

**DRAFT 1.0.**

**REPUBLIC OF BULGARIA  
NATIONAL ACTION PLAN  
July 2016 – June 2018**

**I. INTRODUCTION**

Democracy is a system of government derived from the people, belonging to the people and meant to serve the people - government is simply an intermediary. This is why the efforts to improve governance in Bulgaria have been focused on increasing the involvement of the citizens in the decision-making and policy-making processes.

Accountability and transparency of government are fundamental values of every democratic society. The rapid development of the new technologies and the unprecedented social media boom gave new meaning of these fundamental values. Today government is seen as a platform where the citizens are not simply receivers of information and services, they become co-authors and creators of new and better policies and services using public information. Openness now is a two-way process in which via the new media and technologies the citizens are able to effect changes to the manner in which their democratic institutions operate. The myriad of applications and tools based on public data are a powerful instrument that enables the citizens and their organizations to not only exert control on government, but bring about change in a number of areas previously out of their reach. The new technologies made it possible for data in areas such as health, public finances, transport, energy, climate, education, law enforcement, elections, etc. to be processed and analyzed in order to quickly reveal and visualize shortcomings in the government processes related to inefficiencies, poor management of public resources, corruption or incompetence.

Internet has become a platform for the distribution of vast quantities of data and transforming data so that it becomes useful in new ways. As a result new user patterns and expectations emerged entailing new challenges and opportunities for government. Thus it becomes necessary to revitalize the public sector and make it more responsive by making concerted efforts aimed at creating and developing a culture where government is willing to promote online engagement as a new way of working.

Web 2.0. further increased the expectations for the government and its agencies to function as a platform for civic action and innovation harnessing the potential and expertise of all in a two-way interaction towards improving public policies and services. The new technologies created a new collaborative communication paradigm both within and outside the administration which ensures a more open, transparent and participatory decision-making. In the new network society feedback is immediate and citizens are creators of content, not just users of static information. The new economies of Web 2.0. reward collaboration and free exchange of ideas. This process does not only affect our individual and business relations, it has its ramifications for the way in which citizens perceive government. In the digital world more and more people expect the institutions of government to be as agile and collaborative as the social media. Increasingly they seek technological channels and tools which enable them to be innovators and to directly influence policy-making and implementation.

Bulgaria is very much part of this global trend. Recent data shows that Bulgarians are willing and ready to employ new technologies as a tool for interacting with and improving government: according to National Statistical Institute data (2014) 56.5% of the households in Bulgaria have Internet connection and 53.7% of the people use Internet regularly. This percentage is much higher in the 16 - 24 age group

- 83.1%, 24 - 34 age group - 76.6% and 35 - 44 age group - 70.2%. Worth noting is the high percentage of businesses using Internet to interact with the public institutions: 82.5% use Internet to receive information, 86.4% - to retrieve forms and 89% to submit information to the institutions. The data about the type of usage is also quite informative - 71% use Internet to access social networks, 35% - to upload content and 42% - to use online services.

The institutions of government should respond to the expectations of the citizens to function in a more efficient, open and collaborative manner, deliver better quality of public service and ensure improved management of public resources while enabling and empowering the stakeholders to actively participate in policy formulation and decision - making. The Bulgarian government and institutions are aware of the new realities and strive to meet the rising expectations by introducing reforms in key priority areas such as e-government, public administration, public finances, civic participation, access to information, etc.

Hence Bulgaria's Third National Action Plan puts the focus on commitments relating to improved access to information and creation of two-way communication channels using the new technologies, empowering the citizens for active involvement in the decision - making process through innovative and interactive forms of dialog encouraging co-creation and appreciation of all input, digitalization of public services aimed at improving service accessibility and quality and reducing costs, and increasing the integrity of public institutions.

## **II. OPEN GOVERNMENT EFFORTS TO DATE**

Undoubtedly a number of important steps have been made towards improving government transparency and accountability in the past couple of years. This in turn made it possible for civil society to be even more demanding and critical to the way the administration operates, to question the expediency of some decisions and to further challenge the information monopoly of the government. Bulgaria's participation in the Open Government Partnership served as a vehicle for intensive dialog on the above issues and for testing new collaborative approaches to address the identified shortcomings.

Taking into account the importance of promoting a culture of openness and partnership in government, the Republic of Bulgaria joined the Initiative in 2012. By force of Decision dated 11 April 2012 the Council of Ministers adopted the First National Action Plan of Bulgaria under OGP. As part of the implementation of the First and Second National Plans and given the aspiration of the government institutions to constantly improve the quality of governance a number of different initiatives aimed at increasing transparency and encouraging civic engagement were undertaken.

A key commitment in the Second National Action Plan was the adoption of amendments to the Normative Acts Law introducing a mandatory impact assessment for all new legislation and regulations based on a clear and extensive public consultation procedure. The administration has been obliged since 2007 to publish the draft bills for public consultation for a period of 14 days. This legislative requirement was in fact the starting point for the consultative process in Bulgaria. It resulted in the development of the Public Consultations Portal ([www.strategy.bg](http://www.strategy.bg)) and the drafting of Public Consultations Standards. In 2016 in accordance with the commitment made in the Second National Action Plan the Normative Acts Law was amended and a provision was passed which made it mandatory for an impact assessment to be carried out for each newly proposed legislation. This equipped the citizens, businesses, and parliamentarians with an instrument to ensure that policies and regulations are economically viable, socially equitable and environmentally sustainable. According to the amendments the impact assessments are an integral part of all new legislative

proposals and should be published online. The public consultation period was extended from 14 to 30 days. In this way the citizens and the business community will be able to get acquainted with the new proposals and submit their informed comments and opinions.

An important innovation is the requirement for all legislation to undergo an ex post review based on which to decide whether it has achieved the initial objectives and whether it should be amended, revoked or continued. The ex post assessment is a tool which makes it possible to take well-justified and focused measures to reduce the administrative and regulatory burden for citizens and businesses. Pursuant to the changes in the law all legislation shall be subject to ex post assessment 5 years following the adoption.

Another key contribution to addressing the grand challenges identified within OGP and meeting the OGP principles are the amendments to the Freedom of Information Act adopted in 2016. The Freedom of Information Act has been in effect for more than 15 years and the commitment of the government to provide information to the public has been ongoing. In 2007 the re-use of public information was regulated and in the beginning of 2016 new provisions were adopted according to which the institutions are obliged to publish information in open machine-readable format. Pursuant to the new amendments a single electronic portal will be created where the information provided in response to requests for public sector information will be uploaded. The process of publishing data in open format was made easier at the end of 2014 when the Open Data Portal ([opendata@government.bg](mailto:opendata@government.bg)) was developed. For only a year more than 150 datasets were published on the portal and Bulgaria's progress was recognized by a number of studies such as the European Data Portal index which placed Bulgaria among the trend-setters in open data along with the UK, Estonia, Austria, etc. and the global open data index of the Open Knowledge Foundation where Bulgaria ranked 16th in 2015 as compared to 2014 when the country held the 51st position.

