ORDINANCE ON THE ELECTRONIC ADMINISTRATIVE SERVICES

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Chapter One
GENERAL PROVISIONS

Article 1. By this Ordinance, the following shall be regulated:

1. the general requirements for the provision of electronic administrative services to the citizens and organizations by providers of electronic administrative services;

2. the technical requirements for ensuring access to the services and policies of the providers of electronic administrative services concerning the graphic and other information system interfaces used;

3. other methods for delivering electronic documents by citizens and organizations related to the provision of electronic administrative services within the meaning of Article 20, paragraph 1, point 3 of the Law on E-Governance;

4. the formats and compulsory requisites, which the electronic documents have to meet, delivered to providers of electronic administrative services;

5. the special methods for establishing the integrity and authorship of electronic statements delivered electronically;

6. the methods of electronic payments for the provision of electronic administrative services;

7. the standard of reporting the standard time concerning the occurrence of facts of legal meaning when providing electronic administrative services.

Chapter Two
GENERAL REQUIREMENTS FOR THE PROVISION OF ELECTRONIC ADMINISTRATIVE SERVICES

Article 2(1) The provider of electronic administrative services must proclaim the provided services in an understandable and accessible manner.

(2) The provider must deliver detailed information concerning each electronic administrative service offered freely and free of charge, including in the provider's territorial units and municipalities. This information shall be provided via the provider's official Internet site and via the integrated portal of access to electronic administrative services.

(3) The providers shall publicly proclaim their official Internet site.

Article 3(1) The Minister of State Administration and Administrative Reform shall

construct and maintain an integrated portal for access to electronic administrative services.

(2) The electronic administrative services shall be provided in accessible manner, including for persons with disabilities.

(3) Via a web-interface the services shall be provided on-line, in a way convenient for the users. If possible in terms of technology, on-line mode of operation has to be also ensured for all other methods of provision of electronic administrative services.

Article 4(1) The provider of electronic administrative services must provide for the service recipient access to the provider's acts and to other statements in connection with the service provision, in a way enabling their storage and reproduction in the recipient's information system.

(2) For the purposes of paragraph 1 the provider of electronic administrative services must ensure, free of charge, accessible application for reviewing of acts and other statements, which meet the requirements of Article 17, paragraph 2 of the Law on Electronic Document and Electronic Signature.

Article 5(1) The providers of electronic administrative services shall collect, process and provide personal data only as far as required for the provision of electronic services within the meaning of the Law on E-Governance.

(2) The data collected shall not be used for purposes differing from the ones indicated in paragraph 1, save with the explicit consent of the person to whom they concern, or if provided by law.

Article 6(1) An obligation for the provision of electronic administrative services shall arise, if the citizen or the organization has indicated a unique identifier, established by law.

(2) An obligation pursuant to paragraph 1 shall also arise, where a normative act admits that identification of the applicant for the provision of administrative service shall not be required.

(3) The providers of administrative services shall ensure the possibility for the citizens and the organizations to indicate a unique identifier when applying for the relevant electronic administrative service.

Article 7(1) The access to electronic administrative services via the integrated portal pursuant to Article 3, paragraph 1 shall be free and unrestricted, and unconditioned of the requirements for recipient identification.

(2) Identification of the applicant through the user name and password or the electronic signature shall be admitted only if requested by the recipient of the electronic administrative services, if a personal profile has been created in the portal for the provision of additional services via it, such as personalization of the interface, storing the history of the services applied for via the integrated portal, etc.

Article 8. The integrity and authorship of the statements delivered electronically in relation to the electronic administrative services shall be established by means of electronic signature created in accordance with the Law on Electronic Document and Electronic

Signature and by observing other normative requirements, unless otherwise provided by a normative act.

Chapter Three
TECHNICAL REQUIREMENTS AND POLICIES OF THE PROVIDERS CONCERNING THE ACCESS TO ELECTRONIC ADMINISTRATIVE SERVICES

Section I
Interfaces and Access Protocols

Article 9. The interfaces needed for the provision of electronic administrative services, must ensure performance of electronic statements and creation of electronic documents in compliance with the requirements of the Law on Electronic Document and Electronic Signature, the Law on e-Governance and the Administrative Procedure Code, in an easy and understandable manner of working for the users, including for persons with disabilities.

