

Respondent

< 48 Anonymous >

254:54  
Time to complete

1. Country name \*

Bulgaria

## Contact information

2. Your name \*

Rumen Ivanov

3. Title \*

Chief Expert

4. Organization \*

State e-Government Agency

5. Email \*

ryivanov@e-gov.bg

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

The Single electronic administrative service portal of the Republic of Bulgaria has been upgraded to better meet the needs of e-government users. The portal provides an easy-to-use interface for a simpler and more convenient way to use electronic services. All municipal services are available electronically through the Portal. The improved portal serves as a national contact point according to Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 (Your Europe). The portal provides easy access to current information for citizens and businesses in the exercise of their rights and the fulfillment of their obligations within the internal market. Your Europe provides quick access to rules, procedures and services to help and solve problems related to various economic and life events - travelling, retirement, studying, employment, health, consumer and family rights, protection of personal data, doing business. The Portal is in line with the requirements of Directive (EU) 2016/2102 of 26 October 2016, which encourage the digital inclusion of people with disabilities as well as older people, and benefits everyone else. Every user can create personal entry into the portal through e-authentication and to access all electronic administrative services available on it. One can store in this kind of personal account history of searches or requested electronic services etc. In the context of COVID-19 pandemic, the Portal has become extremely useful, as the main means by which citizens and businesses can communicate electronically with the administration.

<https://egov.bg/wps/portal/egov/nachalo> Services of public importance for citizens and businesses are also provided through the electronic service portals of the National Revenue Agency; Geodesy, Cartography and Cadastre Agency and Registry Agency, which are

expected to be integrated in the Portal at a later stage. • Registry Agency <https://portal.registryagency.bg/> • Geodesy, Cartography and Cadastre Agency <https://kais.cadastre.bg/> • National Revenue Agency <https://inetdec.nra.bg/index.html> • Ministry of Interior <https://e-uslugi.mvr.bg/ESP.Web.Portal/Services/Index>

8. Please provide link(s) for portal(s) providing following services/features:  
- E-services or similar \*

<https://egov.bg/wps/portal/egov/nachalo>

9. Please provide link(s) for portal(s) providing following services/features:  
- E-participation or similar \*

<https://www.strategy.bg/>

10. Please provide link(s) for portal(s) providing following services/features:  
- Open government data

<https://data.egov.bg/>

11. Please provide link(s) for portal(s) providing following services/features:  
- Public procurement

<https://www2.aop.bg/>

12. Please provide link(s) for portal(s) providing following services/features:  
- Others (if any)

<https://pitay.government.bg/PDoiExt/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

State e-Government Agency (SEGA) <https://www.e-gov.bg> The State eGovernment Agency (SEGA), under the Council of Ministers, has been established pursuant to the Electronic Government Act (published in the State Gazette, Issue No 50 of 2016). The Agency has been established as a juridical entity funded by the state budget with headquarters in the city of Sofia. The Chairperson of the State eGovernment Agency is determined by a Resolution of the Council of Ministers and appointed by the Prime Minister for a period of 5 years. The agency shall be the successor of the "Electronic Governance" Directorate with the Ministry of Transport, Information Technologies and Communications and the Executive Agency "Electronic Communication Networks and Information Systems. The State e-Government Agency perform activities related to issuing and introducing control-related policies, rules, regulations and good practices in the field of electronic governance, strategic planning and initiatives, budget planning and control and coordinating sector-related policies. The Agency also maintain central registers to meet the electronic governance requirements and needs, other central registers, a state private cloud and communication network of the State Administration. Ministry of Transport, Information Technology and Communications <https://www.mtitc.government.bg/> The Ministry of Transport, Information Technology and Communications (MTITC) is responsible for the implementation of the state policy on the information society development and for the definition of the legal framework needed to provide an effective environment for ICT development. The Ministry develops and coordinates the policy for the development of the information society in the Republic of Bulgaria and sets the national priorities in this field. The Ministry is responsible for creating an environment for building modern, secure and widely available ICT infrastructure and for developing ultra-high speed broadband. MTITC is the institution that coordinates effective policies in the areas of internet governance, free movement of data, digital infrastructure, etc. State Agency for Research and Innovation <https://www.lex.bg/bg/laws/ldoc/2137205411> The State Agency for Research and Innovation was established by virtue of Decree № 256 of 14 September 2020 as a specialised body at the Council of Ministers. The Agency is responsible for the strategic planning, management, financing and management of research and innovation programmes and supports structural reforms in these areas. It represents a new policy stream that aims to maximise the effectiveness of activities related to the transition into a knowledge, innovation and technology-based economy. The Agency is the managing authority of the national programme for research, innovation and digitalisation.

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Krasimir Simonski

16. Title \*

Deputy Chair of State eGovernment Agency

17. Organization \*

State e-Government Agency (SEGA)

18. Email \*

ksimonski@e-gov.bg

## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

For the implementation of the policy at European level and for the purposes of coordination and participation at European CIO's network, SEGA has appointed Mr. Krasimir Simonski, Deputy Chairman of the State eGovernment Agency to represent the Republic of Bulgaria at the EU Government Chief Information Officers Network (CIO's network). In connection with the implementation of the same policy, at national level there is an Architectural Council (Council) which according to an order, was established under the chairmanship of the State eGovernment Agency. Members of the Council are: representatives of SEGA and representatives of key administrative bodies and persons providing public services. These are directors of IT directorates, heads of administrative units and security experts from various administrations. The Council role is to work for better coordination, consultation and implementation of the architecture of the e-government in Bulgaria. The Deputy Chairman of the State eGovernment Agency, Mr Simonski is Chairman of the Council. <https://e-gov.bg/wps/portal/agency/strategies-policies/architectural-council> Since 2011 at national level has been functioning an Electronic Governance Council. A new Electronic Governance Council, an advisory body to the SEGA, was formed in 2017, and changes were made to its functions and composition. The Council assist the Chairman of the State eGovernment Agency in the implementation of e-government policy by involving representatives of stakeholders in relation to the activities and measures related to the introduction and development of e-government. [https://saveti.government.bg/web/cc\\_701/1](https://saveti.government.bg/web/cc_701/1)

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

Ministry of Regional Development and Public Work: <https://www.mrrb.bg/>  
<https://www.mrrb.bg/en/>

22. Education \*

Ministry of Education and Science: <https://www.mon.bg/> <https://www.mon.bg/en/100000>

23. Health \*

Ministry of Health: <https://www.mh.government.bg/bg/> <https://www.mh.government.bg/en/>

## 24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of Labour and Social Policy: <https://mlsp.government.bg/index.php?section=HOMEN2&lang>

## 25. Employment and Labour \*

Employment Agency: <https://www.az.government.bg/> <https://www.az.government.bg/en/>

## 26. Environment \*

Executive Environment Agency (ExEA): <http://eea.government.bg/>  
<https://www.moew.government.bg/en/>

## 27. Justice \*

Ministry of Justice: <https://www.justice.government.bg/>

## 28. Economy/finance \*

Ministry of Finance: <http://www.minfin.bg/bg/2> <https://www.minfin.bg/en/2>

## 29. Industry/trade \*

Ministry of Economy: <https://www.mi.government.bg/bg> <https://www.mi.government.bg/en>

## B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No

Other

---

### COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

Unified Information Portal <https://coronavirus.bg/> The Government launched a Unified Information Portal containing information on measures for combatting the spread of COVID-19 in Bulgaria, including the health, economic and social consequences of the pandemic. It provides timely and accurate official information (dynamic data) on all measures and activities undertaken by the executive authorities, as well as documents and orders issued. The objective is to facilitate and guidance citizens and business by gathering all pertinent information in one place and to actively raise awareness and to increase the knowledge and trust of citizens in digital solutions. Important numbers and links of all state institutions, statistics on the spread of the virus, protection measures and advice about COVID including symptoms, testing, vaccination and self-isolation, questions and answers, volunteering activity are also available. All important topics are included, among which digital services, healthcare, (including access to personal electronic medical record), mobility, social services, education, and others.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*

Yes

No



### 33. Please provide link and detail.

The Government adopted Decision №573 of August 14, 2020 approving the indicative financial allocation under operational programs 2014 - 2020 of European Union funds in support of overcoming the consequences of the crisis caused by the COVID-19 pandemic and preparing for environmental, digital and sustainable recovery of the economy (REACT-EU). Some important actions undertaken at national and local levels in combatting the pandemic impact and restrictions:

1. <https://e-gov.bg/wps/portal/agency/about-us/administration-service/helpdesk/helpdesk> - the State eGovernment Agency (SEGA) has launched a national single telephone number of the Agency's Contact – has established a Help Desk. By calling 0700 20 341 every citizen, businesses and administrations can receive an answer to their questions and obtain information about all horizontal systems (infrastructure) which provide electronic administrative services, as well as internal administrative services, including the electronic registered mail service. The citizens and organizations are actively registering in the Secure e-Delivery System <https://edelivery.egov.bg/>. By the beginning of April the system has over 42 000 users with more than 208 000 messages sent.
2. <https://e-gov.bg/wps/portal/agency/news/news-details/e-signature-news> - From 11 December 2020 until 10 January 2021, using Evrotrust or Borica qualified electronic signatures (QES) free of charge, Bulgarian citizens and SMEs were able to submit requests and receive public administration's e-services through the centralized portal of the State e-Government Agency (SEGA).
3. [https://egov.bg/wps/portal/egov/nachalo!/ut/p/z1/04\\_Sj9CPykssy0xPLMnMz0vMAfIjo8ziAwLcHT3cLQwMAAjiD9UWAIHoEWjob-FkbeFoZuQAlfn2BXp2AXIwNXM6gCPGYU5EYYZDoqKglA\\_8D\\_eA!!/dz/d5/L2dBISEvZ0FBIS9nQSE](https://egov.bg/wps/portal/egov/nachalo!/ut/p/z1/04_Sj9CPykssy0xPLMnMz0vMAfIjo8ziAwLcHT3cLQwMAAjiD9UWAIHoEWjob-FkbeFoZuQAlfn2BXp2AXIwNXM6gCPGYU5EYYZDoqKglA_8D_eA!!/dz/d5/L2dBISEvZ0FBIS9nQSE) The SEGA in cooperation with the Employment Agency launched a new electronic administrative service for job seeker registration. <https://www.az.government.bg/bg/news/view/vyzmojnosti-za-registracija-v-buroto-potruda-bez-poseshtenie-na-mjasto-3433/>
4. <https://e-gov.bg/wps/portal/agency/news/news-details/cyber-security-news> - To ensure secure online teleworking and home office, SEGA disseminated advices and best practices on cybersecurity to the administrations, businesses and citizens working remotely.
6. (<https://egov.bg/wps/portal/egov/services/civil-rights/access-and-transparency/7b727a7f-a34e-48f8-932b-b13bebe072b3>)- SEGA offers the possibility for digital submission of signals, proposals, complaints and receiving information from the institutions through the Secure eDelivery System. A special section - proposals, signals, complaints, is created at the Government Services and Information Portal.
8. <https://e-learn.mon.bg/> - The ministry of Education and Science created a National digital library for teachers. This repository of digital content provides the possibility for uploading and sharing copyright educational, didactic and methodological material for online work – video lessons, training programmes, innovative methodologies, text, films, practical sessions, pedagogical materials, presentations and projects.
9. In order to be as useful to their citizens as much as possible, a lot of municipal administrations have introduced special Questions and Answers on COVID 19 sections on their websites, including through chatbots. The Chatbot Skilly is implemented and answers important questions on prevention against the virus, symptoms, etc.
11. <https://www.his.bg/bg/reservation> - Within the Unified Health Information System (National health-information system), developed and maintain by the Ministry of Healthcare has been launched an e-service for online vaccination registration, which allows choice of certain vaccine, place, date and hour for vaccination.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

35. Please provide link and detail.

Next Generation EU <https://www.nextgeneration.bg/#one> To ensure the recovery is sustainable, even, inclusive and fair for all Member States, the European Commission proposed to create a new recovery instrument, Next Generation EU, embedded within a powerful, modern and revamped long-term EU budget. The purpose of the instrument is to provide support to Member States in their recovery, to stimulate the economy and private investment, lessons learned from the crisis. The Bulgarian government prepared a National Recovery and Resilience Plan. In the medium term, the country's recovery strategy is based on the National Development Programme: BULGARIA 2030. The document, covering the national decisions for growth and development, defines three strategic goals (accelerated economic development, demographic recovery and reduction of inequalities), for which the Government groups its intentions in five areas of development and raises 13 national priorities. (<https://www.minfin.bg/en/1394> ). The COVID-19 crisis has confirmed the need to accelerate the digital transformation in virtually all economic and social sectors. For this reason, the government developed the documents cited below. National Strategic Document "Digital Transformation of Bulgaria for the period 2020-2030" <https://www.mtitc.government.bg/en/category/283> <https://www.mtitc.government.bg/bg/category/157/priet-e-nacionalen-strategicheski-dokument-cifrova-transformaciya-na-bulgariya-za-perioda-2020-2030-g> A "Digital Transformation of Bulgaria for the period 2020-2030" is a national strategy paper setting out the principles of digital change in key areas of economic life. One of the main priorities of the strategy is to improve existing infrastructure by ensuring a wide deployment and use of networks with very high capacity. This document defines the vision and goals of the policy for digital transformation of the Republic of Bulgaria for the period until 2030, as a generalized policy framework where the National Program "Digital Bulgaria 2025", the priorities of the "National Development Program BULGARIA 2030" and a number of other national strategy papers covering the period 2020-2030 take place. It takes into account the goals of the UN Agenda 2030 for Sustainable Development and the use of new technologies to achieve them, as well as the European Commission's Strategy Papers "A Europe Fit for the Digital Age", "Shaping Europe's Digital Future ", "A New Industrial Strategy for Europe" and others. By Decision No 555 and Decision No 556 of the Council of Ministers of 6 August 2020, an updated National Broadband Infrastructure Plan for Next Generation Access "Connected Bulgaria" and an Updated policy in the field of electronic communications of the Republic of Bulgaria were adopted. The measures envisage continuation of the efforts of improving access to high-speed internet in sparsely populated regions as well as developing high-speed mobile internet in the country. <https://www.mtitc.government.bg/bg/category/157/prieti-sa-aktualiziran-plan-za-shirokulentova-infrastruktura-svurzana-bulgariya-i-aktualizirana-politika-v-oblastta-na-elektronnite-suobshteniya> National Cyber Security Strategy "Cyber Sustainable Bulgaria 2023" <https://e-gov.bg/wps/portal/agency/strategies-policies/network-security/mis->

rules/mis-rules?contentIDR=8bad6f2b-d80d-4169-8070-5d36f90984eb&useDefaultText=1&useDefaultDesc=0 By Decision 301 of April 2, 2021, the government approved an updated National Cyber Security Strategy "Cyber Sustainable Bulgaria 2023". The updated Strategy builds on the National Strategy for Cyber Security "Cyber Sustainable Bulgaria 2020". Its implementation will construct a fully completed integrated national cyber security ecosystem with the ability to adapt to the dynamics of global cyber threats and to respond to large-scale attacks against Bulgarian information resources.

## C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

37. If yes, please provide link and detail.

Access to Public Information Act <https://lex.bg/laws/ldoc/2134929408> The Access to Public Information Act (last amendment in 2020) that has been in force since 2000, regulates public relations related to the right of access to public information, as well as the reuse of public sector information. The law was amended in 2007 with the transposition of Directive 2003/98/EC on the reuse of public sector information and in 2016 with the transposition of Directive 2013/37/EC, amending Directive 2003/98/EC on the re-use of public sector information. The law establishes standard terms and restrictions on the provision of information from the public sector for re-use, as well as administrative penalty authorities. The law gives all citizens or legal entities the right to access information held by government institutions, regardless of the storage form. Access is provided through the Public Information Access Platform. The law regulates transparency in the work of the administration, introduces the obligation to offer information re-use, as well as proactive, scheduled annual information publishing in an open format of all data and resources, maintained on the free-access Open Data Portal. At the moment a process new of transposition of the updated Directive (EC) 2019/1024 is going on.

38. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

39. If yes, please provide link and detail.

The Bulgarian Personal Data Protection Act (PDPA)  
<https://www.lex.bg/laws/ldoc/2135426048> This Act regulates public relations related to the protection of the rights of individuals in the processing of their personal data. This law also lays down rules regarding the protection of individuals in the processing of personal data by the competent authorities for the purposes of the prevention, investigation, detection or prosecution of crimes or the execution of penalties, including the protection against threats to public order and security, and their prevention. This law also regulates a supervisory body responsible for the protection of the fundamental rights and freedoms of individuals in connection with the processing and facilitation of the free movement of personal data in the European Union. The main purpose of the amendments to the Protection of Personal Data Act on March 2019 is to ensure the effective implementation of the European Union's new legal framework on data protection, namely Regulation 2016/679/EU of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, also known as GDPR. A major change is the introduction of the principle of accountability and the upgrading of the requirements for business, public authorities, and any person who processes personal data. Accountability requires active action on the part of the controllers to comply with the principles and rules for the processing of personal data at all stages of their activities and to demonstrate compliance with these rules to the supervisory authority. The scope of the term personal data is expanding: a person's digital identity (social networking, e-mail, location) and traffic (including GPS coordinates, IP address) are already accepted as personal data. Particular attention is paid to special (sensitive) categories of personal data - health and mental status, genetic data, beliefs, ideas, racial and ethnic origin, etc. Under certain conditions, the appointment of a Data Protection Officer (DPO) is required. The rights of data subjects have been expanded, including the right to be forgotten upon expiration, retired consent, accomplished primary purpose for which they were collected, etc. In addition, the transparency of the processing and the associated obligation to provide brief and comprehensible information to the data subjects that are being processed should also be considered.

40. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

41. If yes, please provide link and detail.

Cybersecurity Act <https://www.lex.bg/bg/laws/ldoc/2137188253> This Act shall provide the activities on: the organization, management and control of cyber security, including cyber-defence activities and projects, and cybercrime counteracting; undertaking the necessary measures to achieve a high common level of network and information security. This Act shall also define the powers and functions of the competent authorities in the field of cyber security. Ordinance on Minimum Requirements for Network and Information Security <https://www.lex.bg/bg/laws/ldoc/2137195046> In 2019, a new Ordinance on Minimum Requirements for Network and Information Security entered into force. It repealed the existing Ordinance on General Requirements for Network and Information Security. Its adoption enhances the regulatory framework in the field of network and information security in accordance with the Cybersecurity Act. The ordinance defines the principles and goals of network and information security. Requirements have been set for organisational measures for the protection of networks and information systems, as well as the related information covered by the Cybersecurity Act. The Ordinance also recommends proceedings, establishes rules for the performance of compliance checks, defines the procedure for keeping, storing and accessing a Register of Essential Services. Standardised forms for incident notifications and a form for aggregated incident statistics pursuant to the Cybersecurity Act are introduced and the taxonomy and prioritisation in this area are harmonised.

42. Is there any legislation, law or regulation on digital identity? \*

Yes

No

43. If yes, please provide link and detail.

Electronic Identification Act <http://www.lex.bg/bg/laws/ldoc/2136822116> This Act regulates the public relations in connection with the electronic identification of natural persons. The electronic identifier of a natural person is a unique identifier for which an electronic identity certificate has been issued. Entitled to have electronic identifiers shall be Bulgarian citizens and foreigners who possess personal identification number, respectively a personal number of a foreigner. On the basis of the electronic identifier, unambiguous distinction can be made between one entity and other entities in the virtual environment in order to provide access to information systems or to provide opportunities for electronic presentation. In 2019, the Cloud Electronic Signature was introduced, as a new means of electronic identification in addition to the existing ones (QES, personal identification code of the National Revenue Agency and the National Social Security Institute, unique access code of the National Health Insurance Fund). With the cloud signature, citizens and businesses are able to request the services provided by the administrations through a mobile smart device with internet access from anywhere in the world, 24/7, 365 days a year. With it, each user is able to access the Unified Portal for Access to Electronic Administrative Services maintained by the State eGovernment Agency.

44. Is there any legislation, law or regulation on digital signature? \*

Yes

No

45. If yes, please provide link and detail.

Electronic Document and Electronic Trust Services Act

<https://www.lex.bg/laws/ldoc/2135180800> The Electronic Document and Electronic Trust Services Act regulates the electronic document and the electronic trust services. The amendments to the Law on Electronic Document and Electronic Signature aimed to ensure that national legislation relating to the provision of electronic certification services complied with European legislation and in particular Regulation (EC) 910/2014 of the European Parliament and the Council from 23 July 2014 on the electronic identification and trust services for electronic transactions in the internal market, repealing Directive 1999/93/EC (Commission Regulation (EU) 910/2014). In view of the direct applicability of the regulation, it provided for the repeal of provisions relating to elements of the system that are specifically regulated by the act of the European Union. With the entry into force of the new amendment, a qualified electronic signature has the legal effect of a handwritten signature, while simple and advanced electronic signatures may be recognised as handwritten signatures.

46. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

47. If yes, please provide link and detail.

Public Procurement Law <https://lex.bg/bg/laws/ldoc/2136735703> In April 2016, a new Law on Public Procurement entered into force in Bulgaria. The law contained regulations covering the different sub-phases of eProcurement, such as: eNotification, eTendering, eAuctions and the Dynamic Purchasing System. It fully complies with Directive 2014/24/EC of the European Parliament and the Council on Public Procurement. The latest amendment of the Public Procurement Act entered into force on 1 March 2019 and was published in the State Gazette No 86 of 18 October 2018. From 1 November 2019, the provisions foresee the mandatory use of the National Electronic Platform (CAIS EOP) from the opening of the procedures to the receipt and opening of the electronic applications for participation and

tenders, as well as for the electronic communication in the course of the procurement procedure.

48. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

The legislation imposing actions on the publication of government expenditures is: Act on the Public Finances <https://www.lex.bg/bg/laws/ldoc/2135837967> The law introduces an obligation to publish information related to the planning and reporting of public financial resources (state, municipal and European funds) on the website of the administrative body. Access to Public Information Act <https://lex.bg/laws/ldoc/2134929408> This Act regulates the public relations connected to the right of access to public information, as well as to the re-use of public sector information. According to the Law, in order to ensure transparency in the activities of the administration and to facilitate access to public information, each head of an administrative structure in the system of executive power periodically publishes up-to-date information containing data on the budget and financial statements of the administration.

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

51. If yes, please provide link and detail.

eGovernment Act <https://www.lex.bg/laws/ldoc/2135555445> At the end of 2020, the Bulgarian government amended the eGovernment Act to transpose Directive 2016/2102/EU of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector organizations. Additionally, in order to guarantee the authenticity of the exchanged electronic documents and statements, the

means of electronic identification and the regime for their recognition have been regulated, as well as the establishment and maintenance of an electronic authentication information system. The eGovernment Act and its existing regulatory framework set the requirements for the provision of internal electronic administrative services and the exchange of electronic documents between administrative authorities under the conditions of interoperability as well as the requirement of uniform standards and rules and semantic interoperability. These requirements for the provision of internal electronic administrative services also applied to public service providers and to public service organisations, unless otherwise provided by law. The Chair of the State e-Government Agency (SEGA) shall ensure the integration of the information systems of the administrative bodies with those of the Member States of the European Union so as to enable the provision of cross-border electronic administrative services. Ordinance on the general requirements for information systems, registers and electronic administrative services <https://www.lex.bg/bg/laws/ldoc/2136995819> The ordinance defines the processes related to the implementation of the e-government priorities, including interoperability, ensuring reliability and network and information security of e-government information resources.

52. Is there any legislation, law or regulation on open government data? \*

Yes

No

53. If yes, please provide link and detail.

Access to Public Information Act <https://lex.bg/laws/ldoc/2134929408> The Access to public information act and its existing regulatory framework set the requirements on open government data. According to the Law, each public sector organization annually plans the gradual publication on the Open Data Portal (<https://opendata.government.bg/>) of the public information collected, created and maintained by it in an open format, allowing its reuse. Ordinance on the standard conditions for re-use of public sector information and for its publication in an open format <https://lex.bg/en/laws/ldoc/2136867758> The ordinance determines the order and the manner of creating, maintaining and publishing public information in an open format and the conditions for its re-use.

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No



## 55. If yes, please provide link(s) and detail(s).

To promote the development of AI and address the potential high risks it poses to safety and fundamental rights equally, the European Commission presented in April 2021 both a proposal for a regulatory framework on AI and a revised coordinated plan on AI. In 2020, the government adopted a Concept for the development of artificial intelligence (AI) in Bulgaria 2030. The Concept presents the main prerequisites and challenges for the development of AI in Bulgaria. The main areas of impact and specific measures have been identified, such as: building a reliable infrastructure for AI development; development of research capacity for scientific achievements; creating knowledge and skills for developing and using AI; support for innovation to put AI into practice; raising awareness and building trust in society; establishing a regulatory framework for the development and use of reliable AI in accordance with international regulatory and ethical standards; creating conditions for financing and sustainable investments for AI development.