Bulgaria sets out to build on these achievements and has included in its Third National Action Plan commitments and milestones relating to the actual implementation of the legislative amendments both in terms of the Normative Acts Law and the Freedom of Information Act.

### **III. NAP DEVELOPMENT PROCESS**

The process of developing Bulgaria's third national action plan was designed in such a way as to avoid some of the shortcomings identified during the development of the first and second action plans – lack of clear structure of the consultation process and the ensuing low-quality of input. In order to ensure a more efficient process plan development was organized in three stages – awareness-raising, collaborative and validating – and a special focus was put on specific thematic areas. A schedule of activities was drawn up for each stage and published on the Public Consultations Portal at the start of the overall consultation process.

In January and February 2016 during the awareness-raising stage actions were taken to reach out to the potential participants in the consultation and provide them with information about the values and principles of Open Government Partnership with a view of engaging a large number of stakeholders and enhancing the scope of the consultation process. Members of the government OGP team took part in a series of events (government-organized and held by other stakeholders) and presented the plans of the government with regards to the third national action plan of Bulgaria. Diverse communication methods were employed such as face-to-face meetings and presentations, publications in social media, press-conferences, etc. in order to reach a variety of audiences.

In the actual consultation stage which took place in March, April and May the focus was on designing a collaborative, two-way mechanism for sharing ideas and putting forward concrete proposals whereby the government representatives and more specifically the Inter-agency Working Group (IWG) established (34 members representing the cabinet ministries) and the civic organizations co-author the national plan and the commitments included in it. Based on a detailed schedule for the meetings announced to all participants thematic discussions and webinars were held on the thematic areas agreed at a joint meeting between the IWG and the civil society organizations: e-government, civic participation, open cities, access to information, public integrity, open data. Representatives of about 30 CSOs and informal citizen groups working in different areas such as access to information, civil society development, public integrity and transparency, local development and open data attended the discussions. A total of 19 governmental and non-governmental organizations submitted proposals for commitments and milestones. The representative of the government and CSOs were then given an opportunity to present and further fine-tune their proposals (a total of 64 proposed milestones) and advance their arguments for the respective proposal at every stage of the prioritization and selection process. Feedback was provided both during the discussions and in the form of written protocols, verbatim minutes from the meetings and opinions of the respective government directorates. Thus the commitments and measures included in the plan were collected, consulted, prioritized and streamlined. In addition, the independent IRM researcher attended the meetings and the recommendations made in the Interim IRM assessment report were taken into account when drafting the new plan. The measures laid down in the plan correspond directly with the key recommendations for: establishment of a permanent partnership mechanism under the OGP (Milestone 4a.1.3.); additional activities relating to the Normative Acts Law aimed at ensuring practical implementation of the amendments (Milestone 4a.1.1.); introducing a citizen budget by the local authorities (Milestone 3.1.2.); amendments to the Direct Citizen Participation Act (Milestone 4a.1.2.). A first draft of the national action plan was published for a second round of consultations in the Open Government Partnership section of the Public Consultation Portal ([www.strategy.bg](http://www.strategy.bg)), and was internally coordinated within the government departments.

In the final stage of the consultative process a special effort was made to ensure the support and involvement of the top government officials for the developed end product – Third National Action Plan of Bulgaria. A series of meetings were held with the heads of the lead implementing agencies. The national action plan was approved by the Council of Ministers on 6<sup>th</sup> July 2016.

#### **IV. THEMES AND COMMITMENTS**

### **THEME 1 E-GOVERNMENT**

#### **COMMITMENT**

**1. The Bulgarian government will improve the accessibility and quality of public services by employing e-government tools**

##### **1.1. MILESTONES**

**1.1.1. Improving the existing and developing new e-services for the National Revenue Agency**

**Status quo/Problem addressed:** At present the National Revenue Agency (NRA) is the agency providing the greatest number of e-services, but for some services the taxpayers still have to visit the

respective tax office which is time-consuming and costly and represents an administrative burden for citizens and businesses.

**Main objective:** To expand the scope and improve the quality of the e-services provided by NRA with a view of further reducing red tape and employing customer-oriented approach. To improve the internal processes and procedures of the Agency.

**Ambition:** Simplification of procedures and improvement of the taxpayer – oriented methods.

**Relevance and OGP challenge addressed:** The measure is aimed at improving public services.

**Lead implementing agency:** National Revenue Agency

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** Business associations, Employers' organizations

**Deliverables and impact:** More convenient and easy access to tax services; reduced administrative burden for the citizens and businesses; economic benefits from saved time and human resource costs for citizens and businesses; improved management of NRA internal processes and increased efficiency of the tax administration.

**Completion date:** ongoing

### **1.1.2. Development of an E-government Strategy 2016 - 2020 of the Ministry of Environment and Waters and a Roadmap for its implementation**

**Status quo/Problem addressed:** Nowadays environmental resource management in the context of sustainable development is faced with a number of challenges: climate change and adaptation to climate change, the need for more efficient use of resources, curbing the loss of biodiversity, establishment of new environment-friendly behavior patterns, etc. E-government in the environmental area would significantly improve the management processes, contribute to providing timely and accurate information to the public and is conducive to actively engaging the citizens in addressing the above challenges.

**Main objective:** To develop accessible, predictable, effective and efficient e-government to the benefit of society and the environment.

**Ambition:** Flexibility and effectiveness of the environment protection measures, reducing the document processing time, convenient access to and transparency of procedures.

**Relevance and OGP challenge addressed:** The measure is aimed at achieving state-of-the-art management of natural resources, improving public services and increasing public integrity. The electronization of processes results in increased transparency of environment protection decisions and actions and greater accountability of the environment protection agencies.

**Lead implementing agency:** Ministry of Environment and Waters

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Coherence and consistency of the efforts for introducing e-government in the area of environment protection; predictability, traceability and publicity of the processes and clear division of responsibilities and timelines; improvement of internal procedures and consolidation of data from different sources.

**Completion date:** October 2016

### **1.1.3. Establishment of a public electronic register of the installations emitting volatile organic compounds and provision of two e-services – submission of applications for registration and submission of applications for changes to the registration**

**Status quo/Problem addressed:** The current obligation to maintain a public electronic register of the installations emitting volatile organic compounds would be expanded to include e-submission of

registration applications and applications for changes in the registration.

