

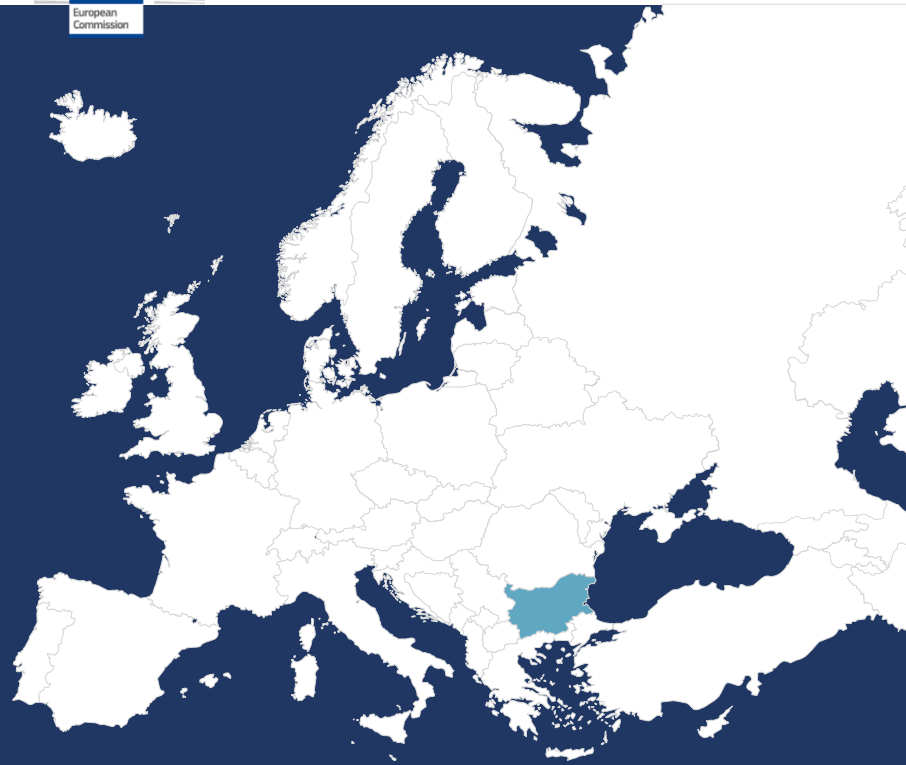


BULGARIA

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024



HIGHLIGHTS - KEY PROJECTS

- The Digital Decade Council of Bulgaria approved the draft of the updated national strategy titled [‘Digital Transformation of Bulgaria for the Period 2024-2030’](#), aimed to foster growth, innovation, and improve living standards. It emphasises user-oriented digital services, ethical data management, cybersecurity, technology integration, and stakeholder collaboration. The strategy outlines six main objectives, including: enhancing digital skills, deploying secure infrastructure, promoting digitalization in enterprises, improving public services, fostering research and innovation, and leveraging data potential.
- The National Programme [‘Digital Bulgaria 2025’](#) and its implementation roadmap (updated in 2023), adopted by Decision No. 730 of the Council of Ministers, aim to achieve smart, sustainable, and inclusive digital growth by 2025. The programme focuses on modernising IT solutions across all sectors, promoting ICT use, ensuring network security, and enhancing interoperability. Regular reports track progress and update the roadmap leading to 2025.



Key figures

5 new initiatives adopted in 2023-2024

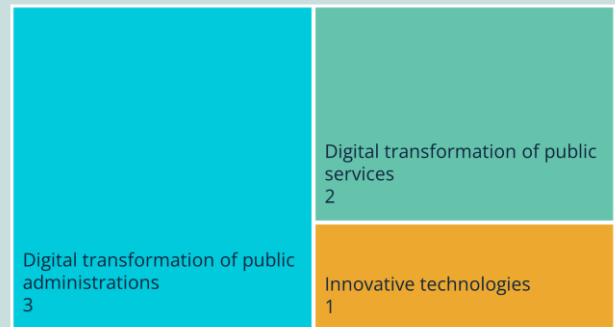


Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)
YES

eHealth records (0-100)
77.2%

Digital Public Services for Citizens (0-100)
67.5%

Digital Public Services for Businesses (0-100)
91.9%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- Bulgaria's [National Recovery and Resilience Plan](#) devotes 26% of its total allocation on measures that support the digital transition. This includes investments in digital connectivity, digital skills, the digitalisation of public administration and of businesses, as well as the digitalisation of the transport and energy sectors.

Support for the deployment of broadband infrastructure throughout the country will help bridge the digital divide and enable improved access to online services.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The e-governance portal is an integral part of the e-government model to provide a secure and convenient channel for access and communication with users of e-government services and to build a single-entry point for providing services in an accessible manner.

The e-governance portal offers centralisation and standardisation of the application and payment process, as well as of the provision of electronic administrative services. Through the integrated use of e-government resources, the interaction between citizens and businesses with the state administration has been facilitated.

- Bulgaria published the new Labour Code Amendment Law in October 2023. It introduces amendments to the Labour Code, including the implementation of an [electronic employment record and register](#), effective from 1 June 2025. These changes aim to digitise employment records, streamline administrative processes for employers and employees, and provide permanent access to electronic records.

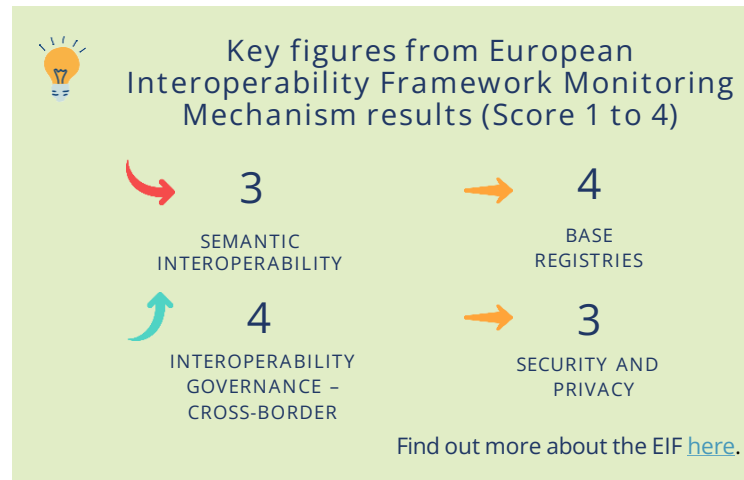
The employment register contains unified electronic employment records for employees, as well as relevant data to be submitted by employers in line with Article 349, Paragraph 1 of the Labour Code. It will be established and maintained by the National Revenue Agency.

TRUST AND CYBERSECURITY

- No new initiatives in this field have been reported.

INTEROPERABILITY AND DATA

- No new initiatives in this field have been reported.



INNOVATIVE TECHNOLOGIES

- The Ministry of Education and Science has created the [Digital Backpack](#), an electronic platform to help solve the challenges of remote, face-to-face or hybrid learning:
 - ❑ A rich array of digital educational content;
 - ❑ Quick and easy access to virtual classrooms;
 - ❑ Homework, grades, attendance - all in one place; and
 - ❑ Focus on the individual relationship between teachers and students.

The Digital Backpack includes:

1. Online lessons - Rich learning material presented in the form of digital lessons for students from grades 1 to 12;
2. Assessments - The platform enables students and their parents to have access to their current grades;
3. Homemade - Teachers can set independent work assignments for students to complete; and
4. Virtual classrooms - Online lessons can be provided using virtual classrooms.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).