<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030> By Decision No 555 and Decision No 556 of the Council of Ministers of 6 August 2020, an updated National Broadband Infrastructure Plan for Next Generation Access "Connected Bulgaria" and an Updated policy in the field of electronic communications of the Republic of Bulgaria were adopted.

<https://www.mtitc.government.bg/en/category/46/updated-national-broadband-infrastructure-plan-next-generation-access-connected-bulgaria-and-updated-policy-field-electronic-communications-have-been-adopted> The measures envisage improving access to high-speed Internet in less populated regions and developing the high-speed mobile Internet in the country. Of key importance for the digitisation of the Bulgarian economy and public services will be investments for the introduction of fifth generation mobile networks (5G). The Updated policy in the field of electronic communications aims to ensure the provision of modern and quality electronic communications services by creating conditions for the development of a competitive market as part of the EU internal market. Priority is the deployment and use of very high-capacity networks, the provision of fifth generation services, effective and sustainable competition, the security of networks and services, as well as advantages for end-users, including equivalent access to the services of people with disabilities. National Program "Digital Bulgaria 2025" and Road map for its implementation are adopted by CM Decision №730/05-12-2019

<https://www.mtitc.government.bg/en/category/85> The Program is a continuation of the National Program "Digital Bulgaria 2015", taking into account the achievements and the new European strategic and programming guidelines for achieving a smart, sustainable and inclusive digital growth for the period up to 2025 which aims at modernizing and widespread implementation of intelligent IT solutions in all areas of the economy and social life by creating an environment for widespread use of information and communication technologies, new technologies for businesses and citizens, uniform standards and a high level of network and information security and interoperability. Six key priority areas for action to achieve smart, sustainable and inclusive digital growth in the period up to 2025 are identified: Establishment of appropriate conditions for the development and accessibility of digital networks and services; Developing a dynamic and innovative digital economy and increasing its growth potential; Enhancement of digital competence and skills; Ensuring effective and high-quality public e-services for business citizens and government; Promoting a secure cyber ecosystem: addressing the challenges of cybersecurity; Internet governance.

## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

Strategy for the Development of eGovernment in the Republic of Bulgaria 2019 – 2025  
<https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents> In April 2021 was adopted a new updated Strategy for the Development of

eGovernment in the Republic of Bulgaria by 2025. In line with the development trends for the new decade, a leading priority has been identified in the digital transformation of the public sector - the data that are defined as key capital for society. The availability of more and more digital data and the improvement of the way they are managed and used are essential in addressing the challenges in the demographic and socio-economic spheres, as well as climate and environment, contributing to a healthier, more prosperous and more sustainable society. The huge potential of the data for the implementation of the digital transformation of the public sector in Bulgaria, and the creation of innovative public services for citizens and businesses in the country, are brought to the fore. The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 is in line with the National programme for development: Bulgaria 2030. The strategy is fully aligned with Priority 10 'Improving the institutional framework', in particular area of impact 10.3. "Electronic Governance", where e-Government is defined as the main driver for digital transformation of public institutions. E-Government policy aims to support the transition of "traditional" government to government, focused on the needs of citizens and businesses for the use of administrative services, reducing the administrative burden and improving living and doing business conditions. <https://www.minfin.bg/en/1394>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 defines a number of principles for e-Government implementation, that directly contribute to SDG 16 and SDG 17, especially for improvement of experience with using public services for citizens (indicator 16.6.2), enhance the use of enabling technology, in particular information and communications technology (17.8), as well as access to public services and information and promotion of effective public services. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

According to the Electronic Government Act the Chairperson of the State e-Government Agency approves strategies for e-government development as per policy areas (sectoral policy strategies). Those policy areas are regulated in the Decision of the Council of Ministers # 163/2014 and include policy areas, such as justice, healthcare, education, culture, transport, social policy and employment, etc. Sectorial policy strategies have to be in line with the Strategy for Development of e-Government in the Republic of Bulgaria (the overall, national strategy) and are responsibility of the respective administrative authorities.  
<https://strategy.bg/StrategicDocuments/View.aspx?lang=bg-BG&Id=892>

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 takes into account all principles laid down in the Berlin Declaration on Digital Society and Value-Based Digital Government. These principles are also reinforced by the national framework, including user-centric approach and proactive provision of administrative services, open and accessible data, and online availability of information, as well as further developed by the e-Government development vision, where digital inclusion is related also to civil society. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

As Bulgaria has adopted in 2019 the National e-Government Architecture, has updated till 2025 the Strategy for Development of e-Government, and currently is under development the national interoperability framework , the development of national data governance framework is envisaged in the strategic e-Government development pipeline. The vision for e-Government development, set in the Strategy, has been updated based on the European data strategy and has delineated digital transformation of public sector, based on data. Thus, the Strategy for Development of e-Government in the Republic of Bulgaria is strategically oriented towards data governance. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents> Project „Development and implementation of the Reference Architecture for Interoperability (RAI) and of the information system for centralized construction and maintenance of registers (ISCCMR)” [https://e-gov.bg/wps/portal/agency/all-projects/projects-DAEU/projects-opdu1/project%20developing%20raos%20and%20iscipr/!ut/p/z1/tZJdb8lgGIX\\_ijdeEmillV4y3Wzm7NSlarIZ5xiEZhSGnQoX4w9uH0xNBFBNH4KUNb5MFDHQzZLfPozKH0tvkLBnY5fglZZGWuBMxkayFEJHlgkAwAJvMAI\\_ZR8OXOtS3tCmaCy10T1crKJuJFAcrKrGVu6yb6uYFvy0GaUuy8g24luZeFKZVeNipu6gbXoqHqXJWVq8Wom\\_1qeEX8te6Z45ddJZdguB0r-QbTLWpNm4XXv6IKkbw8dr3uf1S6-2WUYfVaCvflZz9J1f3nI8NOoOla8LtCii9MHB2HHTQl4LKTZqmG9IKx\\_HHXQJ6U1LTT4CNgmM!/dz/d5/L2dBI!urile=wcm%3Apath%3A%2Fdaeu%2Fsite%2Fall-projects%2Fprojects-DAEU%2Fprojects-opdu1%2FProject%2Bdeveloping%2BRAOS%2Band%2BISCIPR](https://e-gov.bg/wps/portal/agency/all-projects/projects-DAEU/projects-opdu1/project%20developing%20raos%20and%20iscipr/!ut/p/z1/tZJdb8lgGIX_ijdeEmillV4y3Wzm7NSlarIZ5xiEZhSGnQoX4w9uH0xNBFBNH4KUNb5MFDHQzZLfPozKH0tvkLBnY5fglZZGWuBMxkayFEJHlgkAwAJvMAI_ZR8OXOtS3tCmaCy10T1crKJuJFAcrKrGVu6yb6uYFvy0GaUuy8g24luZeFKZVeNipu6gbXoqHqXJWVq8Wom_1qeEX8te6Z45ddJZdguB0r-QbTLWpNm4XXv6IKkbw8dr3uf1S6-2WUYfVaCvflZz9J1f3nI8NOoOla8LtCii9MHB2HHTQl4LKTZqmG9IKx_HHXQJ6U1LTT4CNgmM!/dz/d5/L2dBI!urile=wcm%3Apath%3A%2Fdaeu%2Fsite%2Fall-projects%2Fprojects-DAEU%2Fprojects-opdu1%2FProject%2Bdeveloping%2BRAOS%2Band%2BISCIPR)

68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

The Specific Objective 2.1 of the Strategy contains measures and guidelines for policy development, management and development of e-ID in accordance with the national Electronic Identification Act and the Regulation (EU) 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market. The means for electronic identification, used in Bulgaria, are: qualified electronic signature (QES), cloud / mobile electronic signature, personal identification code, unique access code and client identification number. These means are a temporary decision, as the National Electronic Identification Scheme according to the Electronic Identification Act is still under development. According to the obligations of the Republic of Bulgaria resulting from Regulation (EU) N° 910/2014 to recognize electronic identification means issued in other EU Member States, the State e-Government Agency continues its ongoing work on integration and follow-up tests between the Bulgarian eIDAS node and eIDAS nodes of the EU Member States, whose electronic identification schemes have successfully passed the process of notification to the European Commission and have been published in the EU Official Journal. In connection with the COVID-19 pandemic the use of the cloud qualified electronic signature, integrated in 2019

with the horizontal system for eAuthentication, developed and maintains by the State e-Government Agency, was strengthened. The Cloud QES enables citizens and businesses to request electronic administrative services via a mobile smart device at any time and from anywhere in the world through the Unified Portal for Administrative Services, administered by the State e-Government Agency. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents>