**Main objective:** To ensure high-quality service for businesses, improve the information provided to the citizens and increase transparency with regards to protecting the quality of ambient air.

**Ambition:** Modern service provision and greater transparency of the process of controlling and protecting the quality of ambient air.

**Relevance and OGP challenge addressed:** The measure sets out to achieve improved access to information and expand the channels that citizens can use to get involved in the ambient air monitoring and control processes. It contributes to improving the efficiency of public services and increasing public integrity.

**Lead implementing agency:** Executive Agency on Environment, Regional Environment and Waters Inspectorates

**Other governmental actors involved:** Ministry of Environment and Waters

**Other non-governmental actors involved:** Installation operators, local communities, environmental organizations

**Deliverables and impact:** Reducing the lead time for document processing; increased flexibility and effectiveness of internal procedures; enhanced access to services; open, fast and transparent interaction with the stakeholders; services meeting the users' needs; quick generation and processing of data.

**Completion date:** July 2016

#### **1.1.4. Development of a national information system for waste with supporting e-submission of applications, generation of reports and provision of information online**

**Status quo/problem addressed:** Waste management has traditionally attracted public attention and has often been the cause of concern of the local communities and hence a source of contention between the citizens, operators of waste processing installations, local and central authorities. The lack of aggregated electronic data on waste disposal and the difficult access to such data further escalate the existing conflicts and prevents the constructive and informed dialog aimed at finding mutually acceptable solutions.

**Main objective:** To use the advantages of technology in order to provide more information about waste management in Bulgaria and to reduce the administrative burden for the operators of waste disposal installations.

**Ambition:** Establish a framework in which potential issues are addressed in a timely manner.

**Relevance and OGP challenges addressed:** The measure broadens the scope of publicly available information and promotes more accountability in terms of the waste management policies of the government. It ensures better public services and increased public integrity.

**Lead implementing institution:** Executive Agency Environment

**Other governmental actors involved:** Ministry of Environment and Waters

**Other non-governmental actors involved:** no

**Deliverables and impact:** Improved control over the operators; more convenient and faster application submission process; widened scope of the public information published online.

**Completion date:** December 2016

#### **1.1.5. Development and implementation of software applications for real-time processing of information and issuance of e-referrals and e-prescriptions.**

**Status quo/problem addressed:** Currently almost no e-health services are provided in Bulgaria which results in significant administrative burden for the medical professionals, inconvenience and delays for the patients and difficulties in controlling the financial flows in the health system.

**Main objective:** To streamline and digitalize the health care processes with a view of increasing the quality and access to health services and improving the control over the use of the public health funds.

**Ambition:** Significant reduction of administrative workload for the general practitioners and doctors and improvement of the health service provided to patients.

**Relevance and OGP challenge addressed:** The measure is aimed at improving public services and ensuring more effective control on the use of public funds. The application of new technologies reduces considerably the cost for internal and external control of the health system and more specifically the use of the health funds.

**Lead implementing agency:** Ministry of Health

**Other governmental actors involved:** National Health Insurance Fund

**Other non-governmental actors involved:** Patient organizations, Association of general practitioners

**Deliverables and impact:** Significant reduction of the time for issuance and execution of referrals, prescriptions, etc.; traceability of the medical checks and medication prescribed; more accurate analysis of the referral process and better planning; improved access to health services for the patients.

**Completion date:** June 2018

#### **1.1.6. Transformation of the the initial registration procedure for civil society organizations from court registration into administrative registration and centralization and electronization of the CSO register in the Registry Agency**

**Status quo/problem addressed:** Until recently civil society organization in Bulgaria unlike companies and other legal entities were subject to court and not administrative registration. The court procedure is time-consuming and costly, and the CSO register maintained separately was incomplete, not fully digitalized and prevented the CSOs from using electronic registration services.

**Main objective:** To consolidate the data on registered civil society organizations in a fully digital register, simplify the registration procedure and grant the CSOs access to digital registration services.

**Ambition:** Full digitalization of the CSO register and provision of a convenient service (issuance of certificates, electronic checks and submission of documents) to the CSOs.

**Relevance and OGP challenge addressed:** The simplified registration procedure and reduced costs together with the subsequent access to e-services significantly facilitates the citizens in forming associations and organizations and makes it easier for the existing CSOs to operate. The digital register also ensures a greater publicity for the activities of CSOs. The measure is aimed at improving the public services.

**Lead implementing agency:** Registry Agency

**Other governmental institutions involved:** Ministry of Justice

**Other non-governmental actors involved:** Center for the Study of Democracy

**Deliverables and impact:** Fully digital and comprehensive CSO register; simplified faster registration procedure and access to e-services for CSOs.

**Completion date:** June 2017

#### **1.1.7. Connecting the Information System for Managing and Monitoring the EU Funds with the information system of the National Statistical Institute**

**Status quo/Problem addressed:** The information system for managing the European funds contains the full data on projects and beneficiaries under the operational programs financed from the EU funds. Currently there are shortcomings and information gaps relating to the development of an integrated monitoring approach to be employed by the different level administrative units in using statistical data to assess the implementation of European and national strategies and the operational programs financed from the European Structural and Investment Funds.

**Main objective:** To provide statistical data for the program indicators in order to ensure more precise, data-based evaluation of the implementation and effectiveness of programs financed from EU funds.

**Ambition:** Timely evidence-based assessment of program impact aimed at generating maximum benefit from the interventions.

**Relevance and OGP challenges addressed:** The measure is related to ensuring more effective management of public funds by providing more detailed information about the operation of the government agencies in the process of developing and implementing programs, financed from EU funds.

**Lead implementing agency:** Administration of the Council of Ministers, Central Coordinating Unit

**Other governmental actors involved:** National Statistical Institute

**Other non-governmental actors involved:** No

**Deliverables and impact:** Generation of detailed, statistically based implementation reports; clear evidence - based impact assessment of the programs financed from EU funds; better targeting of funds; publicity of results.

**Completion date:** December 2017

#### **1.1.8. Upgrading the main information systems of the Customs Agency and adding a functionality for exporting data and services to external systems**

**Status quo/Problem addressed:** The Customs Agency is one of the first agencies to provide e-services, mainly to the economic operators. Some of the existing services offered by the Customs Agency are built on obsolete technological platforms which require upgrade towards improved accessibility and convenience of service provision. In addition, The Customs Agency is obliged under the new EU legislation to harmonize the customs measures and update its systems accordingly.

**Main objective:** To improve the accessibility and usability of the e-services provided to citizens and businesses.

**Ambition:** Reducing administrative barriers to businesses and citizens. Smooth integration of the Customs Agency system with other, external software systems.

**Relevance and OGP challenge addressed:** The measure is expected to contribute to improving public services and more effective management of public funds through increased automated internal control procedures. The public interface will ensure greater access to the data generated by the system.

