed on a four-point scale, according to the Ordinance on the general requirements for information systems, registers and electronic administrative services, which is:

Level	Description
Level 0	The services are not electronic and there is no online information on ways and places of application, deadlines and fees.
Level 1	Information: providing online information about administrative services - ways and places of requesting services, deadlines and fees.
Level 2	Information: providing online information about administrative services - ways and places of requesting services, deadlines and fees.
Level 3	Two-way communication: ordering and receiving services entirely electronically, including electronic submission of data and documents and / or electronic processing of forms (electronic forms) and electronic personal identification of users.
Level 4	Execution of transactions and / or transactions in Level 3 services including online payment and delivery.

In their study and for the purposes of their analysis, the IME team adapted the scale to five levels as follows:

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- **First level (1) of development - electronic services are not provided or there is no data on the provision of such services;**
- **Second level (2) - information on public services is provided electronically;**
- **Third level (3) - electronic access to forms and documents is available;**
- **Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible;**
- **Fifth level (5) - it is possible to perform transactions electronically, including electronic payment.**

By collected data for all municipalities IME calc Java weighted averages in areas such is weighi th municipal levels of development of electronic services to the population in each municipality. The obtained results are shown on the map below , which clearly shows the average level of development of electronic services by district for 2014:

*Source: IME*

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Illustrated in this way, the data show the best and worst performing areas as of 2014. Regarding the subject of this report, the border region Bulgaria - Romania may be noted that during this period he has been very contrasting in this respect. The least performing area is Vidin (1.00). The level is relatively low in the districts of Ruse (1.08), Silistra (1.09) and Montana (1.97). The progress in the districts of Pleven (2.62), Veliko Tarnovo (2.21) and Dobrich (2.84) can be defined as average. The most advanced districts are Vratsa (3.41) and Razgrad (3.46). Based on the data presented, it should be noted that in the study period no area of the cross-border region offers electronic services of levels 4 and 5, which is a serious obstacle to their economic development.

The IME team also makes a detailed review of the dynamics in the level of electronic services provided by the municipal administrations by districts, again in the same period. The table below lists the levels of provision of services electronically for the period 2012-2014, again weighted on average by population in each municipality.



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*Source: IME*

The data show that in 21 districts the level of services provided electronically has increased, in 6 it has deteriorated and in 2 there is no change from 2012 to 2014. Specifically for the cross-border region, it is clear that in three municipal administrations (Vidin, Montana and Ruse) have a negative change , and one (Razgrad) has no change . In the other five the level has risen, with the clearest result of the Municipality of Pleven. The information in the table shows that the level of services provided electronically in the cross-border region is developing at different rates and is largely a reflection of the processes taking place in the country in this area.

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Statistics should be noted that the areas where the level has improved, are significantly more compared to those worsened or not changed, which in itself is a positive sign for the development of e s administrative services Bulgaria . The IME notes that the fact that in areas such as Vidin and Ruse, which in 2012 have some of the lowest values for the country, 1.13 and 1.12, respectively, the situation has not improved, but on the contrary , has even worsened over the period. This speaks of non-priority placement of policies for the development of electronic administrative services in these administrations.

In general, however, due to the positive changes in most areas, on average for the country the services provided electronically by the municipalities are one level higher in 2014 (2.81) compared to 2012 (1.75) , which corresponds to a transition from level 2, corresponding to the availability of information, to level 3, which shows the ability to download forms and forms. However, this level of development is far from the possibilities for real electronic services, which presuppose two-way communication between the client and the administration, as well as the possibility to perform transactions electronically.

In their analysis, IME makes another important finding, which is related to the number of municipalities grouped by the level of their electronic services. Looking at the data on this criterion, it will be seen that in fact the situation at the state level is worse than we would assume on the basis of the above data. The table below shows the number of municipalities that offered a level of e-services for each year of the period 2012-2014:

	2012	2013	2014
<b>Level 1</b>	200	189	179
<b>Level 2</b>	6	11	4
<b>Level 3</b>	35	39	43
<b>Level 4</b>	12	17	22
<b>Level 5</b>	8	7	13

*Source: IME*

As can be seen, most municipalities in the country are still at level 1, ie. do not offer any electronic services, according to their annual reports. Although for the period their number has



dropped from 200 to 179, and the number of municipalities offering electronic services at levels 3, 4 and 5 has increased by a total of 23, this is extremely little progress for three years. That is, from 2012 to 2014 the number of municipalities that do not offer any e-services decreased by only about 10%, and the number of municipalities offering e-services at a level higher than 2 increased by 42% .

In fact, the development of e-government is a very important step in optimizing and modernizing the state administration. This is particularly weight in the current ATA fact , given the EU policies in this area as an example can be given Regulation (EU) № 910/2014 , relating to electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93 / EC . A wider and higher quality electronic service offering by municipal administrations would significantly improve administrative services and save taxpayers time and money by reducing unnecessary costs and procedures. Although the average level of electronic services offered for the country has improved over the last few years, the general finding is that the process is proceeding at an extremely slow pace. At the same time, there are still areas in the country where the average level is 1 or slightly above it, which means that most municipalities there do not offer any e-services. This leads to serious fragmentation in the quality of administrative services and the business environment in the country, because while some municipalities and districts are developing, others are further behind.

In order to obtain a clear and accurate picture of the level and quality of the provision of administrative services in the cross-border region, and in accordance with the requirements of the Contracting Authority, a study has been conducted to date for the purposes of this report. The criteria by which the study was conducted are:

- ✓•Availability of a website of the administration;
- ✓•Total number of offered services specified in IISDA ;
- ✓•Offered services according to area of functional competence;
- ✓•Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website ;
- ✓•Level of provided electronic services (IME scale is used);
- ✓•Registered electronic administrative services in IISDA;
- ✓•Offered services in a foreign language;
- ✓•Functionalities for people with disabilities;

**Data obtained from the study :**



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## 1. ADMINISTRATIONS FROM THE REGION OF VIDIN:

### 1.1. Vidin District Administration

E-mail address of the administration	<a href="http://www.vidin.government.bg">http://www.vidin.government.bg</a>
Total number of offered services specified in IISDA	36
Offered services according to area of functional competence	State property; Regional development and territorial organization; Services provided by all administrations
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. They are not visible on the initial screen, which makes them difficult to detect. For each service there is a possibility to download the respective samples, which the user should fill in. There is no description of the services themselves and the stages of their provision. The section has a link to the Portal for electronic administrative services in Vidin district: <a href="http://eovidin.egov.bg/">http://eovidin.egov.bg/</a> , which at the time of the study is not working
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 1.2. Vidin Municipal Administration

E-mail address of the administration	<a href="http://vidin.bg/">http://vidin.bg/</a>
Total number of offered services specified in IISDA	165
Services offered by area of functional competence:	Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Administrative services Construction control; Cadastre administrative services; Administrative services advertising; Administrative

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	services Agriculture and ecology; Administrative services Green system; Administrative services Trade, tourism, transport; Administrative services transport; Administrative services local taxes and fees; Administrative services Social activities; Administrative services Notarial activity; Services provided by all administrations
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. They are easy to find and the included functionalities allow you to quickly find the service you are looking for. For each service there is a specific description of the stages of its provision and the possibility to download the relevant samples, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 1.3. General Administration Belogradchik