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 recognizes and sets the EU principle for digital-by-default and complements it with national principles for “proactive provision of services”, “online availability of information”, “electronic notification - use of paperless communication”, and “open data - data generated by the public sector should be in an open machine-readable format and accessible for reuse”. The digital-by-default/digital-by-design principle is in the core of the e-Government Vision and Strategic and Specific Objectives, delineated in the Strategy, as well as of the Architecture for e-Government in the Republic of Bulgaria, approved in 2019. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents>

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 - recognizes and sets the principle for data-once-only, and focuses on it in the e-Government Vision and Strategic and Specific Objectives, where data is considered as a

main activity for digital transformation of the public sector. <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/strategic-documents>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 recognizes the principle of „Human-centred systems and innovative technologies in the public sector“, including , trustworthy technology design, the opportunities of Emerging Disruptive Technologies (EDT) including the Internet of Things (IoT), Artificial Intelligence (AI) systems, distributed ledger technologies, quantum computing, and etc. In the end of 2020, the Concept for the development of Artificial Intelligence in Bulgaria until 2030 has been adopted by the Council of Ministers.

<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030>

<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030>

76. Robotics - please provide link and detail:

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 recognizes the principle of „Human-centred systems and innovative technologies in the public sector“, including , trustworthy technology design, the opportunities of Emerging Disruptive Technologies (EDT) including the Internet of Things (IoT), Artificial Intelligence (AI) systems, distributed ledger technologies, quantum computing, and etc. In the end of 2020, the Concept for the development of Artificial Intelligence in Bulgaria until 2030 has been adopted by the Council of Ministers.

[https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-](https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030)

[2030https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030](https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030)

## 77. Blockchains - please provide link and detail:

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 is aligned with the National programme for development: Bulgaria 2030. Within the Strategy's Specific Objective 1.3 for provision of digital solutions, information systems and shared e-government resources are envisaged measures and actions for development and use of Artificial Intelligence, blockchain, Internet of Things, big data (e.g. use of chatbots; development of third-generation pilot e-services that use machine learning to predict likely consumer behavior; analysis of the possibilities of using blockchain in public services of high public interest such as tax, insurance, etc.). The State e-Government Agency, as a policy-making authority, has launched in May 2021 a tender for an independent external evaluation of the Strategy for e-Government development in the Republic of Bulgaria. The evaluation will also provide recommendations in terms of the EU Strategy for Artificial intelligence. <https://app.eop.bg/today/132717>  
<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030>

## 78. 5G - please provide link and detail:

In the National programme for development: Bulgaria 2030, Priority 8 "Digital connectivity" aims at building very high capacity networks, including 5G mobile networks, that will provide a platform for provision of various digital value-added services and will ensure that no one (part of the country or group in society) will be left behind and without adequate digital connectivity. <https://www.minfin.bg/en/1394>  
<https://www.mtitc.government.bg/en/category/46/updated-national-broadband-infrastructure-plan-next-generation-access-connected-bulgaria-and-updated-policy-field-electronic-communications-have-been-adopted>

## 79. Internet of Things (IoT) - please provide link and detail:

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 recognizes the principle of „Human-centred systems and innovative technologies in the public sector“, including , trustworthy technology design, the opportunities of Emerging Disruptive Technologies (EDT) including the Internet of Things (IoT), Artificial Intelligence (AI) systems, distributed ledger technologies, quantum computing, and etc. In the end of 2020, the Concept for the development of Artificial Intelligence in Bulgaria until 2030 has been adopted by the Council of Ministers.  
<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030>  
<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030>



## 80. Others - please provide link and detail:

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 recognizes the principle of „Human-centred systems and innovative technologies in the public sector“, including , trustworthy technology design, the opportunities of Emerging Disruptive Technologies (EDT) including the Internet of Things (IoT), Artificial Intelligence (AI) systems, distributed ledger technologies, quantum computing, and etc. In the end of 2020, the Concept for the development of Artificial Intelligence in Bulgaria until 2030 has been adopted by the Council of Ministers.

<https://www.mtitc.government.bg/en/category/157/concept-development-artificial-intelligence-bulgaria-until-2030> In the National programme for development: Bulgaria 2030, Priority 8 “Digital connectivity” aims at building very high capacity networks, including 5G mobile networks, that will provide a platform for provision of various digital value-added services and will ensure that no one (part of the country or group in society) will be left behind and without adequate digital connectivity. <https://www.minfin.bg/en/1394> The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 is aligned with the National programme for development: Bulgaria 2030. Within the Strategy’s Specific Objective 1.3 for provision of digital solutions, information systems and shared e-government resources are envisaged measures and actions for development and use of Artificial Intelligence, blockchain, Internet of Things, big data (e.g. use of chatbots; development of third-generation pilot e-services that use machine learning to predict likely consumer behavior; analysis of the possibilities of using blockchain in public services of high public interest such as tax, insurance, etc.). The State e-Government Agency, as a policy-making authority, has launched in May 2021 a tender for an independent external evaluation of the Strategy for e-Government development in the Republic of Bulgaria. The evaluation will also provide recommendations in terms of the EU Strategy for Artificial intelligence. <https://app.eop.bg/today/132717>

## 81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

## 82. Please provide link and detail.

The Updated Strategy for Development of e-Government in the Republic of Bulgaria 2019 – 2025 is aligned with the Digital Agenda for Europe (COM(2010)245), European Strategy for data, Shaping Europe’s digital future, Berlin Declaration on Digital Society and Value-Based Digital Government and guidelines from eGovernment Benchmark, ICT Development Index, and Open Data Maturity in Europe. European Strategy for data - <https://eur->

lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52020DC0066 Shaping Europe's digital future - <https://ec.europa.eu/digital-single-market/en/content/european-digital-strategy-berlin-declaration> - <https://publications.europa.eu/en/publication-detail/-/publication/a49e4e0e-f388-11e8-9982-01aa75ed71a1/language-en> ICT Development Index - <http://www.itu.int/net4/ITU-D/idi/2017/> Open Data Maturity in Europe - [https://www.europeandataportal.eu/sites/default/files/edp\\_landscaping\\_insight\\_report\\_n4\\_2018.pdf](https://www.europeandataportal.eu/sites/default/files/edp_landscaping_insight_report_n4_2018.pdf)

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

At this stage, such tools are not directly used. However the idea of developing future digital governance using a tool with similar characteristics is discussed at variety of workshops and working meetings organised by the State e-Government Agency and the scientific and academy community in the country. Example of such cooperation is the close cooperation carried out between the State e-Government Agency, the Bulgarian Academy of Sciences and the Technical University - Sofia in the field of digital transformation of public administration.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

In January 2021, the Council of Ministers adopted rules for conducting the national procedure for selection of potential European Digital Innovation Hubs in Bulgaria under Digital Europe Programme. The procedure is ongoing. More information can be find on the official website of the Ministry of Economy (responsible for the procedure): <https://www.mi.government.bg/bg/themes/procedura-za-podbor-na-proektni-predlojeniya->

za-sazdavane-na-evropeiski-cifrovi-inovacionni-habove-v-2246-287.html In the context of the initiative of the European Commission "Digitising European industry", as well as in the context of various European programs, currently in Bulgaria 6 digital innovation centers (hubs) have been established: 1 in Plovdiv (AgroHub.BG), 1 in Burgas (Southeast Digital Innovation Hub) and 4 in Sofia – Bulgarian Innovation and Technology Hub - DigiTech 4.0, Institute of Information and Communication Technologies, SmartFabLab and Sofia Tech Park.