**Lead implementing agency:** Customs Agency

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** Business associations

**Deliverables and impact:** Established links with the key EU components; stabilization of the intra-system components; provision of better e-services to citizens and businesses; opportunity to provide electronic administrative service internally with a view of implementing integrated administrative services.

**Completion date:** June 2018

#### **1.1.9. Development of a Centralized Public Procurement System containing all modules including e-evaluation and e-submission of bids. Prepare and employ a centralized tender documentation. Strengthening the role of the Central Public Procurement Authority via the e-procurement system**

**Status quo/Problem addressed:** Public procurement is a sensitive issue for Bulgarian society. Currently the public procurement process is not fully electronic and standardized, which makes it necessary for the applicants to prepare tender documentation on paper and submit it in the offices of the respective contracting authority, to take into consideration non-uniform requirements for similar

subjects which is ineffective, time-consuming and entails significant cost while at the same time making the processing and evaluation of bids difficult for the administration.

**Main objective:** To simplify the public procurement procedures and create guarantees for a transparent and unbiased evaluation of bids and contracting.

**Ambition:** Introducing fully electronic procurement process.

**Relevance and OGP challenge addressed:** The electronization and greater transparency of procurement procedures will considerably improve public service, increase public integrity, improve business environment and ensure effective management of public resources.

**Lead implementing agency:** Public Procurement Agency, Register of Public Contracts Directorate

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** Contracting authorities and businesses taking part in the procurement process.

**Deliverables and impact:** Electronization of all stages of the tendering process; support for the contracting authorities by implementing standardized business processes and document templates; improved control at all stages of procurement; streamlining the process of maintaining the public register of government contracts.

**Completion date:** June 2018

## THEME 2 ACCESS TO INFORMATION

### COMMITMENT

**2. The Bulgarian government will continue to improve access to information through further enhancing the scope of available public information and extensive electronization of the information provision processes**

#### 2.1. MILESTONES

##### GENERAL TRANSPARENCY MILESTONES

**2.1.1. Coordination and support in the process of revising the internal procedures for providing access to public information in accordance with the Freedom of Information Act and establishing clear mechanisms and responsibilities for pro-active provision of information and internal control.**

**Status quo/Problem addressed:** The public institutions have had an obligation to draft and publish online internal information provision rules since 2008. Data from the Council of Ministers Report on the Status of Administration for 2015 shows that 482 of 576 administrations have such rules in place. The amendments to the Freedom of Information Act adopted in December 2015 laid down a number of new obligations related to the access to public information, active publication, provision of information in response to access to information requests, provision of information for re-use, etc. which made it necessary to revise the internal rules and clearly allocation responsibilities within the administration as regards the the active publication online and the internal control.

**Main objective:** To introduce standards and improve the processes of information provision and control.

**Ambition:** Transparent information provision process and facilitated search and re-ues of information by the citizens.

**Relevance and OGP challenge addressed:** The measure is designed to establish a common framework for improving the public information provision processes and increase the transparency of public institutions. It contributes to improving the integrity of public institutions, providing better public services in the area of providing information.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** All public institutions

**Other non-governmental actors involved:** Access to Information Program

**Deliverables and impact:** Accelerated alignment of the internal information provision rules with the new requirements of the law.

**Completion date:** June 2017

### **2.1.2. Conducting trainings for the administrative officials and the units responsible for information provision concerning the amendments to the Freedom of Information Act**

**Status quo/Problem addressed:** In 2016 amendments were passed to the Freedom of Information Act which introduced new provisions relating to the active publishing of public information by the institutions, increased the number of entities that are obliged to actively publish information on their web sites and the categories of information to be published. The changes in the law make it mandatory for the heads of the administrative units to draft and update lists of the information subject to publication. An obligation was adopted for information to be published online in a central, public, web-based Public Information Platform when three requests for the information have been submitted.

**Main objective:** To improve the capacity of the administration to implement FOIA and ensure timely and accurate provision of information.

**Ambition:** Introduce a new approach of pro-active publication.

**Relevance and OGP challenge addressed:** The measure relates to improving access to information through building the capacity of the public officials to implement the Freedom of Information Act. It is aimed at improving public integrity.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** Institute for Public Administration

**Other non-governmental actors involved:** Access to Information Program

**Deliverables and impact:** Improved skills and motivation of the public officials to provide public information and work with the Access to Information Platform.

**Completion date:** December 2017

## **SECTORAL TRANSPARENCY**

### **2.1.3. Maintaining public electronic registers of: online gambling sites by persons not issued a license to organize online gambling; gambling operators; manufacturers, distributors, importers and technicians of gambling equipment; suspended, revoked and denied gambling licenses; approved gambling equipment**

**Status quo/Problem addressed:** The gambling business in Bulgaria is very dynamic and is one of the most rapidly developing businesses regulated by the respective competent bodies. The State Commission on Gambling (SCG) provides accessible free-of-charge e-services while at the same time making information available to the licensed and regulated gambling operators in the country.

Gambling regulation is well-balanced based on legislative measures aimed at promoting investment in the sector. The registers maintained by SCG ensure publicity and transparency of the processes in the regulated gambling market. Thus all participants in the gambling sector receive up-to-date information and are protected from taking part in illegal gambling. In order to prevent tax revenue losses from

unlicensed online betting the SCG maintains and updates a public list of gambling web sites which have not been issued licenses with a view of protecting the legitimate businesses and the citizens.

**Main objective:** To ensure publicity and transparency of the gambling licensing processes, protection against and prevention of illegal gambling and improvement of the business environment for the legitimate betting companies while increasing tax revenues.

**Ambition:** Full protection of the legitimate gambling business and the citizens.

**Relevance and OGP challenge addressed:** The measure contributes to providing better public service and effective management of the public resources. It is aimed at granting better access to information about the State Commission on Gambling.

**Lead implementing agency:** State Commission on Gambling

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** No

**Deliverables and impact:** Support for the legitimate gambling operators; publicity and transparency for the operation of the State Commission on Gambling; improved control on gambling and improved tax collection.

**Completion date:** ongoing

#### **2.1.4. Publishing the annual priorities of the National Revenue Agency (NRA), results and outcomes of the NRA operation and results from opinion polls commissioned by NRA on customer satisfaction**

**Status quo/Problem addressed:** The National Revenue Agency is the government unit that businesses and citizens communicate with on a daily basis which makes it necessary that they receive the full information regarding its operation - requirements to taxpayers, planned activities and results thereof. The administration provides comprehensive information about services, forms, processes, guidelines, rights and obligations of the customers as well as many e-services. All state-of-the-art technological service provision channels are employed to offer customized service to the taxpayers. As an institution which is in constant contact with the citizens and businesses NRA pays close attention to their opinion and level of satisfaction with the services provided in order to further reduce red tape.