E-mail address of the administration	<a href="http://belogradchik.bg/">http://belogradchik.bg/</a>
Total number of offered services specified in IISDA	164
Services offered by area of functional competence:	Green System Administrative Services; Administrative services "Land use"; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of	The services offered by the administration are separated in a separate section in the main menu of the website. They are

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administrative services. Completeness of the information contained in the website	easy to find, but the section lacks information about all services offered by the administration. For the administrative services included in the site, there is an option to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 1.4. Municipal administration Bregovo

E-mail address of the administration	<a href="http://www.bregovo.net">http://www.bregovo.net</a>
Total number of offered services specified in IISDA	162
Services offered by area of functional competence:	Green System Administrative Services; Administrative services "Land use"; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. They are not visible on the initial screen, which makes them difficult to detect. For the administrative services included in the site, there is no possibility to download the respective forms, which the user should fill in. Information about the prices of the indicated services and the term for their provision has been published.
Level of electronic services provided	Second level (2) - information on public services is provided electronically;
Registered electronic	There is no



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administrative services in IISDA	
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 1.5. Dimovo Municipal Administration

E-mail address of the administration	<a href="http://www.dimovo.bg">http://www.dimovo.bg</a>
Total number of offered services specified in IISDA	63
Services offered by area of functional competence:	Cadastre administrative services; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The site of the municipality has two sections - "Services" and "Electronic Services". Both do not contain any information and / or samples to be completed.
Level of electronic services provided	First level (1) of development - electronic services are not provided or there is no data on the provision of such services;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 2. MONTANE ADMINISTRATIONS:

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## 2.1. Montana District Administration

E-mail address of the administration	<a href="http://oblastmontana.org/">http://oblastmontana.org/</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. The section contains three subsections: Administrative services; General administrative services; Complex administrative services. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 2.2. Montana Municipal Administration

E-mail address of the administration	<a href="http://www.montana.bg/">http://www.montana.bg/</a>
Total number of offered services specified in IISDA	152
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial

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	activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is not possible to download the relevant forms that the user has to fill in.
Level of electronic services provided	Second level (2) - information on public services is provided electronically;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 2.3. Berkovitsa Municipal Administration

E-mail address of the administration	<a href="http://www.berkovitsa.bg/">http://www.berkovitsa.bg/</a>
Total number of offered services specified in IISDA	166
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;



Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are not separated in a separate section in the main menu of the website. They are part of the "Administration" section. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAS, which are divided into a separate subsection of the section "Administration"
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 26 administrative services /.
Registered electronic administrative services in IISDA	Yes - a total of 26 electronic administrative services are available in IISDA. Electronic services are available at: <a href="https://auslugi.com/public/index.php?/Unit/berkovitsa/">https://auslugi.com/public/index.php?/Unit/berkovitsa/</a>
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 2.4. Vol shtinska administration Boichinovtsi

E-mail address of the administration	<a href="http://boychinovtsi.bg/">http://boychinovtsi.bg/</a>
Total number of offered services specified in IISDA	117
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the	The services offered by the administration are not separated in a separate section in the main menu of the website. They are part of the "ZUIG" section / Center for Citizens' Services and Information /. This makes them difficult to detect. For



information contained in the website	each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAU, which are separated in a separate section of the site. The EAU portal of the municipality is not functioning - <a href="http://boychinovtsi.bg/section-154-elektronni_administr.html">http://boychinovtsi.bg/section-154-elektronni_administr.html</a>
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 2.5. Municipal administration of Lom

E-mail address of the administration	<a href="http://oalom.acstre.com/">http://oalom.acstre.com/</a>
Total number of offered services specified in IISDA	110
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information	The services offered by the administration are not separated in a separate section in the main menu of the website. They are part of the Civil Status section. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for implementation and the price of administrative fees. It is possible to download the relevant forms,



contained in the website	which the user should fill in. The municipality provides EAU, which are separated in a separate section of the site. Through it, the user is redirected to the portal for administrative services. Information about EAU of the municipality - <a href="https://lom.auslugi.com/public/index.php?/Unit/lom/Home/Index">https://lom.auslugi.com/public/index.php?/Unit/lom/Home/Index</a>
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 33 administrative services /.
Registered electronic administrative services in IISDA	None - There is a discrepancy between the information in IISDA and the real possibility of the municipality to provide EAS
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 3. ADMINISTRATIONS FROM VRATSA DISTRICT:

#### 3.1. Vratsa District Administration

E-mail address of the administration	<a href="http://vratsa.bg/">http://vratsa.bg/</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with	There is no



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### 3.2. Vratsa Municipal Administration

E-mail address of the administration	<a href="http://www.vratza.bg/">http://www.vratza.bg/</a>
Total number of offered services specified in IISDA	142
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website and are visible in it. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, procedure and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAU through a specialized portal, which is located at: <a href="https://eservices.vratza.bg/">https://eservices.vratza.bg/</a> . There is an "e-services" section on the municipality's website that takes users to a third website. The services provided in it are related to the communication between the citizens and the local government, specifically the submission of signals, requests and complaints. <a href="http://www.vratza.bg/etownhall/html/index.php?module=services&amp;id=0&amp;view=0">http://www.vratza.bg/etownhall/html/index.php?module=services&amp;id=0&amp;view=0</a>
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means / for 19 administrative services / is possible.
Registered electronic administrative services in IISDA	Yes - a total of 19 electronic administrative services are available in IISDA. The electronic services are available at: <a href="https://eservices.vratza.bg/">https://eservices.vratza.bg/</a>
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

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### 3.3. Municipal administration the c White Tina

E-mail address of the administration	<a href="http://www.byala-slatina.com/">http://www.byala-slatina.com/</a>
Total number of offered services specified in IISDA	101
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website and are visible in it. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The website also contains an "E-services" section, which is currently down.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 3.4. Krivodol Municipal Administration

E-mail address of the administration	<a href="http://www.krivodol.com/">http://www.krivodol.com/</a>
Total number of offered	150

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services specified in IISDA	
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are part of the "Municipal administration" section. For each service listed on the site there is an option to download the relevant samples, which the user should fill out. There is no information about the procedures for providing the administrative services, the necessary documents, the order and term for appeal, the term for execution and the price of the administrative fees.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 3.5. Kozloduy Municipal Administration

E-mail address of the administration	<a href="http://www.kozloduy.bg/">http://www.kozloduy.bg/</a>
Total number of offered services specified in IISDA	116
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative



	services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website and are visible in it. For each service listed on the site there is a description of the procedure for its provision and the possibility to download the relevant samples, which the user should fill out. The municipality provides EAU through a specialized portal, which is located at: <a href="https://kozloduy.auslugi.com/public/index.php?/Home/Index">https://kozloduy.auslugi.com/public/index.php?/Home/Index</a> . The portal is accessible through the website of the municipality.
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 10 administrative services /.
Registered electronic administrative services in IISDA	Yes - there are a total of 10 electronic administrative services available in IISDA. The electronic services are available at: <a href="https://kozloduy.auslugi.com/public/index.php?/Home/Index">https://kozloduy.auslugi.com/public/index.php?/Home/Index</a>
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 3.6. Mezdra Municipal Administration

E-mail address of the administration	<a href="http://mezdra.bg">http://mezdra.bg</a>
Total number of offered services specified in IISDA	102
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial



	planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website and are visible in it. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, procedure and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 4. ADMINISTRATIONS FROM PLEVEN DISTRICT:

##### 4.1. Pleven District Administration

E-mail address of the administration	<a href="http://www.pleven-oblast.bg/">http://www.pleven-oblast.bg/</a>
Total number of offered services specified in IISDA	31
Services offered by area of functional competence:	State property; Regional development and territorial organization;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no



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Offered services in a foreign language	A description in English is available for the services offered.
Functionalities for people with disabilities	There is no

#### 4.2. Pleven Municipal Administration

E-mail address of the administration	<a href="https://www.pleven.bg/">https://www.pleven.bg/</a>
Total number of offered services specified in IISDA	144
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in. There is a subsection "Online services" in the section for administrative services, but its functionalities do not allow real EAS to be performed.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no



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#### 4.3. Municipal Administration of Dolna Mitropolia

E-mail address of the administration	<a href="http://dolnamitropolia.acstre.com/">http://dolnamitropolia.acstre.com/</a>
Total number of offered services specified in IISDA	157
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the section "Public services". For the administrative services included in the site, there is no possibility to download the respective forms, which the user should fill in. Information about the prices of the indicated services and the term for their provision has been published.
Level of electronic services provided	Second level (2) - information on public services is provided electronically
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 4.4. Levski Municipal Administration

E-mail address of the administration	<a href="http://www.oblevski.com/">http://www.oblevski.com/</a>
Total number of offered	143

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services specified in IISDA	
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	There is no section on the municipality's website that contains general or specific information about the administrative services offered by the local government. Respectively, there is a lack of information about the procedures for providing the individual administrative services, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. No forms to fill out.
Level of electronic services provided	First level (1) of development - electronic services are not provided or there is no data on the provision of such services;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 4.5. Nikopol Municipal Administration

E-mail address of the administration	<a href="http://www.nikopol-bg.com">http://www.nikopol-bg.com</a>
Total number of offered services specified in IISDA	153
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative



	services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The information about the services offered by the administration is separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. The section contains information about the types of services, deadline and price of administrative fees. There is no possibility to download the relevant samples, which the user should fill in.
Level of electronic services provided	Second level (2) - information on public services is provided electronically
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 4.6. General Administration Cherven Bryag

E-mail address of the administration	<a href="http://chervenbryag.bg/">http://chervenbryag.bg/</a>
Total number of offered services specified in IISDA	147
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and	The services offered by the administration are separated in a separate



functionalities of the website in terms of administrative services. Completeness of the information contained in the website	section in the main menu of the website and are visible in it. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	Information about EAS is presented in the profile of the municipality in IISDA. The links against each service in the register take the user to the site of the municipality, in the section "Services", in which there is practically no possibility for electronic processing of forms and personal identification electronically. That is, the electronic administrative services described in IISDA do not correspond to level 4.
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 5. ADMINISTRATIONS FROM VELIKO TARNOVO DISTRICT:

### 5.1. Regional government of Veliko turn ovo

E-mail address of the administration	<a href="http://www.vt.government.bg/">http://www.vt.government.bg/</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no



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Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 5.2. Municipal Administration of Veliko Tarnovo

E-mail address of the administration	<a href="https://www.veliko-tarnovo.bg/bg/">https://www.veliko-tarnovo.bg/bg/</a>
Total number of offered services specified in IISDA	162
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are part of the "e-Municipality" section in the main menu of the website. In the initial screen, the tab is in a visible place. For each service there is a detailed description of the procedure for its provision, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAS, which are marked in the section for administrative services. They have additional functionalities that take the user to the appropriate electronic forms.
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 9 administrative services /.
Registered electronic administrative services in IISDA	Yes - there are a total of 9 electronic administrative services available in IISDA. The electronic services are available on the administration's website.
Offered services in a foreign	There is no

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language	
Functionalities for people with disabilities	There is no

### 5.3. Municipal administration of Gorna Oryahovitsa

E-mail address of the administration	<a href="http://www.g-oryahovica.org/">http://www.g-oryahovica.org/</a>
Total number of offered services specified in IISDA	115
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are part of the "Service and Information Center" section in the main menu of the website. In the initial screen, the tab is in a visible place. For each service there is a description of the procedure for its provision, the necessary documents, deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no



#### 5.4. Oh bshtinska administration Pavlikem

E-mail address of the administration	<a href="http://www.pavlikeni.bg/">http://www.pavlikeni.bg/</a>
Total number of offered services specified in IISDA	169
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a description only of the price of administrative fees. There is no possibility to download the relevant samples, which the user should fill in.
Level of electronic services provided	Second level (2) - information on public services is provided electronically
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 5.5. Municipal administration Polski Trambesh

E-mail address of the administration	<a href="http://www.trambesh.eu">http://www.trambesh.eu</a>
Total number of offered services specified in IISDA	160
Services offered by area of	Green System Administrative Services; Cadastre



functional competence:	administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are part of the "Information Center" section in the main menu of the website. In the initial screen, the tab is in a visible place. For each service there is a description of the procedure for its provision, the necessary documents, deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in. A subsection "web services" has been created in the "Information Center" section, which is currently not functioning.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 5.6. Svishtov Municipal Administration

E-mail address of the administration	<a href="http://www.svishtov.bg/">http://www.svishtov.bg/</a>
Total number of offered services specified in IISDA	118
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services



	"Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	There is no section on the municipality's website that contains general or specific information about the administrative services offered by the local government. Respectively, there is a lack of information about the procedures for providing the individual administrative services, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. No forms to fill out.
Level of electronic services provided	First level (1) of development - electronic services are not provided or there is no data on the provision of such services;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 6. ADMINISTRATIONS FROM RUSE REGION:

### 6.1. Ruse District Administration

E-mail address of the administration	<a href="http://ruse.bg/">http://ruse.bg/</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. In the section, the individual services are listed only



information contained in the website	as names, which in turn are an active link leading the user to the detailed information about the specific service contained in the Integrated Information System of the state administration. The system has the ability to download the relevant samples, which the user should fill out. Only two services have an option for electronic registration.
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 2 administrative services /.
Registered electronic administrative services in IISDA	Yes - there are a total of 2 electronic administrative services available in IISDA, the same are available through the website of the administration.
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 6.2. Ruse Municipal Administration

E-mail address of the administration	<a href="http://www.ruse-bg.eu/">http://www.ruse-bg.eu/</a>
Total number of offered services specified in IISDA	137
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the



	relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 6.3. Byala Municipal Administration

E-mail address of the administration	<a href="http://byala.bg/home/">http://byala.bg/home/</a>
Total number of offered services specified in IISDA	168
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	An "Administrative Services" has been created on the municipality's website, in which no information about the specific services is available. Respectively, there is a lack of information about the procedures for providing the individual administrative services, the necessary documents, the procedure and term for appeal, the term for implementation and the price of the administrative fees. No forms to fill out.
Level of electronic services provided	First level (1) of development - electronic services are not provided or there is no data on the provision of such services;
Registered electronic administrative services in	There is no



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Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 6.4. Vetovo Municipal Administration

E-mail address of the administration	<a href="http://vetovo.com">http://vetovo.com</a>
Total number of offered services specified in IISDA	79
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the section "Administrative services", which is in the main menu of the website. In the initial screen, the tab is in a visible place. For most of the services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

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#### 6.5. Ivanovo Municipal Administration

E-mail address of the administration	<a href="http://www.ivanovo.bg">http://www.ivanovo.bg</a>
Total number of offered services specified in IISDA	168
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the "E-services" section, which is in the main menu of the website. In the initial screen, the tab is in a visible place. For all presented services there is no description of the procedure for its provision, the necessary documents, deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 6.6. Vol shtinska administration Slivo pole