- AgroHub.BG is the Bulgarian Digital Innovation Hub (DIH) for agriculture. It aims to bring together knowledge and resources for the agrarian industry to generate solutions and to meet its needs. <https://agrohub.bg/?lang=en>
- The South East Digital Innovation Hub, or DigIhub provides business enterprises with up-to-date information, expert assistance, and access to technology for testing digital innovations <https://digihub.bg/>
- Bulgarian Innovation and Technology Hub - DigiTech 4.0 The main objective of the Hub is to support digital transformation in automotive, mechatronics and ICT sectors in Bulgaria by facilitating the collaboration among industry stakeholders, technology experts, investors, state administration and academia. <https://www.bghub.io/>
- Smart FabLab <https://www.smartfablab.org/en/> Smart FabLab is the first digital fabrication laboratory in Bulgaria, a member of the global network of fab labs. This is a shared workshop for digital technologies and prototyping, specializing in projects for smart cities, smart sites and smart applications.
- Sofia Tech Park The main scientific research unit is the Laboratory Complex. It consists of 11 laboratories furnished with specialized equipment and is managed by an independent Consortium, established specifically for that purpose. The laboratories provide opportunities to the academic community and the business to develop their own scientific projects, as well as, the development of products and services with the help of the laboratory teams, so that they can reach successfully the market. <https://sofiatech.bg/en/>

In 2020, a Bulgarian consortium, coordinated by the Institute of Information and Communication technologies to the Bulgarian Academy of Sciences and consisting of Sofia University "St. Kliment Ohridski" and University of National and World Economy, is included in the consortium, implementing the Euro CC Project for establishing Europe-wide network of HPC Competence Centers. <https://www.eurocc-access.eu/>

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

88. If yes, please provide link and detail.

In order to ensure digital inclusion, the government has developed a number of strategic documents affecting women, students, people with disabilities and others. National Strategy for Poverty Reduction and Promotion of Social Inclusion 2030 <https://www.strategy.bg/StrategicDocuments/View.aspx?lang=bg-BG&Id=1345> The National Strategy was adopted in 2020 and presents the active position of the state, formed as a result of the joint efforts of a wide range of stakeholders. It is a response to the biggest challenge posed by the UN's 2030 Agenda for Sustainable Development, "Transforming the World" and in line with its basic principle of "no one be abandoned". The document notes that digital technologies are becoming a major factor in modeling the work environment, requiring digital skills in almost all professions. The National Strategy for Small and Medium-Sized Enterprises 2021-2027 <https://www.mi.government.bg/en/themes/national-strategy-for-small-and-medium-sized-enterprises-2014-2020-small-business-act-11-285.html> The National Strategy was adopted in 2021. The goal of the strategy is to encourage the SMEs to participate actively in the vocational education and training process, thus contributing to building a stable link between education and business. Particular attention is paid to the development of digital skills, which would not only increase the efficiency of work processes, but would also facilitate the transition to remote work mode. National strategy for people with disabilities 2021 - 2030 <https://www.strategy.bg/StrategicDocuments/View.aspx?lang=bg-BG&Id=1342> The document was developed in connection with the implementation of national commitments to implement the UN Convention on the Rights of Persons with Disabilities and as a continuation of the previous national strategy in the field of rights of persons with disabilities. The leading strategic document in the development of the National Strategy is the National Development Program Bulgaria 2030. The strategy has a framework character and sets the guidelines for actions in the respective priority areas. Strategic framework for the development of education, training and learning in the Republic of Bulgaria (2021 - 2030) <https://www.mon.bg/bg/143> Digital skills and competencies are a priority for the whole educational spectrum. Access to ICT for 21st century children is an integral part of access to education. The introduction of ICT-based innovations in the education system will improve the learning process and increase its efficiency and effectiveness. In the field of education, policies will be implemented aimed at building and upgrading an educational cloud environment and creating resources. The formation of skills in students to become digital creators, to model, program and develop digital creativity will also be encouraged. Efforts will be focused on the introduction of specialized software solutions for analysis and evaluation of educational outcomes.

89. Is there a national e-participation policy/strategy or similar? \*

Yes

No

90. If yes, please provide link and detail.

NATIONAL STRATEGIC DOCUMENT "DIGITAL TRANSFORMATION OF BULGARIA FOR THE PERIOD 2020-2030" <https://www.mtitc.government.bg/en/category/283> Through the

principle of "Security and participation of citizens in the democratic process" set in the National Strategy Paper "Digital Transformation of Bulgaria for the period 2020-2030" special attention is paid to digital technologies, which play a significant role in exercising the rights of citizens in the democratic process. This principle corresponds to priority 9 "Local Development" and priority 8 "Digital Connectivity" in the National Program "Bulgaria 2030". The actions envisaged will contribute to the implementation of the various aspects of Objective 11 "Transforming cities and towns into inclusive, safe, adaptable and sustainable living places" and Objective 9 "Building flexible infrastructure, promoting sustainable industrial innovation and strengthening innovation" of the UN Sustainable Development Goals.

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

The government has taken a number of measures to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups. Such measures are:

- Administrative bodies, persons performing public functions and organizations providing public services have a legal obligation to ensure that their websites and mobile applications are in compliance with the accessibility requirements of Directive (EU) 2016/2102 of 26 October 2016. The State E-Government Agency, has the obligation to monitor and enforce the requirements of the Directive. The Agency monitors and checks the websites and mobile applications of public sector bodies in order to make them accessible to people with disabilities. The Single Electronic Administrative Services Portal is developed in accordance with the requirements of Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies. <https://e-gov.bg/wps/portal/agency-en/home/accessibility-websites-mobile-applications/>
- The government has adopted an updated National Broadband Infrastructure Plan for Next Generation Access "Connected Bulgaria" to provide internet connectivity for access to electronic services in sparsely populated areas and remote areas. The main priority fields in the plan are: 1. Broadband infrastructure - accelerated building of broadband infrastructure, incl. for the needs of the state administration; 2. Very high-speed infrastructure – creating conditions for very high-speed networks' deployment; 3. Spectrum efficient use - establishing conditions for building NGA networks; 4. Improving coverage in settlements located in peripheral, sparsely populated and rural areas; 5. Bridging the Digital divide; 6. Network security. The Updated policy in the field of electronic communications aims to ensure the provision of modern and quality electronic communications services by creating conditions for the development of a competitive market as part of the EU internal market. Priority is the deployment and use of very high-capacity networks, the provision of fifth generation services, effective and

sustainable competition, the security of networks and services, as well as advantages for end-users, including equivalent access to the services of people with disabilities and other vulnerable groups . More information:

<https://www.mtitc.government.bg/en/category/46/updated-national-broadband-infrastructure-plan-next-generation-access-connected-bulgaria-and-updated-policy-field-electronic-communications-have-been-adopted> • In 2020-2021 the Bulgarian government undertaken initiative in supporting schools by providing to teachers and students the necessary digital devices and digital educational applications and content to allow a continuation of teaching and learning during times of school pandemic closures.  
<https://www.mon.bg/bg/100743> The initiative also provides connectivity for children from vulnerable groups. The Ministry of Education has taken measures to secure funding from EU structural funds In this regard a new priority axis 5 was created- "Equal access to school education in the conditions of crises" of Operational Programme "Science and Education for Smart Growth" 2014-2020.

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

The state policy in the field of e-government and ICT is aimed at all target groups as e-administrative services are provided in a non-discriminatory and transparent way. Some of the specific e-services for women and other vulnerable groups are: The website of the State Agency for Child Protection provides various opportunities for reporting a child at risk. The National Telephone Line for children at risk has been opened. It is possible to report a child at risk by filling in an electronic form:

<https://sacp.government.bg/en/%D0%BF%D0%BE%D0%B4%D0%B0%D0%B9-%D1%81%D0%B8%D0%B3%D0%BD%D0%B0%D0%BB/%D0%BF%D0%BE%D0%B4%D0%B0%D0%B9-%D1%81%D0%B8%D0%B3%D0%BD%D0%B0%D0%BB-%D0%B4%D0%B0%D0%B7%D0%B4>

On the Single Electronic Administrative Services Portal ([www.egov.bg](http://www.egov.bg)) are available specific electronic administrative services for disadvantaged people such as: - Submission of an application for voting with a mobile ballot box - entry in the voter lists:

(<https://egov.bg/wps/portal/egov/dostavchitsi+na+uslugi/obshtinski+administratsii/unificirani+uslugi/910>

- Exemption from payment of vignette fees when using the paid road network of persons with 50 and over 50 percent reduced working capacity and persons or families raising children with permanent disabilities up to 18 years of age and until the completion of secondary education, but not later than 20 years of age;

<https://egov.bg/wps/portal/egov/dostavchitsi+na+uslugi/izpalnitelni+agentsii/uslugi-814/2198> - Granting of monthly allowance for children with permanent disabilities up to the age of 18 and until the completion of secondary education, but not later than the age of 20.