**Main objective:** To increase the transparency in the operation of the National Revenue Agency and reduce administrative burden for taxpayers.

**Ambition:** Apply customer-oriented approaches to service provision.

**Relevance and OGP challenge addressed:** The measure sets out to improve public service and achieve more effective management of public resources. Its implementation will ensure increased transparency of the National Revenue Agency.

**Lead implementing agency:** National Revenue Agency

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** No

**Deliverables and impact:** Increased predictability of the business environment in Bulgaria; services corresponding to the expectations and needs of the users; improved citizen control over the work of NRA.

**Completion date:** June 2018

#### **2.1.5. Publication of analyses/research financed by the EU Funds as a resource for information exchange and thematic mapping of the information resources aimed at improving access to information**

**Status quo/Problem addressed:** The EU Funds Management System includes the basic common rules, principles and key elements of all operational programs. Often the irregularities and challenges in

the management of one program/type of projects may serve as a foundation for the formulation of solutions that can be applied to the management of other programs/projects. Similarly, the “good practices” in one program/project area may be transferred to others.

The publication of relevant information will contribute to the development of better quality projects and improving their implementation/management.

**Main objective:** To support the beneficiaries in developing better quality projects and improve the implementation/management of projects.

**Ambition:** Better coordination between the administrative units and beneficiaries, increased information exchange and improved access to information. Establishing a unified approach to EU funds management and increased transparency.

**Relevance and OGP challenge addressed:** The measure will result in improving the work of public institutions in providing guidelines and support to the beneficiaries regarding the planning, organization, control and implementation of EU funded projects. Based on the “lessons learned” and good practices more effective management of the EU funds will be achieved.

**Lead implementing agency:** Administration of the Council of Ministers, Central Coordination Unit

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Uniform practice of publication of information; enhanced access to analytical expertise accumulated in EU program and project implementation.

**Completion date:** ongoing

#### **2.1.6. Creating a register of all regulatory, supervisory and control agencies appointed by Parliament (in conjunction or not with the Council of Minister and/or the President) containing information about their web sites, powers, mandate, members, decisions, etc.**

**Status quo/Problem addressed:** There are a number of regulatory, supervisory and control bodies in Bulgaria operating in key areas such as financial supervision, protection of competition, protection of consumers, etc. Currently there is no consolidated information online regarding their functions, powers, decisions, etc.

**Main objective:** To improve access to information about the work of the regulatory bodies and increase the transparency of their operation.

**Ambition:** More active citizen control over the regulatory, supervisory and control bodies.

**Relevance and OGP challenge addressed:** The measure is aimed at facilitating the access to information about the operation of the regulators and increasing the transparency of their activities. It contributes to increasing public integrity and more effective management of public funds.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** Parliament

**Other non-governmental actors involved:** Center for Liberal Strategies, Bulgarian Institute for Legal Initiatives

**Deliverables and impact:** Structured and consolidated information about the regulators and filled information gaps; more effective citizen control over the work of the regulators.

**Completion date:** June 2018

#### **2.1.7. Establishment of an information system for collection, digitalization and storage of the central archive of the National Institute for Immovable Cultural Heritage (NIICH) and provision of e-services to citizens, central and local administrations by creating a digital public archive and e-register of archaeological sites.**

**Status quo/Problem addressed:** At present the document archive of the National Institute for

Immovable Cultural Heritage is not digitalized. The archiving system and its search functionalities make it difficult to process documents which in turn caused delays in the issuance of decisions and certificates. NIICH collects digital information - photographs, texts, layouts - which is often not archived due to the lack of full digitalization.

**Main objective:** To enhance the scope and accessibility of the public information provided and increase the engagement of the citizens in conserving and protecting the immovable cultural heritage.

**Ambition:** Full update and digitalization of the information about the immovable cultural heritage.

**Relevance and OGP challenge addressed:** The measure is aimed at enhancing the access to information while at the same time increasing the opportunities for citizen control over the management and protection of immovable cultural heritage. It contributes to improving public services and increasing public integrity.

**Lead implementing agency:** Ministry of Culture

**Other governmental actors involved:** National Institute for Immovable Cultural Heritage

**Other non-governmental actors involved:** No

**Deliverables and impact:** Updated, full and electronically accessible archive of the immovable cultural heritage; improved exchange of information enabling fast inspections; e-services for citizens, local governments and central administrative units facilitating the restoration, conservation and management of immovable cultural heritage.

**Completion date:** December 2017

### THEME 3 OPEN CITIES

#### COMMITMENT

**3. Bulgarian government will actively cooperate and encourage the local authorities to employ open government practices at local level**

##### 3.1. MILESTONES

###### 3.1.1. Adoption of a program and schedule for opening local government data

**Status quo/Problem addressed:** The publication of information in open, machine-readable format at this point covers almost entirely central government information. Few are the examples of active release of open data at city level. On the other hand, the demand for municipal data is quite big and this data has the potential to unlock a great number of economic and social benefits.

**Main objective:** To expand the scope of the open data policy and create new opportunities for citizen engagement at the local level.

**Ambition:** Gradual inclusion of the big cities in the open data initiative and unlocking the economic and social potential of city data.

**Relevance and OGP challenge addressed:** The measure will lead to improved access to information and expanded scope of the published open data. It is aimed at improving local services, more effective management of public resources and increasing public integrity.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** No

**Other non-governmental actors involved:** National Association of Municipalities in Bulgaria, Sofia Municipality, NGO Links

**Deliverables and impact:** Increased transparency of municipal policies; data-based products and services created; more active engagement of citizens in the development of municipal services and in

the decision-making processes at local level.

**Completion date:** December 2017

### **3.1.2. Increasing local governmental financial transparency through pilot citizen budget initiative in the municipalities**

**Status quo/Problem addressed:** Most Bulgarian municipalities actively publish information about their budgets, but often the information is too complex and its interpretation and understanding require specialized expertise. This in turn discourages the citizens and reduces citizen participation in such an important area as municipal finances.

**Main objective:** To promote citizen participation by providing understandable information about municipal budgets or the so called citizen budget.

**Ambition:** Introducing the “citizen budget” approach at the local level.

**Relevance and OGP challenge addressed:** The measure is aimed at more active and informed citizen involvement in the management and control of municipal budgets. It sets out to achieve more effective management of public funds.

**Lead implementing agency:** Sofia Municipality

**Other governmental actors involved:** National Association of Municipalities in Bulgaria

**Other non-governmental actors involved:** Municipal governments

**Deliverables and impact:** Improved understanding of municipal finances by the citizens; better capacity of municipal authorities to provide understandable and accessible information about the local budgets; development of effective outreach methods; more active citizen involvement in the formulation and control of municipal budgets.