E-mail address of the administration	<a href="http://slivopole.bg/">http://slivopole.bg/</a>
Total number of offered	154

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services specified in IISDA	
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in a separate section, which is in the main menu of the website. In the initial screen, the tab is in a visible place. For all presented services there is no description of the procedure for its provision, the necessary documents, deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 7. ADMINISTRATIONS FROM RAZGRAD DISTRICT:

### 7.1. Razgrad District Administration

E-mail address of the administration	<a href="http://www.rz.government.bg">http://www.rz.government.bg</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;

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Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. In the section, the individual services are listed only as names, which in turn are an active link leading the user to the detailed information about the specific service contained in the Integrated Information System of the state administration. For each service specified in IISDA there is a possibility to download the relevant samples, which the user should fill in. The site includes a subsection "e-Services", which does not have any functions for performing EAS
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 7.2. Razgrad Municipal Administration

E-mail address of the administration	<a href="https://www.razgrad.bg/">https://www.razgrad.bg/</a>
Total number of offered services specified in IISDA	125
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of	The services offered by the administration are described in a separate section, which is in the main menu of the



administrative services. Completeness of the information contained in the website	website. In the initial screen, the tab is in a visible place. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 7.3. Ispirih Municipal Administration

E-mail address of the administration	<a href="http://www.isperih.bg/">http://www.isperih.bg/</a>
Total number of offered services specified in IISDA	84
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in a separate section, which is in the main menu of the website. In the initial screen, the tab is in a visible place. There is only a general description of the process of providing administrative services and the specification that they are performed by the Center for Information and Services to Citizens. There is no information about the necessary documents, deadline for implementation and the



	price of the administrative fees. There is no possibility to download the relevant samples, which the user should fill in.
Level of electronic services provided	Second level (2) - information on public services is provided electronically;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 7.4. Kubrat Municipal Administration

E-mail address of the administration	<a href="http://www.kubrat.bg">http://www.kubrat.bg</a>
Total number of offered services specified in IISDA	113
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in a separate section, which is in the main menu of the website. In the initial screen, the tab is in a visible place. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in. Also in the main menu is a section "Electronic services", through which users can check the use of the described administrative services.
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible.



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Registered electronic administrative services in IISDA	Yes - there is 1 electronic administrative service in IISDA. There is a discrepancy between the information in IISDA and the website of the municipal administration;
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 7.5. Samuel Municipal Administration

E-mail address of the administration	<a href="http://www.samuil.eu">http://www.samuil.eu</a>
Total number of offered services specified in IISDA	114
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the subsection "Administrative services", which is part of the section "Administration". For all presented services there is a description of the necessary documents, deadline for implementation and the price of the administrative fees. There is no possibility to download the relevant samples, which the user should fill in.
Level of electronic services provided	Second level (2) - information on public services is provided electronically;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

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## 8. SILISTRA ADMINISTRATIONS:

### 8.1. Silistra District Administration

E-mail address of the administration	<a href="http://silistra.government.bg">http://silistra.government.bg</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, term for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 8.2. Silistra Municipal Administration

E-mail address of the administration	<a href="https://www.silistra.bg">https://www.silistra.bg</a>
Total number of offered services specified in IISDA	90
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism,

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	transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the section "Administrative services", which is in the main menu of the site. There is no description of the services provided by the administration. Respectively, there is no possibility to download the respective samples, which the user should fill in.
Level of electronic services provided	First level (1) of development - electronic services are not provided or there is no data on the provision of such services;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 8.3. Municipal administration Glavnitsa

E-mail address of the administration	<a href="https://www.glavnitsa.bg">https://www.glavnitsa.bg</a>
Total number of offered services specified in IISDA	168
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;



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Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in a separate section "Information and Services", which is in the main menu of the website. In the initial screen, the tab is in a visible place. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 8.4. Dulovo Municipal Administration

E-mail address of the administration	<a href="http://dulovo.bg">http://dulovo.bg</a>
Total number of offered services specified in IISDA	148
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the subsection "Administrative services", which is part of the section "Administration" in the main menu of the website. For the presented services there is a possibility to download the respective samples, which the user should fill in.

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	There is no description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 8.5. Tutrakan Municipal Administration

E-mail address of the administration	<a href="http://tutrakan.egov.bg">http://tutrakan.egov.bg</a>
Total number of offered services specified in IISDA	148
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are described in the section "Administrative services" in the main menu of the website. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in	There is no



IISDA	
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

## 9. ADMINISTRATIONS FROM DOBRICH DISTRICT:

### 9.1. Dobrich District Administration

E-mail address of the administration	<a href="http://www.dobrich.government.bg">http://www.dobrich.government.bg</a>
Total number of offered services specified in IISDA	36
Services offered by area of functional competence:	State property; Regional development and territorial organization; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For all presented services there is a detailed description of the procedure for its provision, the necessary documents, the deadline for implementation and the price of the administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### 9.2. Dobrich Municipal Administration

E-mail address of the administration	<a href="http://www.dobrich.bg">http://www.dobrich.bg</a>
Total number of offered services specified in IISDA	128
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes



	and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAS, which are divided into a separate subsection of the section "Services and information"
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means / for 13 administrative services / is possible.
Registered electronic administrative services in IISDA	Yes - there are a total of 13 electronic administrative services available in IISDA.
Offered services in a foreign language	There is only a general description of the services in English
Functionalities for people with disabilities	There is no

### 9.3. Dobrich Municipal Administration

E-mail address of the administration	<a href="http://www.dobrichka.bg">http://www.dobrichka.bg</a>
Total number of offered services specified in IISDA	118
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and



	ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in. The municipality provides EAS, which are divided into a separate subsection of the section "Services and information"
Level of electronic services provided	Fourth level (4) - electronic processing of forms and personal identification by electronic means is possible / for 6 administrative services /.
Registered electronic administrative services in IISDA	Yes - there are a total of 4 electronic administrative services available in IISDA.
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 9.4. Balchik Municipal Administration

E-mail address of the administration	<a href="http://www.balchik.bg">http://www.balchik.bg</a>
Total number of offered services specified in IISDA	97
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services



	"Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 9.5. Municipal administration General Toshevo

E-mail address of the administration	<a href="http://toshevo.org">http://toshevo.org</a>
Total number of offered services specified in IISDA	140
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal



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	property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are included in the "Info Center" section, which is in the main menu of the website. For the administrative services included in the site, there is no possibility to download the respective forms, which the user should fill in. Information about the prices of the indicated services and the term for their provision has been published.
Level of electronic services provided	Second level (2) - information on public services is provided electronically;
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 9.6. Kavarna Municipal Administration

E-mail address of the administration	<a href="http://www.kavarna.bg">http://www.kavarna.bg</a>
Total number of offered services specified in IISDA	122
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the	The services offered by the administration are separated in a separate section in the main menu of the website. In the initial screen, the section for administrative services is visible. For each service listed on the site there is a detailed

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information contained in the website	description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available
Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