<https://egov.bg/wps/portal/egov/dostavchitsi%20na%20uslugi/izpalnitelni%20agentsii/uslugi-814/1894?callerId=328205da-2e06-42ab-995f-1a99f602d59e&cP=2> Full list of e-services:

[https://egov.bg/wps/portal/egov/uslugi/rabota%2C%20pensia%2C%20sotsialno%20podpomagane/hora%](https://egov.bg/wps/portal/egov/uslugi/rabota%2C%20pensia%2C%20sotsialno%20podpomagane/hora%20)  
On the Single electronic administrative services portal ([www.egov.bg](http://www.egov.bg)) are available specific electronic administrative services for persons who due to health, age, social and other reasons beyond their control can not alone through their work or income earned from owned property to ensure the satisfaction of their basic living needs and accordingly fall into vulnerable groups. • Portal for electronic services of the Prosecutor's Office of the Republic of Bulgaria - through the portal is provided an opportunity for online submission of a message / signal, complaint / for domestic violence <https://e-services.prb.bg/epob-ui/#/services/single-service> Bulgaria continues its commitment to combat domestic violence. Amendments to criminal law were introduced, regulating the protection of the rights of the victims of violence, including domestic violence. These legislative changes are intended to improve the Bulgarian legislation and help prevent and adequately and fully counteract these forms of criminal behaviour and adopt the relevant international standards Information on behavior recognition and forms of documents for submission to the competent authorities is published on the website of the Ministry of Interior - General Directorate "National Police". Signali.bg is a site created under the project "YouthLink: Web tools and capacity for civilian monitoring, advocacy and impact", funded under the Program for Support of NGOs and individuals in Bulgaria under the Financial Mechanism (FM) of the European Economic Area (EEA) 2009 -2014. Signali.bg is a tool for people who see a problem and want it solved. The goal is for each of them to find an answer to the question: Where to report "\_\_\_" so that they pay attention to me and do not take my time. Information has been published on where to submit an alert and an e-mail address: <https://signali.obshtestvo.bg/> The Bulgarian Safer Internet Centre works for the protection and empowerment of children and young people in Internet: <https://www.safenet.bg/en/>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

96. If yes, please provide link and detail.

Over the last 5 years, the Republic of Bulgaria achieved a number of milestones in its progress towards gender equality and women's empowerment. In the area of legislation, the Gender Equality Act (GEA) was adopted in 2016 in Bulgaria as a framework for the national policy for gender equality. It is aimed at promoting gender equality by creating the prerequisites to build an institutional environment and identifying the bodies and mechanisms implementing the national policy for gender equality. Under the GEA, the national policy for gender equality shall be based on the following principles: equal opportunities for women and men in all public, economic and political areas; equal access for women and men to all social resources; equal treatment of women and men and prevention of gender-based discrimination and violence; balanced representation of women and men in all decision-making bodies; and overcoming the gender-based stereotypes Bulgarian legislation guarantees full equality of women and men and treats them equally in

all spheres of public relations regulated by law. They enjoy equal civil, political, economic, social and cultural rights. The prohibition of discrimination on the grounds of sex is common to the entire Bulgarian legal order. Also, through national programs, strategies and concepts, government policy in the field of e-government and ICT is aimed at all target groups, including women and other vulnerable groups. Some of the Specific measures to ensure the e-participation of women and vulnerable groups include the development of multifunctional participation platforms, such as forums for ideas, consultations and / or e-petitions on new policies, opinion polls, a complaints system, communications for corruption and generating ideas and innovation. Some of them are:

- Public Consultations Portal <https://www.strategy.bg>
- The Council of Ministers has launched an internet portal for national, regional and local public consultations. It aims at informing citizens on government activities while encouraging them to take part in the shaping of such policies. In addition, it provides citizens with the opportunity to publish their comments on government strategies or laws. Through this platform, the government provides an opportunity for e-participation of women and other vulnerable groups in decision-making and policy-making.
- Platform for publicly available information <https://pitay.government.bg/PDoiExt/>
- The Platform for Access to Public Information was established and maintained by the Council of Ministers Administration under Art. 15c, para. 1 of the Access to Public Information Act (APIA). It is a unified, centralized, public web-based information system that electronically provides the entire process of filing and reviewing an application for access to information, referencing jurisdiction if necessary, providing a decision and publishing relevant information from the persons required under the Access to Public Information Act subject to the protection of the applicant's personal data under the Personal Data Protection Act. The platform enable citizens and legal entities to easily obtain the public information they require. This measure provides women and other vulnerable groups with access to information that would be useful in their e-participation in government policy-making.
- Operational programme "Innovation and competitiveness" 2014-2020, procedure bg16rfop002-2.024,, "promotion of entrepreneurship" The focus of the programme is on female entrepreneurship, people younger than 29 and older than 50 years old. <https://www.opic.bg/public/news/polucheni-sa-nad-2-khil-proekt-ni-predlozheniya-po-protsedura-nasbrchavane-na-predpriemachestvoto>

For further information in English: <https://en.opic.bg/>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

98. If yes, please provide link and detail.

The government is working actively to build digital skills in order to involve women and vulnerable groups in the digital process of using e-services, participating in decision-making and policy development. Some of these measures are, for example: Developed Operational Programme "Human Resources Development" <https://esf.bg/en/>  
<https://esf.bg/procedures/razvitie-na-digitalnite-umenija-komponent-1/>



<https://esf.bg/procedures/razvitie-na-digitalnite-umenija-komponent-2/>  
<https://mlsp.government.bg/proekt-bg05m9op001-1127-0001-razvitie-na-digitalnite-umeniya-komponent-1> Operational Programme "Human Resources Development" 2021-2027, which is expected to start by the end of 2021 will be aimed at acquiring digital competencies needed in connection with the future of work, increasing the level of digital skills of the workforce from all groups, incl. the elderly and disadvantaged people. The goal is to engage in trainings for acquiring and upgrading digital skills at least 160,000 Bulgarian citizens, incl. unemployed people from vulnerable groups, inactive, employed and older people who do not have digital skills or need upgraded training. Apart from the HRD Programme, through projects funded under the Recovery and Resilience Facility, 500,000 employees and unemployed people will be trained in basic digital skills. The overall objective is to reduce the differences in competence between age groups in terms of ICT and STEM skills. National program "Training for IT skills and career" (in Bulgarian) <https://mon.bg/bg/100958> The aim of the program is to increase the knowledge and skills in IT specialties and high technologies and to create conditions for conducting professional software education and training. PRO-DI-GI Platform Project In early 2021, the government began preparing a project to build a platform PRO-DI-GI. The project is expected to complement actions for reform in the field of adult learning, addressing two main strategic priorities: - Modernization of the adult education system by developing opportunities for the use of digital technologies in the learning process and adapting the adult education system to the digital age. - Improving the digital skills and competencies of the workforce for the digital transformation of socio-economic life. The implementation of this project will contribute to the implementation of Objective 4 "Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all" of the UN Sustainable Development Goals. Project BG05M2OP001-2.012-0001 "Education for Tomorrow" [http://sf.mon.bg/?go=projects&name=&priority\\_axes=%D0%9F%D1%80%D0%B8%D0%BE%D1%80%D0%B8%D1%82%D0%](http://sf.mon.bg/?go=projects&name=&priority_axes=%D0%9F%D1%80%D0%B8%D0%BE%D1%80%D0%B8%D1%82%D0%) The project will create a universal electronic profile for access to the systems of the Ministry of Education and Science and to the implemented platform for educational services and content. The project will support and encourage students to increase their digital competencies through participation in extracurricular activities, incl. for STEM development. The project will create preconditions for accelerating the processes of integration of children at risk of dropping out and / or lagging behind in digital knowledge and skills, as well as children with special educational needs, ie. the project will also be expected to have a socializing effect. Digital skills for unemployed or people needing re-training - The Ministry of Labor and Social Policy regularly organizes free training courses related to raising the digital skills of unemployed young people under the age of 29 in order to start their own business or to be hired by companies. Bulgaria developed a National Portal for Digital Education and integrated Teams as a platform to support schools in the successful completion of the educational process. Through the platform over 95% of the students are included in the digital education process. It is available on the following link: <https://edu.mon.bg/>