**Completion date:** June 2017

## **THEME 4 CIVIC PARTICIPATION**

### **COMMITMENT**

**4a. Bulgarian government will maintain an active dialog with civil society based on innovative forms of interaction allowing for feedback and co-authorship of policy**

#### **4A.1. MILESTONES**

**4a.1.1. Improving the quality of public consultation through upgrading the functionalities of the Public Consultation Portal; drafting unified standards for the selection of the members of public and consultative councils, publicity of their operation and decision – making mechanisms; development in conjunction with civil society organizations of training programs for public officials on the organization of effective public consultations, developing guidelines for citizen engagement and provision of feedback**

**Status quo/Problem addressed:** The new amendments of the Normative Acts Law introduce more detailed requirements regarding the quality of public consultations. The experience gained so far also shows that there are some shortcomings in the manner in which public consultations were organized and conducted. These weaknesses need to be addressed in order to promote more active involvement of all stakeholders and improve the quality of the end products. For this purpose it is necessary to upgrade the skill of the public officials in relation to holding public consultations while at the same time integrating the new requirements in the Public Consolations Portal as the main communication channel.

Being developed in 2008 many of the Portal's functionalities are obsolete and do not meet the expectations of the users - mainly in terms of feedback, crowdsourcing tools, search, etc.

**Main objective:** To increase the quality of public consultations and more actively involve the stakeholders in policy-formulation and development of legislation.

**Ambition:** Making use of new technologies to expand the scope of public consultations.

**Relevance and OGP challenge addressed:** Improving public consultation methods and procedures and enhancing the inclusion channels provides an opportunity for a greater number of stakeholders to be involved and results in increased trust in the process. The measure will increase public integrity.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental institutions involved:** Institute for Public Administration, Council for Administrative Reform

**Other non-governmental institutions involved:** Bulgarian Center for Non-Profit Law, Forum "Citizen Initiatives"

**Deliverables and impact:** Increased number of stakeholders taking part in public consultations; improved quality of consultations; improved internal procedures for organizing public consultations; broadened skills of the public officials to take part in and facilitate public consultations.

**Completion date:** December 2017

#### **4a.1.2. Introducing an option for a national and local electronic petition and reducing red tape and the requisite data for organizing a citizen petition. Adopting the necessary amendments to the Direct Participation Act**

**Status quo/Problem addressed:** Currently the Direct Participation of Citizens Act does not provide for e-petitions for national and local initiatives. Such an option is available only for European citizen initiatives.

**Main objective:** To mobilize citizen participation through easing the procedures for the organization of national and local citizen initiatives.

**Ambition:** More opportunities for the citizens to influence government.

**Relevance and OGP challenge addressed:** The new technologies significantly facilitate citizen self-organization towards more active involvement in the decision-making processes. The measure contributes to improving public integrity.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** No

**Other non-governmental actors involved:** Bulgarian Center for Non-Profit Law, Forum "Citizen Initiatives"

**Deliverables and impact:** Promote citizen organization and citizen initiatives; reduced bureaucratic barriers to direct citizen involvement.

**Completion date:** June 2018

#### **4a.1.3. Establishment of a permanent joint mechanism for monitoring and evaluation of the OGP national action plan implementation**

**Status quo/Problem addressed:** The approach to involving the stakeholders in the monitoring and evaluation of the implementation of the OGP national action plans of Bulgaria has not been consistent and well - structured. It relied to a large extent on the stakeholders being the pro-active part but given the low level of awareness of the initiative and the lack of a clear procedure, very few representatives of civic organizations took part in monitoring activities.

**Main objective:** To encourage active citizen involvement and increase the quality of implementation through a structured monitoring mechanism for the OGP national action plans.

**Ambition:** Constant improvement of the quality of implementation of the national action plans and involvement of more stakeholders in the monitoring and evaluation effort.

**Relevance and OGP challenge addressed:** The establishment of a permanent joint monitoring and evaluation mechanism will increase the frequency of providing information about the implementation progress, ensure predictability of the interactions and hence promote citizen participation. The measure is aimed at improving public integrity.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** Ministries in charge of implementing action plan measures

**Other non-governmental actors involved:** No

**Deliverables and impact:** Increased transparency and accountability in the implementation of national action plans; increased number of involved stakeholders; identified and addressed implementation shortcomings; strategic approach to implementation and evaluation put in place.

**Completion date:** October 2016

#### **4a.1.4. Piloting a new collaborative method (design-thinking) for analysis of complex open issues in the decision-making process relating to the EU Funds: organizing a seminar with stakeholders focused on the practical implementation of the environmental and climate policies as horizontal policies within the EU Funds management**

**Status quo/Problem addressed:** The co-design method is not widely used in Bulgaria for solving complex policy issues. Predominantly conventional approaches and tools are employed in the consultative process which are often more rigid and sometimes limit creativity and innovation.

**Main objective:** To promote innovative consultation tools and increase the quality of policies formulated.

**Ambition:** To foster a collaborative culture in the process of formulating and implementing policies.

**Relevance and OGP challenge addressed:** The new collaborative methods of policy-making contribute to achieving better balance in the consultation process, create opportunities for more viewpoints to be presented thus stimulating citizen participation. The measure will increase public integrity and support the more effective management of public resources.

**Lead implementing agency:** Administration of the Council of Ministers, Central Coordination Unit

**Other governmental actors involved:** no

**Other non-governmental actors involved:** no

**Deliverables and impact:** Public officials acquire skills to apply the new design-thinking method for resolving complex policy issues; increased creativity and innovation in the consultative process.

**Completion date:** December 2016

### **46. Bulgarian government will strive to improve the environment and provide support for the development of civil society organizations**

#### **46.1. MILESTONES**

##### **46.1.1. Updating the Strategy for Developing Civil Society Organizations and adoption of a new action plan thereto and lead institution**

**Status quo/Problem addressed:** The Strategy for Developing Civil Society Organizations has expired and at present there is no responsible institution tasked with its updating and consequent implementation.

**Main objective:** To create favorable environment for the civil society organizations and promote their active involvement in decision-making, policy-formulation and citizen control.

**Ambition:** A vibrant civil society contributing to the improvement of government, providing quality services and possessing better expertise.

**Relevance and OGP challenge addressed:** The measure sets out to create better conditions for the development of civil society and stimulate partnership between the CSOs and government. It will increase public integrity.