#### 9.7. Tervel Municipal Administration

E-mail address of the administration	<a href="http://www.tervel.bg">http://www.tervel.bg</a>
Total number of offered services specified in IISDA	127
Services offered by area of functional competence:	Green System Administrative Services; Cadastre administrative services; Administrative services "Construction control"; Administrative services "Local taxes and fees"; Administrative services "Advertising"; Administrative services "Agriculture and ecology"; Administrative services "Social activities"; Administrative services "Transport"; Administrative services "Trade, tourism, transport"; Administrative services Notarial activity; Administrative services for civil registration and act drafting; Administrative services for civil registration and act drafting; Administrative and technical services Municipal property; Administrative and technical services Spatial planning; Legal and administrative services; Services provided by all administrations;
Interface and functionalities of the website in terms of administrative services. Completeness of the information contained in the website	The services offered by the administration are separated in a separate section in the main menu of the website. For each service listed on the site there is a detailed description of the procedure for its provision, the necessary documents, order and deadline for appeal, deadline for implementation and the price of administrative fees. It is possible to download the relevant forms, which the user should fill in.
Level of electronic services provided	Third level (3) - electronic access to forms and documents is available



Registered electronic administrative services in IISDA	There is no
Offered services in a foreign language	There is no
Functionalities for people with disabilities	There is no

### III. ANALYSIS OF THE INFORMATION RECEIVED

In general, the administrative service is provided by the competent administrative authorities, public officials and public service providers, without the need for the applicant to provide information or evidence for which data are collected or created by administrative authorities, primary data controllers, whether this data is maintained in electronic form or on paper. The clients of the administrative services (individuals and legal entities) are the factor that predetermines the requirements to the level of quality of administrative services in terms of access channels, deadlines and costs. Administrative bodies, in turn, have the task of meeting customer needs by applying specific mechanisms in order to comply with the principles of integrated services.

Traditionally, the administrative servicing of individuals and legal entities by local administrations is performed through physical centers for information and services. In practice, in each of the studied territorial administrations there is a similar center, which is currently the mechanism for implementing the complex administrative service. The administrative services of the respective administration are concentrated in these centers. It can be argued that in the last decade the functional capabilities of these centers have increased and developed to a degree that approximates the one-stop-shop model. Despite the long period of implementation of this principle and the fact that a large number of administrations report that they work on this principle (85%), the level of maturity and development of this model is still very low (most administrations are at the level of "basic" or "Developing"). It should also be noted that the functional development of

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many aspects of administrative services necessary updating of the model for administrative services and the placement of a broader emphasis on online administrative they service. This is possible both due to the rapid development of information technology and due to the fact that most administrations already have a clear understanding and certain practices in the provision of administrative services. Therefore, the great challenge is the integration and effective cooperation between administrations when it is necessary for the provision of a specific service. On the one hand, this requires a change in processes, responsibilities and organization of work, and on the other hand it is related to the culture of employees and managers. At the same time, with the help of information technology, this integration can become easier and cooperation more effective.

In the context of the present analysis, it should be argued that catching up with the identified backlog in complex administrative services can be achieved through the widespread introduction of actually functioning electronic administrative services. Of course, their implementation should not mean the abolition of physical information and service centers. On the contrary, the availability of electronic administrative services will only add value to the functions of these complex centers. The opportunity to increase the quality of administrative services through electronic administrative services is increasingly finding its material expression in individual institutions . Evidence of this are the data from the surveyed administrations in the cross-border region. The data indisputably show that the development of the processes for providing administrative services is going in an upward direction , with the emphasis on the possibilities for electronic administrative services . There is clearly a positive change in this respect and the increased level of electronic services that offers tons of Regional Administrations and . This statement is confirmed by the number of administrations in which the possibility to provide electronic administrative services has been introduced. Using adapted by IME Rating Scale Mr. Ivoti of electronic services , then at the end of the 2017 g . the data from the surveyed administrations are as follows:



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The figures show that more than half of the surveyed administrations are at Level 3, ie. through their Web sites is available online access to forms and documents for relevant administrative services . With equal performance with national data from 2014, when over 66% of local administrations were at Level 1, then at the end of 2017 in the surveyed areas there is significant growth in the supply of electronic administrative services. The ability to be downloaded forms they and documents they for saotvetnite administrative services to facilitate access to them, which is the positive side of this situation. Another positive aspect of the data obtained is the number of administrations that offer electronic services of Level 4 - services where electronic processing of forms and personal identification by electronic means is possible . Of the surveyed administrations, this is a total of 17% and in practice they form the second largest group . Availability of services from this level shows that in general administrations make at Celia to broaden the online services they . It is worth noting here that the administrations for which it is stated in this report that they have the Fourth level of electronic services, this level is relevant only for part of the administrative services included in their total portfolio. The rest of the services offered mainly correspond to Level 3. However, these administrations have invested resources and capacity in the development of their electronic services, which makes them more efficient than others. The real existence and maintenance of

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electronic services from Level 4 provides higher accessibility to the services themselves, reducing the costs for their provision and relieving the users themselves. In addition, having already operating services at this level, these administrations can more easily multiply the successful practice to other services they offer.

In third place is the group of administrations, whose offered services correspond to Level 2 - information about public services is provided electronically. This is 16% of the surveyed administrations. In their websites you can find information only about the individual administrative services, the set of documents required for their use, administrative fees, as well as contacts for the responsible administrative persons. In practice, this does not facilitate the processes of providing the services themselves and does not lead to optimization of the costs of the administrations. In this case, these administrations can be said to be lagging behind and not making the necessary efforts to improve the administrative services they offer.

The worrying side of the data is the fact that there are still administrations in whose sites the electronic services correspond to Level 1, ie. online services are not provided or are missing for the provision of such. Of the surveyed administrations in the cross-border region, such are 10%. This circumstance is worrying, given the achieved development of information and communication technologies and their occupied place in the channels for access to administrative services. The websites of these 10% of the surveyed administrations do not have any information about the services provided by administrative services. The lack of such information makes the administrative service extremely inefficient and burdensome both for the administration itself and for the users of the services. The existence of administrations whose services correspond to the First Level brings to the fore a key question, namely whether the current administration has the necessary capacity and resources to develop and implement electronic administrative services? In this case, these 10% of the surveyed administrations show that they do not have the necessary capacity and do not make the necessary efforts.

The survey data should be reviewed and analyzed at NUTS 3 level, which will show the progress of the individual regions. Using the weighted averages of the levels of the offered electronic administrative services, the results are shown in the following graph:



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It should be clarified that the data are not entirely objective , as the surveyed institutions do not cover 100% of the local government administrations, but on the other hand they contain over 70% of the population in the cross-border region. That is, these estimates refer to 2/3 of the population in the cross-border region.

The data show that there is a significant increase in the average values in terms of the level of electronic services provided, compared to 2014. Particularly noticeable is the growth in the districts of Vidin, Montana, Ruse and Silistra , which in the IME survey are among the most low values for the country. Apparently, in recent years, administrations in these areas have made efforts to reduce their backlog. The values show a relative equalization of the levels between the different areas in this respect , which indicates a reduction of the differences compared to 3-4 years ago. The figures generally show an increase in other areas as well, which is a sign that the processes for the implementation of electronic administrative services continue to develop.

For electronic these services and processes in their development is azhno be noted that their availability in a particular administration does not depend on the size and financial s possibilities of the institution . The presented information for the individual administrations clearly

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shows that institutions with comparatively smaller capacity have a higher level of the offered electronic administrative services. This finding shows that the inclusion of electronic services in the administrative service is a matter of policy by the management of the respective institution. It is important to understand that electronic administrative services will inevitably be included in all Bulgarian administrations, which requires the adoption of appropriate measures in those that are lacking.