Article 10. When providing electronic administrative services the providers have to observe the following requirements to the interfaces and protocols used:

1. the presentation of digits, letters, punctuation marks and other symbols for data transmission shall be obligatorily accomplished by means of the standards registered in section "Data integration" of the Register of standards; the presentation, storage, exchange and processing of the groups of symbols shall meet the relevant obligatory standards of the same section;

2. the presentation of illustrations, photographs and multimedia shall be obligatorily accomplished by means of the standards registered in section "User interfaces" of the Register of standards;

3. the presentation of industrial products as nomenclature numbers of specific classifications shall be accomplished using the ISO 10303 terms ("STEP - Standard for the Exchange of Product Model Data") adopted by ISO (ISO - International Standardization Organization) in 1994;

4. when exchanging electronic statements by e-mail, the protocol SMTP ("Simple Mail Transfer Protocol") shall be obligatorily used, based on Recommendations RFC 2821 and 2822 adopted by IETF (The Internet Engineering Task Force) in April 2001;

5. for capsulation of the electronic communications' contents, the protocol MIME ("Multipurpose Internet Mail Extensions") shall be obligatorily used, based on Recommendations RFC 2045 - 2049 adopted by IETF (The Internet Engineering Task Force) in November 1996, correspondingly its extension for security S/MIME, based on Recommendations RFC 2632 - 2634 adopted by IETF (The Internet Engineering Task Force) in June 1996;

6. for connection of the user to his electronic mail box, the protocols POP3 ("Post Office Protocol", version 3.0 and the subsequent) shall be used, based on Recommendation

RFC 1939 adopted by IETF (The Internet Engineering Task Force) in May 1996 and IMAP4 ("Interactive Mail Access Protocol", version 4.0 and the subsequent), based on Recommendation RFC 3501 adopted by IETF (The Internet Engineering Task Force) in March 2003;

7. the addresses of the administration's electronic mail shall be obligatorily in the sub-domains of the Council of Ministers' domain "government.bg";

8. when accessing directories for maintaining certificates for public keys organized in compliance with Recommendation X.500 of the International Telecommunication Union (correspondingly, BDS ISO/IEC 9594-8:1998):2004), LDAPv3 shall be obligatorily used ("Lightweight Directory Access Protocol" version 3.0 and the subsequent), based on specification RFC 2251 adopted by IETF (The Internet Engineering Task Force) in December 1997 or OSCP ("On-line Certificate Status Protocol"), based on Recommendation RFC 4806 adopted by IETF (The Internet Engineering Task Force) in February 2007;

9. for the compression of data transmitted when performing electronic administrative service, the following methods shall be used:

a) for textual files - methods of compression with no loss;

b) for illustrations, photographs, multimedia and other, also methods of compression with loss may be used;

10. for applications not employing an user interface via a standard browser in exchanging files, the protocol FTP ("File Transfer Protocol") shall be used, based on Recommendation RFC 959 adopted by IETF (The Internet Engineering Task Force) in October 1985;

11. for a protected exchange of communications using the protocols HTTP, LDAP, FTP and other, the protocol SSL ("Secure Socket Layer") version 3.0 and the subsequent shall be used, based on Recommendation RFC 2246 adopted by IETF (The Internet Engineering Task Force) in January 1999 or VPN ("Virtual Private Networking") - decisions concerning the secure encryption of the sessions, based on Recommendation RFC 4026 adopted by IETF (The Internet Engineering Task Force) in March 2005;

12. for encryption of XML-based communications at the level "session" the protocol XMLENC shall be used, based on Recommendation "XML Encryption Syntax and Processing", adopted by the W3C Consortium (World Wide Web Consortium) on 10 December 2002;

13. for the electronic signature of XML-based documents, the protocol XAdES (XML Advanced Electronic Signature) shall be used, formulated in Recommendation ITS 101 903 in April 2004 by ETSI (European Telecommunications Standards Institute) and based on Recommendation "XML Signature Syntax and Processing), adopted by the W3C Consortium (World Wide Web Consortium) on 12 February 2002.