**Lead implementing institution:** Administration of the Council of Ministers

**Other governmental actors involved:** No

**Other non-governmental actors involved:** Bulgarian Center for Non-Profit Law, Forum “Citizen Initiatives”

**Deliverables and impact:** Support for CSOs provided.

**Completion date:** December 2017

## THEME 5 PUBLIC INTEGRITY

### COMMITMENT

**5. The Bulgarian government will aim to increase government integrity and improve the internal and external control of the institutions**

#### 5.1. MILESTONES

**5.1.1. Establishment of a public register for budget and project control of the e-government efforts**

**Status quo/Problem addressed:** Introducing e-government in Bulgaria is a large-scale priority task of the Bulgarian government. A large number of big high-value projects will be implemented as part of the effort.

**Main objective:** To ensure transparent public access to information about all e-government projects.

**Relevance and OGP challenge addressed:** The measure will improve access to and exchange of information with a view of increasing transparency and accountability with regards to the actions taken to establish e-government in Bulgaria. It contributes to increasing public integrity and more effective management of public funds.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** E-Government Agency

**Other non-governmental actors involved:** IT companies, civil society organizations

**Deliverables and impact:** Improved traceability of projects; avoidance of overlap between projects; effective citizen control.

**Completion date:** December 2017

**5.1.2. Development and implementation of an Information System for Corruption Risk Analysis**

**Status quo/Problem addressed:** The government units tasked with preventing and combating corruption need a tool for corruption risk analysis for high-level public officials. Currently the check and verification process is haphazard, ineffective and requiring manual checks of a large number of facts and registers. The Information System for Corruption Risk Analysis will be a central system that will also operate at sectoral level and will automatically analyze the corruption risk by integrating and combining information from a variety of sources. The system will support periodic and ad-hoc checks.

It will also support an aggregated public register.

**Main objective:** To improve the internal control and reduce the corruption risk.

**Ambition:** Fully automatic verification and control process.

**Relevance and OGP challenge addressed:** The Corruption Risk Analysis System and its public register will stimulate citizen control and informed citizen involvement in preventing corruption and conflict of interest. The measure is aimed at increasing public integrity and more effective management of public resources.

**Lead implementing agency:** Ministry of Justice

**Other governmental actors involved:** Center for Preventing and Combating Corruption and Organized Crime

**Other non-governmental actors involved:** No

**Deliverables and impact:** Consolidated and more effective analysis of corruption risks; increased citizen pressure through the public interface of the system and the aggregated register.

**Completion date:** September 2017

### **5.1.3. Introducing a requirement for the personnel of the Customs Agency to have passed a professional and psychological suitability test. A draft ordinance to be developed and approved by the Ministry of Finance.**

**Status quo/Problem address:** The Customs Agency and its operation are directly related to national security and rule of law. This is the reason to introduce strict requirements for the recruitment and promotion of customs officials. By adopting a procedure for assessing the professional and psychological suitability of the candidates and officials the Customs Agency aims to ensure that its staff possess the integrity and mindset necessary.

**Main objective:** To effectively prevent irregularities and reduce corruption risk through personnel selection and internal control measures.

**Ambition:** The Customs Agency becoming a model corruption-free agency.

**Relevance and OGP challenge addressed:** The measure contributes to increasing public integrity and more effective management of public resources.

**Lead implementing agency:** Customs Agency

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** No

**Deliverables and impact:** Reduced corruption risk; active prevention of corruption; more effective work of the Agency; recruitment of staff with high level of integrity and objectivity; adequate training and professional development of the customs officials.

**Completion date:** ongoing

### **5.1.4. Increasing the transparency of the customs authorities by instituting a variety of communication channels for citizen input – hot line, information system of the National Anti-Corruption Council, email, by mail and feedback boxes – and providing feedback and taking action on incoming complaints and proposals**

**Status quo/Problem addressed:** Prevention and combating corruption in the Customs Agency is key for its effective operation.

**Main objective:** To engage the public in the efforts to prevent corruption in the agency and enhance the available communication channels for citizen input.

**Ambition:** The Customs Agency becoming a model corruption-free agency.

**Relevance and OGP challenge addressed:** The measure will increase the transparency and accountability of the Customs Agency. The increased number of communication methods available to

citizens will promote citizen participation. As a result the challenges of increasing public integrity and more effective management of public funds will be addressed.

**Lead implementing agency:** Customs Agency

**Other governmental actors involved:** Ministry of Finance

**Other non-governmental actors involved:** No

**Deliverables and impact:** Improved transparency of the Customs Agency; increased number of received and processed signals; better feedback to citizens; better internal control procedures.

**Completion date:** June 2018

### **5.1.5. Amendments to the Public Procurement Act introducing an obligation for applicants for large contracts to disclose their beneficial owners and undergo preliminary checks**

**Status quo/Problem addressed:** The issue of government contracts, especially those for large infrastructure projects, has been quite a sensitive and has triggered off suspicions with regards to the ownership of applicant companies and undue influence. The existing information gaps in terms of company ownership for the companies applying for or executing government contracts undermines the trust in the public procurement process and raises doubts of covert pressure and corruption.

**Main objective:** To improve the internal control in expending public funds and reduce corruption in the public procurement process. To ensure transparency of company ownership for the companies operating with public funds.

**Ambition:** Improving the business environment, reducing the opportunities for companies whose capital is not public to have competitive advantage as compared to applicants with clear ownership.

**Relevance and OGP challenge addressed:** The measure will significantly increase the transparency of the public procurement process. It will ensure better accountability in the evaluation of bids thus increasing public integrity and contributing for the more effective management of public funds.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Limiting the chances of shell companies winning government contracts; putting in place a mechanism for combating corruption and preventing the use of public funds for criminal activities such as money laundering, human, drugs and arms trafficking, etc.; improved control over the beneficial owners of companies; enable banks and other financial institutions and businesses to easily check their business partners.

**Completion date:** June 2018

## THEME 6 OPEN DATA

### COMMITMENT

**6. The Bulgarian government will continue to publish public information in open format and take steps to improve the quality of published datasets and promote public engagement in data usage**

#### 6.1. MILESTONES

**6.1.1. Upgrading and improving the Open Data Portal by adding new functionalities – hierarchy of publishing organizations, better search capabilities, issue tracker for low-quality datasets and automatic alerts to data owners, data excellence certificates, feedback, etc.**

**Status quo/Problem addressed:** The existing open data portal is a demo version and does not support some key functionalities.

**Main objective:** To upgrade the Open Data Portal and improve the quality of datasets by automated release and publishing processes.

**Ambition:** Improved usability of the portal and data in it.

**Relevance and OGP challenge addressed:** The improved usability through enhanced functionality and higher quality of data will boost public data usage by citizens and businesses and create opportunities for informed, evidence-based input to decision-making and policy-formulation. The measure is expected to increase public integrity, improve public service and contribute to more effective management of public resources.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Better quality and usability of datasets; increased engagement of users and more effective communication with them; larger number of data-based services and products.