According to the presented data, attention should be paid to the total number of services offered by the administrations, according to the information in the Integrated Information System of the State Administration (IISDA). As stated at the beginning of this document, information IISDA shows that the Bulgarian administration provides total over 2580 services. Of them in servants they are provided by the regional administrations are 31 pcs., In servants they provide Yani municipal administrations are 164 pcs., And general services predos constitutes from all administrations have 5 pcs. Depending on the type of administration, the services fall into different areas of functional competence.

It is evident from the presented data that the district administrations provide the same number of services - a total of 36, which include 31 services inherent in these administrations and 5 services provided by each administration. The only exception is the Pleven District Administration, which according to IISDA provides only the administrative services designated for this type of institutions. The uniform type and number of services provided by national administrations make it easier for users to use them and contributes to their universality, regardless of the geographical point where the service is used.

This is not the situation with the surveyed municipal administrations, which number 42. In practice, each of the surveyed institutions offers a different set of services. The study found that the number of services offered does not depend on the size of the administration and the number of the population that falls within its scope. The fact that each municipal administration provides a different amount of administrative services is confirmed by the data for each in IISDA. There is no information about the reasons and arguments according to which the number of offered administrative services is determined. Therefore, it is necessary to conclude that each municipal administration determines the number of offered administrative services, depending on its capabilities and administrative capacity. Despite their autonomous rights and financial independence, compared to the district administrations, such a circumstance with regard to the administrative services offered by the municipalities is unacceptable from the point of view of the consumers. The different number of services offered by individual administrations has a negative impact on the overall quality of administrative services to end users. In fact, this creates a different standard of administrative service, which is to the detriment of citizens and different types

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of legal entities. Other net effect of these differences in the number of services offered by municipalities, have reduced their effectiveness and efficiency, increase the administrative burden and the feasibility of providing false administrative service. Last but not least, it should be taken into account that the discrepancy in the number of services is a prerequisite for limited, even impossible interaction between two homogeneous administrations, in case they have to exchange official information on a specific service.

According to the requirements of the Assignor - Association "Business Center for Support of Small and Medium Enterprises ( Ruse ), the study includes verification of the services offered by the administrations in a foreign language. The results show that none of the surveyed administrations offers administrative services in a foreign language. Most of their websites have their own foreign language versions, and the most common option is for the information to be in English. The information, which is translated into a foreign language, covers only the general one, as it does not include the offered administrative services. Only two of the surveyed administrations (Pleven District Administration and Dobrich Municipal Administration) have a general description of the offered services on their websites, translated into English. Naturally, this complicates the use of administrative services by foreign individuals and legal entities, which in turn directly affects local cultural, social and economic development. In the context of cross-border cooperation and the measures taken to increase the joint interaction between the regions in the cross-border areas, the availability of administrative services available in a foreign language nature would have a huge positive effect.

In order to determine the general accessibility of administrative services, the study paid attention to the channels through which administrative services and information about them reach users. By presumption, administrations should provide opportunities for providing administrative services through different, adequate to the specifics of each service and the requirements of the needs of its potential customers, access channels. In the surveyed administrations the main channels for access to the administrative services offered by them are the physical centers for information and services, and their electronic pages (websites).

Existing administrative service centers have a clear scope. With them, the users physically appear in the administration and receive the relevant services and / or the information related to them. The approach is conventional and is the most common in the Bulgarian administration. However, from the point of view of accelerating the processes of providing administrative services, it is inefficient and leads to an increase in the administrative burden. To date, consumers want fast and quality administrative service, and especially the availability of the most detailed information about individual services. In this sense, the websites of the administrations are a natural solution that must be used as efficiently as possible.

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In the present study, all websites of the surveyed administrations were examined in detail. As a result, it was found that each administration has its own understanding of the arrangement and presentation of information about the administrative services it offers. Each of the surveyed websites has a different view (interface), the information about the administrative services is placed in a different place, and the data about them are presented in different forms. This also applies to the electronic services that administrations offer. There are many cases in which the general information about the administrative services is placed in one section, and in another there are the samples and the forms that should be used for them. As a general conclusion, it is necessary that the access to the information about the offered administrative services on the websites is extremely heterogeneous and very confusing. Respectively, this reduces the efficiency of the websites themselves as a channel for access to administrative services and does not lead to a reduction of the administrative burden. In functional terms, the websites are extremely individual, which also contributes to confusing users and inefficient service. Currently all administrations invest independently and uncoordinated, with respect to the construction and development of its own so your IT infrastructure. Apparently, the crucial and many difficulties in the maintenance, renovation and expansion of capacities, especially in introducing new software projects and electronic services. As a result, some of the sites have a difficult-to-understand interface, limited functions and an insufficient amount of database needed for quality administrative services.

The findings on the status of the websites of the surveyed territorial administrations are also confirmed by the data obtained from the survey conducted among citizens and representatives of business, the non-governmental sector and the state institutions themselves. The purpose of the study itself is to determine what, according to consumers, is the availability and satisfaction with the provided administrative services to date. The information obtained is extremely interesting and clearly shows the mood of the users of administrative services. As a focus of the study can be identified the desire to modernize the processes of administrative services. From the systematized data it is clear that over 70% of the respondents are not satisfied with the information resource that the websites of the local and regional administrations currently have. In most cases, they find the available information difficult to understand, especially for local government websites. The data show that 89% of the population would use electronic administrative services, as 68% of them to throw that all administrative services of local / regional authorities must be available in electronic form. Surveys prove that websites are not fully used as a channel for information and administrative services. Even in the presence of electronic administrative services, there is not enough information about their use. Over 74% of the respondents state that in case of a question or ambiguity in the use of an online administrative service on the sites, there are not enough explanations of it that would guide the users. Most of the recommendations that

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respondents make for the operation of Internet sites are related to improving their functionality and the ability to provide electronic administrative services.

At the end of the analytical part, it is important to pay attention to the connection between the different administrative levels. In order to realize electronic administrative services in full volume, thereby enhancing the quality and access to administrative services, it is necessary administrations at all levels to interact HR Lake real ele and one while. It is practically necessary to create an automated data exchange from the primary registers, with the possibility for remote program access to their systems. A good way to do this is to build a common exchange environment. It USD is provide automatic collection, extraction and / or entering data through a secure, controlled, automated access, thereby realize the rule of a single collection and reuse information from state and municipal administration, under the principle of Ex Officio. At the level of central administration, steps have already been taken in this direction, taking into account the already implemented projects for registers for automated access to data retrieval services. Also the projects to be implemented under OP " Good Governance " 2014-2020. The situation is different at the local level, with the lag mostly behind the municipal administrations. As already noted, they face difficulties in introducing new technologies in the field of their administrative services. This, in turn, will complicate the processes for the introduction of e-government, in the absence of concrete actions in this direction. It is obvious that a nationwide policy is needed to improve and equalize technological opportunities among municipal administrations.

The main conclusion that can be drawn from the information presented so far and the subsequent analysis is that the territorial administrations still lack a comprehensive integrated administrative service that meets modern European standards. In a large part of the surveyed administrations, the priority service of individuals and legal entities is provided through physical contact. Only 17% of the surveyed 51 administrations offer electronic administrative services from the Fourth level, where electronic processing of forms and personal identification by electronic means is possible. And this level is applicable only to a small part of the offered administrative services. The majority of administrations offer electronic administrative services of the Third Level, where electronic access to forms and documents is available on the websites of the respective administrations. But the availability of electronic access to forms and documents does not cancel the physical contact between administration and user, it only reduces its number. In practice, local administrations lag far behind in terms of their technological modernization and in particular the introduction of electronic administrative services systems.