99. Does the Government use any social media platform(s)? \*

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

All administrative bodies have their official web pages and portals. The government presents its work through various widely-used social media channels. The government uses social media quite actively – mainly Facebook and Twitter – many of the ministries as well as many high level officials have their own FB profiles where they interact with people and engage them in activities. Also in many occasions social media is used by different administrations for particular campaign or debating problems. Although there are no single guidelines for government officials on the use of social media it is done on internal rules basis. Gradually, administrative bodies and administrations are building their presence on social networks through Facebook, Twitter and others. For example: Open Data Portal - <https://data.egov.bg/> – The Open Data Portal provides access to public data in the Republic of Bulgaria in an open and machine-readable format, according to Directive 2007/2 / EU of 14 March 2007 establishing an infrastructure for spatial information in the European Community (INSPIRE). The website provides useful information and statistics on various topics, such as data on COVID-19; Elections 2021: sections abroad; data on unemployment and employment in Bulgaria and in the EU, etc. [https://www.facebook.com/opendatabg/?ref=page\\_internal](https://www.facebook.com/opendatabg/?ref=page_internal) YouTube channel of the State e-Government Agency, publishes informative videos on the activities of the Agency and the services it offers. It also provide information of passed and forthcoming events organized jointly with other institutions, NGOs and academia. <https://www.youtube.com/channel/UCDtE00i5yJ1uMii00rrhhbg/videos>; Facebook page "National Cyber Hygiene Campaign" - the State e-Government Agency launched the FB page dedicated to the national cyber-hygiene campaign "They Won't Hack Me" conducted during the Bulgarian presidency of the EU under the auspices of Commissioner Mariya Gabriel. Since than this is one more channel to post news, videos, useful information about cyber hygiene and variety of cyber security topics. Annually Bulgaria participates in European Cybersecurity Month co-organized with the EU Cyber Security Agency (ENISA) and uses the FB page to communicate with citizens sharing and organizing its own campaign activities. Useful information, surveys, useful tips on cyber topics are published. Used for electronic information purposes. <https://www.facebook.com/cyberneat18/>; Twitter – Upcoming events are published, providing useful information about services and conferences. Used for electronic information purposes. <https://twitter.com/segovagency?lang=bg>

101. Please include any guidelines for government officials/institutions on the use of social media.

Rules for institutional identity on the websites and portals of the state administration <https://e-gov.bg/wps/portal/agency/strategies-policies/e-management/institutional-identity> Pursuant to the Ordinance on the General Requirements for Information Systems, Registers and Electronic Administrative Services, the Chairman of the State e- Government Agency determines rules for institutional identity, to be met by the websites of the administrations. The rules establish the minimum requirements for the official websites and portals of the Bulgarian administrations. The aim is to create a unified framework establishing institutional

identity, which will ensure that the websites and portals of the administrations in the Republic of Bulgaria are user-oriented and have open, direct and secure access, clear navigation and content.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

103. If yes, please provide link (URL) and detail.

The National assembly of the republic of Bulgaria (Parliament) publishes information about the voices of people, including those among women and vulnerable groups, involved in the decision-making process. Parliament publishes information on the votes of the people involved in the decision-making process under the Direct Citizens Participation in State and Local Government Act. The law regulates the conditions, organization and procedure for direct participation of the citizens of Bulgaria in the exercise of state and local power. Direct participation is carried out through: referendum; civic initiative and general assembly of the population. The Speaker of the National Assembly shall organize the creation and maintenance of a public register in which the notifications for initiation of a subscription shall be entered. • • Act on direct participation of nationals in the state authority and the local self-government <https://www.lex.bg/laws/ldoc/2135636485> • • Register under the Direct Citizens Participation in State and Local Government Act <https://parliament.bg/bg/register-referendum?page=reg&lng=> The National assembly of the republic of Bulgaria (Parliament) publishes information about the voices of people, including those among women and vulnerable groups, involved in the decision-making process. Parliament publishes information on the votes of the people involved in the decision-making process under the Direct Citizens Participation in State and Local Government Act. The law regulates the conditions, organization and procedure for direct participation of the citizens of Bulgaria in the exercise of state and local power. Direct participation is carried out through: referendum; civic initiative and general assembly of the population. The Speaker of the National Assembly shall organize the creation and maintenance of a public register in which the notifications for initiation of a subscription shall be entered. • • Act on direct participation of nationals in the state authority and the local self-government <https://www.lex.bg/laws/ldoc/2135636485> • • Register under the Direct Citizens Participation in State and Local Government Act <https://parliament.bg/bg/register-referendum?page=reg&lng=>

## F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

105. If yes, please provide link and detail.

The Single Electronic Administrative Services Portal provides statistical and analytical information related to the usage of e-government services. Data is collected on a monthly basis. It is updated once a day: <https://egov.bg/wps/portal/egov/statistika>

106. Does the Government measure user satisfaction of e-government services? \*

Yes

No

107. If yes, please provide link and detail.

The opinion of the users of electronic services is extremely important for the future development and improvement of the process of requesting and providing of e-government services. The Single Electronic Administrative Services Portal provides possibility and feedback satisfactory form bellow each and every e-services on the portal. <https://egov.bg/wps/portal/egov/nachalo>

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

Bulgaria will host the Three Seas Initiative, taking on from Estonia the coordination process. The initiative is designed to promote cooperation between 12 European nations and their partners contributing to economic growth and energy security, as well as to boost cohesion and unity in Europe. <https://3seas.eu/> ENISA serves as an expert center on cyber security in Europe and helps the EU and Member States to be better prepared to prevent, detect and respond to information security problems. SEGA works closely with ENISA, having a representative on the Governing Board, participating in and organizing joint cyber exercises and initiatives such as the European Cyber Security Month. In the field of cybersecurity, SEGA also has commitments within its competence to The Organization for Security and Co-operation in Europe (OSCE) regarding its activities aimed at tackling various cyber threats, including cybercrime and the use of the Internet for terrorist purposes. The main focus of the organization is the development of measures to strengthen trust in cyberspace between the participating countries in order to reduce the risks of conflicts arising from the use of ICT. <https://www.enisa.europa.eu/about-enisa> The online conference "Open Dialogue for Open Data" was organized by SEGA, held on December 17, 2020. The power of information, current trends in personal data protection, open data - challenges for the administration, were some of the topics on which the views of Commission for Personal Data Protection, Directorate "Modernization of the Administration" at the Council of Ministers, Institute of Public Administration, SEGA. <https://data.egov.bg/news/view/44> The South East European Cooperation Process (SEEC) is the leading policy framework for regional cooperation and the main regional platform for European and Euro-Atlantic integration in the Western Balkans. <https://www.consilium.europa.eu/bg/meetings/international-summit/2020/05/06/> Regional Cyber Security Forum for Europe and the CIS The Ministry of Transport, Information Technology and Communications, together with the State Agency for Electronic Government, hosted the fourth edition of the Regional Cyber Security Forum for Europe and the CIS, an event organized by the International Telecommunication Union (ITU). The forum presented a platform for strengthening regional cooperation, sharing information and discussions in the field of cyber security with a special focus on national cybersecurity strategies, national CERT centers, addressing the security challenge in 5G, positive and negative impacts of artificial intelligence on cybersecurity, data protection and others. <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2020/CSF/SofiaBG.aspx> South Eastern European Dialogue on Internet Governance SEEDIG Facilitating dialogue and cooperation on Internet and digital

policy issues in SEE+ Regional initiative for The South Eastern European Dialogue on Internet Governance (SEEDIG) is an open, inclusive and informal space for dialogue and cooperation on Internet and digital policy issues between stakeholders from South Eastern Europe and the neighbouring area (SEE+). <https://seedig.net/> Event on Promotion of the Single Digital Platform for providing access to information, procedures and services for assistance and problem solving (SDG) according to Regulation (EU) 2018/1724 of 2 October 2018 (roadshow). The event (the so-called "roadshow") for the Republic of Bulgaria is on the topic "Passenger rights - sustainable and safe travel". It is public and was held online on May 20, 2021. The event aims to learn about the benefits of the portal "Your Europe" and discuss with European and national experts the rights and obligations of citizens arising from European Union law within the Single European Market. <https://europa.eu/youreurope/sdg/#/bg/events/>

111. Please provide any other information related to e-government development in your country. \*

no other information

## Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)