**Completion date:** December 2017

**6.1.2. Publishing program and project data from the new information system for EU Funds management including data on implementation progress**

**Status quo/Problem addressed:** Currently data from the system is uploaded in the open data portal. The release of data will continue along with the efforts to constantly improve data quality.

**Main objective:** To improve the usability of the information released in open format and enhance the scope of potential users.

**Ambition:** Active citizen control over the implementation of EU funded programs and projects.

**Relevance and OGP challenge addressed:** The measure is designed to expand the scope of available machine-readable information. It will ensure increased public integrity, more effective management of public resources and improved public services.

**Lead implementing agency:** Administration of the Council of Ministers, Central Coordination Unit

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Improved quality of analysis and visualizations relating to the effectiveness

of EU funded programs and projects; improved programming and planning processes based on data; increased transparency and involvement of the stakeholders.

**Completion date:** ongoing

### **6.1.3. Organization of public events (conferences, hackathons, competitions) promoting the benefits of open data and collection of case-studies on the economic and social benefits of open data**

**Status quo/Problem addressed:** Bulgaria is making significant progress in the active release of public information in open format. At this stage however this progress does not run parallel to considerable increases in usage mostly due to the fact that open data is a new concept which the users are not familiar with, that they lack the necessary data processing skills and are not aware of the benefits of open data analysis.

**Main objective:** To promote the use of open data in policy-making, service and product development and exerting control over the public institutions.

**Ambition:** Derive real economic and social benefits from open data.

**Relevance and OGP challenge addressed:** The measure aims to encourage the active involvement of the citizens and businesses in developing data-based products and services, engage in data processing and analysis towards better informed participation in the public debate. It will result in increased public integrity, more effective management of public resources and improved public services.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** Data owners and data users

**Other non-governmental actors involved:** IT experts, analysts, media

**Deliverables and impact:** Sustained interest in the data published on the portal; new products and services developed; creation of an ecosystem of users.

**Completion date:** ongoing

### **6.1.4. Drafting and dissemination of Open Data Usage Manual**

**Status quo/Problem addressed:** Data processing and analysis is a relatively new skill for all users and for the public officials in particular. At present the examples of employing data for policy-formulation and decision-making are rare.

**Main objective:** To encourage the public officials to use data in their everyday work and improve their data processing and analysis skills.

**Ambition:** Increasing use of data for policy-making.

**Relevance and OGP challenge addressed:** The Manual aims to build data processing capacity in the administration and hence broaden the use of open data. The measure will increase public integrity, improve public services and lead to more effective management of public resources.

**Lead implementing agency:** Administration of the Council of Ministers

**Other governmental actors involved:** Institute for Public Administration

**Other non-governmental actors involved:** No

**Deliverables and impact:** Increased capacity of public officials to process and analyze data.

**Completion date:** June 2017

### **6.1.5. Update, maintenance and development of GIS applications for the register of protected areas in Bulgaria**

**Status quo/Problem addressed:** Environment protection is an area where GIS applications have a key role for the planning and evaluation processes, resource management and allocation, information

provision to the citizens and reporting to control and regulatory bodies. Currently only one such application is developed and available for the register of protected areas in Bulgaria.

**Main objective:** To improve decision-making and streamline the measures aimed at managing the protected areas.

**Ambition:** Provision of high quality information services for internal and external users.

**Relevance and OGP challenge addressed:** The measure contributes to expanding the scope of the publicly available information and thus increases the transparency of environment protection and the opportunities for citizen involvement and control. It is aimed at more effective management of public resources and improving public services.

**Lead implementing agency:** Ministry of Environment and Waters, National Environment Protection Service

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** More effective and timely measures for protecting the protected areas; involvement of environmental organizations in the management of protected areas; development of mapping visualizations; constructing different spatial scenarios and visualizations.

**Completion date:** May 2018

#### 6.1.6. Publication of data from the macroeconomic forecast twice a year

**Status quo/Problem addressed:** Currently the macroeconomic forecast is published in PDF which is not a machine-readable format.

**Main objective:** To increase fiscal transparency and accountability in government.

**Ambition:** Expanding the scope of published open data.

**Relevance and OGP challenge addressed:** The measure will increase the scope, quality and usability of financial data. It is aimed at achieving more effective management of public resources.

**Lead implementing agency:** Ministry of Finance

**Other governmental actors involved:** No

**Other non-governmental actors involved:** No

**Deliverables and impact:** Easier data processing; increased financial transparency and accountability; more accurate economic and financial analyses.

**Completion date:** Twice a year in April and October.

#### 6.1.7. Publication of open data on migration

**Status quo/Problem addressed:** This data is not published in open machine - readable format.

**Main objective:** To facilitate migration data analysis and promote greater citizen involvement on the issue.

**Ambition:** Development of applications and services addressing the current crisis and existing public concerns.

**Relevance and OGP challenge addressed:** The measure will make it possible to process and analyze migration data and result in informed contributions by civil society organizations in the formulation of migration policies. It is aimed at increasing public integrity and more effectively managing public resources.

**Lead implementing agency:** Ministry of Interior

**Other governmental actors involved:** No

**Other non-governmental actors involved:** Institute for Public Environment Development

**Deliverables and impact:** More active involvement of stakeholders in the management of the migration crisis; improved knowledge of the migration process and opportunity for rapid reaction in

case of increased migration pressure; evidence-based migration policies.

**Completion date:** June 2017

**6.1.8. Upgrade of the Crime Prevention Information System and granting public access to the system core. Export of open data and use of system data for provision of integrated administrative services**

**Status quo/Problem addressed:** Data relating to the work of the law-enforcement authorities are in high demand given the ongoing judicial reform. At the same time this data is a valuable resource for the representatives of the law-enforcement agencies as their analysis will contribute to improving crime prevention and enhancing the credibility of the institutions of the judicial system. Currently, such data is not published in machine-readable format.

**Main objective:** To improve crime prevention and increase the transparency and accountability of the judicial system.

**Ambition:** Gradually restore the trust of the citizens in the law-enforcement institutions.

**Relevance and OGP challenge addressed:** The measure is designed to enhance the scope of available public information and increase its quality and usability. It addresses the challenges of improving public services and increasing public integrity.

**Lead implementing agency:** Supreme Judicial Council

**Other governmental actors involved:** Ministry of Justice

**Other non-governmental actors involved:** No

**Deliverables and impact:** Implementation of new data-based decision-making methods in crime prevention; identification of weaknesses in the operation of the law-enforcement agencies based on reliable data; more active involvement of the stakeholders in the efforts to reform the judicial system.

**Completion date:** June 2018