The fact is that and ntegratsiyata and coordination between different administrative structures in service delivery is weak. Each administration provides its administrative services relatively independently. Indicative of this is the number of services provided by administrations of

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the same hierarchical level. Almost each of the surveyed municipal administrations provides a different number of administrative services. In reality, there are very few examples of administrations in which the introduction of comprehensive provision of administrative services is a priority policy. The very fact that the complex administrative service is presented as a separate category that requires special attention and focus, shows how difficult the integration and coordination of work between different administrations in terms of providing administrative services. Negative impact, hindering the interdepartmental sharing of records maintained by the primary data controllers. Information that is available to public authorities is necessary for quality comprehensive service. In this sense, this information does not belong to only one organization, for example to the one that initially collected this information, updated it, maintained the register for it, etc. The information is not "departmental", it belongs to the public administration and should be shared between the administrations in order to reduce the bureaucratic burden and, above all, the fast service of the users of administrative services.

#### IV. EXISTING GOOD PRACTICES. RECOMMENDATIONS FOR IMPROVING THE SERVICES IN THE STUDY TYPES OF ADMINISTRATIONS.

##### 1. With existing good practices

Achieving easily accessible, high-quality, cheap and without unnecessary bureaucratic burden administrative services is a major goal of many government policies and is the reason for creating a number of strategic documents. The introduction of complex administrative services is a complex process, given the number of participants, their capacity and their different levels of technological development. As a major part of the complex administrative service, the development of e-government, including entirely online administrative services, is currently cumbersome, inefficient and chaotic, but on the other hand, a huge financial resource has been spent on it. In order to speed up the process of introducing electronic administrative services, it is adequate to study foreign experience in this regard. Good practices can be derived from it, which can be adapted to our conditions. In this context and in accordance with the requirements of the Contracting Authority, a study was made on the possibilities for providing electronic administrative services in several European countries. The results are as follows:

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### 1.1. Czech Republic

In the Czech Republic, information and archives from all administrations are practically consolidated into four main registers, which are located in one information center - Population Register, Citizens' Register, Property Register and Administrative Register. They communicate with several dozen integrated platforms such as those of the Ministry of Health, the Health Insurance Fund, the Ministry of Justice, the districts, the municipalities, etc. Integrated platforms, in turn, communicate with multiple electronic service portals that maintain a single unified interface for end customers. The provision of services is related to "electronic identification" - each person must exist in the main registers. All data of citizens and businesses are entered in the registers. At the very birth of the individual is registered in the 2nd register - Register of Population and Register of Citizens. Thus, all the necessary data for individuals are accumulated. State administrations and companies are obliged to use electronic services. Each legal entity in the Czech Republic has called . "Date of storage" or an official mailbox with which he communicates with the state, exclusively electronically. All documents received or sent under it are official, officially received and respectively officially sent. Technology does not allow changes to be made to them.

### 1.2. Austria

In Austria, administrative services can be provided entirely electronically for citizens and businesses through the one-stop-shop electronic service platform. The same applies to foreign nationals wishing to do business in Austria . Pursuant to the European legislation on services, a comprehensive service has been established through a single system, including the provision of the necessary information on administrative procedures and the completion of all administrative formalities electronically, without the need to communicate with each public institution separately . All ministries in Austria, including the Federal Chancellery, work with the electronic document management system, the main purpose of which is to improve the public services of the federal administration and which completely replaces paperwork.

### 1.3. Denmark

In Denmark, the NemLog-in system was set up for cooperation between public and local authorities. It is a tool for the use of various self-service solutions by institutions. Civil servants are registered by digital signature or special identification and can use the available data and decision-making opportunities. The best on the web (Bedst på Nettet) is a tool for managing the

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development of e-government services. The project serves to create a competitive environment between public institutions, checking the quality of their websites and their overall work in the field of digitalization of administrative services. The best of the web focuses on the effect and useful value of public web solutions addressed to citizens and businesses. The aim of the project is to provide consumers with better quality and flexibility in communicating with public authorities - to facilitate the daily life of citizens in the long run. The data, which are already registered by the public institutions, are shared within the state administration and with the business. Responsibility for good and efficient comprehensive administrative services in Denmark is shared between the central executive, municipalities and district administrations. To this end, a joint eGovernment coordination structure has been successfully set up, which includes representatives of all authorities.

#### 1.4. Estonia

In Estonia, the Unified Information System for the Exchange of Data and Information (in real time) operates both between state organizations and services and between the state and citizens. The system includes over 1500 services and work with more than 80 databases. To provide services through the EIS, more than 500 organizations and institutions are connected to the system. In 2011, Estonia introduced the eAnnual reporting system, through which businesses fill out annual reports electronically. This environment provides an opportunity for entrepreneurs to send the mandatory annual reports through the electronic Company Register. The forms filled in the system, which are used for the preparation of the reports, are signed electronically through the ID cards and are automatically sent to the Commercial Register. As a result of the introduction of this system, the administrative procedure is much faster and easier, and the data is automatically accessed by all stakeholders from both the public and private sectors. The platform has won an award in the category of e-Government and Institutions from the World Summit Award for the most innovative solutions in the field of information and communication technologies. Every Estonian's ID card not only identifies him in the physical world, but also works in an electronic environment, allowing people to access almost any electronic service, including those of banks, utilities and even pay for mobile parking tickets. telephones or public transport.

#### 2. Recommendations for improving the services in the studied types of administrations.

Based on the survey conducted among the territorial administrations in the cross-border region, the analysis performed and the main conclusions drawn from it, the following

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recommendations have been formed to improve the processes for providing administrative services:

### **Recommendation 1 - Development of a strategic document for modernization of the administrative service in the territorial administrations**

There is a need to develop and adopt a strategic document that clearly defines the measures and activities for modernization of administrative services in territorial administrations and specifically municipal ones. There are currently several national strategic documents that address both public administration reform and the introduction of e-government. The main part of these documents Strategy for development of electronic control of Bulgaria 2014 - 2020 and adjoining Roadmap implementation strategy for development of public Administration 2014 - 2020 and the Basic model of integrated administrative inquiry. These documents focus on the top-down model, which is important in the introduction of integrated administrative services and e-government, but they do not take into account the level and specifics of territorial administrations. It is important that a relatively level playing field is achieved in all local administrations before any action is taken to introduce centralized e-government. Level, in terms of technological capabilities, administrative capacity and channels for providing administrative services. The reality shows that precisely in this respect the difference between the various municipal governments is huge. This in turn leads to a high contrast in the quality of administrative services provided by administrations of the same hierarchical level. Reducing this contrast can be achieved through specific activities and measures, which, however, must take into account the specifics and current state of each administration. In this context, there is a need to develop a specific strategic document in which to set out the measures and activities through which to achieve equalization of the levels of administrative services in municipal administrations.

### **Recommendation 2 - Unification of channels for administrative services and provision of equal number of administrative services, including electronic**

From the study of the territorial administrations in the cross-border region it became clear that each of them has its own vision of how to present information to consumers and how to organize the process of providing administrative services, including electronic. As established by the survey, the different vision of Internet sites, their unequal functionality and inhomogeneous approach to presenting information leads to confusion among users themselves. These differences hinder access to administrative services and consequently lead to a decrease in the level of satisfaction with it. With regard to the administrations themselves, the survey data show that

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each of them provides a different number of administrative services. This fact was confirmed by the Integrated Information System of the state administration, in which information is available for each administration. In view of the current situation, it is clear that it is necessary to unify the vision of the websites of the territorial administrations. Unification in terms of the types of information presented, the places and sections where it is located, as well as unification of the functionalities for providing electronic administrative services. Achieving such a template on the websites will facilitate their use and will increase the efficiency and effectiveness of the administrations themselves. The uniform automation of the offered administrative services will lead to a natural increase in the level of the offered electronic administrative services. All this will turn the websites into a main channel for administrative services, given the facilitated relationship between administration and users.

In the context of the unification of the possibilities for administrative services, the number of the offered administrative services should be equalized, as here it is a question specifically for the municipal administrations. A very small part of the surveyed 42 municipalities offer all services designated for this type of administration. Thus, in fact, a case may arise in which a user would request a service inherent in this type of administration and the same could not be obtained. The unequal number of administrative services offered by municipal administrations is also a de facto obstacle to local regional development. The elimination of this discrepancy is part of the development of the complex administrative service and its effective implementation in the state administration.

### **Recommendation 3 - Increasing administrative capacity and human resource development, in terms of e-government services**

The successful implementation of e-government and comprehensive administrative services in any administration largely depends on the human factor. Undoubtedly, human resources are needed for the implementation of the complex administrative service, employees who are sufficiently qualified and have the necessary technical knowledge. This is currently one of the main problems of some territorial administrations. In view of demographic decline and uvelichavashtat and concentration of population in major urban centers, smaller settlements, respectively administrations have difficulties in securing qualified administrative staff. As a result, these administrations have limited opportunities to implement comprehensive administrative services. This fact is also evident from the data obtained from the surveyed territorial administrations. To limit the negative consequences of these circumstances, administrations should invest in training the available human resources. Specific measures must be created and

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implemented to increase the quality of the available administrative capacity in the context of integrated administrative management and the introduction of electronic administrative services. Therefore, the necessary qualifications for the different job tasks must be identified, followed by the selection and training of staff. The provision of transfer of knowledge and experience between experts from different administrations should also be taken into account. This will be a complex process, especially in small administrations, but necessary for the introduction of complex administrative services and the development of electronic administrative services.

#### **Recommendation 4 - Improve the levels of interaction, communication and coordination between the different administrations**

The interaction and the implementation of coordinated activities between the individual administrations is the key prerequisite for improving the level of administrative services and the successful implementation of e-government. The mechanisms of interaction between administrations must regulate in a clear and unambiguous manner the issues related to the purposes of the exchange, the type of information, the channels for its provision and the provision of its protection. Therefore, it is necessary to take concrete measures for the development of information technologies, connecting the individual administrations with a view to their effective interaction. This is particularly true of local administrations, which have been shown to act in different ways at the moment. Improving the processes of interaction between administrations will have a positive impact on the development of administrative services in local administrations. One of the fundamental end results that should be obtained from the policies for improving the interdepartmental communication is the creation and connection of all administrations through a single information system for exchange of information and provision of administrative services. To a large extent, such a system will reduce the risks in developing business models for each specific service, including electronic ones, and this process will be unified. Good coordination will contribute to fast and trouble-free data exchange between the various administrations, which will invariably speed up the process of implementing complex administrative services. The interaction based on information technologies will ensure the integration of information, which is necessary for the future introduction of e-government. As a result of increasing the quality of interaction, communication and coordination between the various administrations, the provision of administrative services will naturally improve.

#### **Recommendation 5 - Take measures to statutory obligation of all administrations and legal persons to use electronic administrative services**

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Taking action to impose a regulatory obligation on all administrations and legal entities to use electronic administrative services would be ambiguously accepted by all stakeholders. Such an action will certainly lead to initial resistance, because it will be a radical change in the usual patterns of interaction between administrations and users of their services. But in terms of stimulating the processes of introduction of e-government and comprehensive administrative services, the mandatory use of e-government services will have an entirely positive effect. The creation of such a norm is not a precedent in European practice. It will put the necessary pressure on local administrations, whose management must take the necessary technical action to implement e-government services. In this way, for a certain period of time, the level of the quality of the administrative service in the separate administrations can be achieved, and the technological environment for providing services will invariably improve. Through such a norm in zaimodeystviето, communication and coordination between administrations will be the main mechanism for compliance with legal requirements, not difficult and inefficient process used as an argument to slow it administrative services.

The presented recommendations are formed as a consequence of the established facts from the survey of territorial administrations in the cross-border region and in view of achieving the strategic goals of the Strategy for Development of Public Administration 2014 - 2020 and Strategy for Development of e-Government of Bulgaria 2014 - 2020, as follows:

#### **Strategy for development of the state administration 2014 - 2020**

- Strategic goal 1. Effective governance and rule of law
- Strategic Goal 2. Partnership management with citizens and businesses
- Strategic objective 3. Open PENING and accountable governance
- strategic objective 4. Professional and expert management

#### **Strategy for development of the e-government of the Republic of Bulgaria 2014 - 2020**

- Strategic goal 1: Providing quality, efficient and easily accessible electronic services for citizens and businesses.
- Strategic goal 2: Transformation of the administration into digital administration through integration of information processes.
- Strategic goal 3: Promotion, access and participation.

#### **V. SOURCES OF INFORMATION USED**

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1. *Institute for Market Economics;*
2. *Data from a survey conducted by BCP SMEs;*
3. *Basic model of complex administrative research;*
4. *Strategy for development of the e-government of the Republic of Bulgaria 2014 - 2020 ;*
5. *Roadmap for implementation of the Strategy for development of the e-government of the Republic of Bulgaria 2014 - 2020;*
6. *Strategy for development of the state administration 2014 - 2020;*
7. *Websites of the surveyed administrations;*

## VI. EQUAL RIGHTS AND OPPORTUNITIES

The Strategy for Development of the State Administration 2014 - 2020 to the priorities of the policy for development of human resources speaks about Equal access to the administration and equal opportunities, stating that it is necessary to make targeted efforts for the development of an accessible environment. , as well as for the formation of specific key skills and the development of competencies in employees to overcome prejudices towards disadvantaged people and towards representatives of ethnic groups. The strategy also points out that much of the administration still lacks the skills and appropriate environment to work with and for people with disabilities.

In order to address the specific needs of disadvantaged people, according to the Strategy for Development of the State Administration 2014 - 2020, the focus will be on conducting trainings for the formation of specific key skills and the development of competencies among public administration employees. We will work for the development of an accessible environment, which includes accessibility of electronic services offered by administrations, including municipal ones.

In the Strategy for Development of e-Government in the Republic of Bulgaria 2014 - 2020, Strategic Goal 1 is formulated as follows: "Provision of quality, efficient and easily accessible electronic services for citizens and businesses.". The main activities to achieve this specific goal include the development of the basic infrastructure for the implementation of electronic services and the development and widespread provision of electronic services with high public impact, which also includes in its accessibility accessibility of e-services by disadvantaged people.

Despite the envisaged policies and measures at national level to ensure accessibility of e-services by disadvantaged people, no municipal administration in the cross-border region Bulgaria-



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Romania has introduced such measures and the e-services provided by municipalities are not adapted to the needs of these people. .

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