Section II
Design of the user interface of information systems for the provision of electronic administrative services

Article 11. The user interface of information systems for the provision of electronic administrative services, as far as technology allows, must perform the following functions:

1. to inform the citizens and organizations of all conditions and methods of using

electronic administrative services provided by the provider of electronic administrative services;

2. to ensure the possibility for the citizens and organizations to use electronic administrative services provided by the provider of electronic administrative services, via an appropriate interface.

Article 12. The user interface shall meet the following conditions:

1. to ensure, through the Internet site contents, equal rights of the user and provider of electronic administrative services, transparency in the provision of service, accessibility and trust;

2. to ensure completeness of the information concerning the use of the service, including:

a) to presents the texts, symbols and images in understandable language;

b) to direct the user, by appropriate arrangement, to the consequent steps in the process of service provision;

c) to ensure facilities for using the service, including for persons with disabilities;

3. to ensure time economy in the process of service provision and effectiveness;

4. to ensure convenience for learning the entire needed and useful information concerning utilization of the service, including through detailed auxiliary information at each step of using the service;

5. to ensure on-line provision of the service;

6. to provide the possibility of electronic payments in connection with the service.

Article 13. The provider of electronic administrative services must ensure appropriate, effective and accessible technical resources needed to establish and correct errors in entering the information, before the service recipient makes the relevant statements.

Article 14(1) The providers of electronic administrative services must provide electronic administrative services within the framework of their competence by means of an accessible interface via their Internet site.

(2) Access to electronic administrative services shall be also ensured via the integrated portal pursuant to paragraph 3.

Article 15(1) The Internet sites of the administrative bodies shall contain two main sections:

1. official section;

2. unofficial section.

(2) Unification of the official section's design shall be accomplished on the grounds of instruction approved by the Minister of State Administration and Administrative Reform.

(3) The official section shall be accessible from the homepage of the administrative body, with graphic design of the reference and location established by the instruction pursuant to paragraph 2.

(4) The development of the unofficial section shall be accomplished by the decision of the administrative bodies.

(5) The Minister of State Administration and Administrative Reform shall appoint by

order a group for editing the Internet sites of the administrative bodies; the latter shall give recommendations for improving the design and interfaces.

Article 16(1) The contents of the official section of the administrative bodies' sites shall contain two main parts - institutional part and a part concerning the delivery of administrative services.

(2) The institutional part shall contain the following information, maintained and provided by means of the information system resources to the administrative register pursuant to Article 61 of the Law on the Administration:

1. the place and role of the provider of electronic administrative services within the system of State governance and delivery of administrative services, where this is an administrative body;

2. the powers of the provider of electronic administrative services in connection with the services provided;

3. the functions and structure of the provider's administration;

4. actual and functioning telephone, where the user may obtain information concerning the service provided, consultation and assistance in performing the actions, in order to obtain the service;

5. the procedure of access to public information;

6. the general administrative acts issued.

(3) The part related to the administrative services provided, has to contain the entire information required for the electronic administrative services provided, defined in a normative act and in the Ordinance, as well as to ensure interface for accessing the electronic administrative services provided.

(4) For the payments related to obtaining electronic administrative services, in addition to the information pursuant to paragraph 3, the providers of electronic administrative services must also indicate the unique register identifier of the relevant service, established in accordance with its entry in the list of the unified names of the administrative services, in accordance with the Ordinance pursuant to Article 5a of the Law on the Administration.

Article 17. In the part of the official section of the administrative bodies' Internet sites related to the administrative services provided, the service recipient must be informed in a clear, understandable and unambiguous manner concerning the circumstances pursuant to Article 4, as well as concerning:

1. the rights and obligations of the citizens and organizations in relation to the services provided with explanations, questions, answers and applicable normative acts;

2. the applicable standards, best practices and protection of the users in the subject matter concerning the delivery of services.

Article 18. The insertion of the user interface for electronic administrative services in the Internet sites of the providers of electronic administrative services shall be accomplished by employing standards and specifications to describe the components for insertion (for example portlets and servlets) listed in section "User interfaces" of the register of standards.

Article 19. The providers of electronic administrative services must design their

Internet sites in a way enabling their visualization at resolution 1024 x 768 pixels or higher, save if the access shall be realized by means of mobile or other equipment, not maintaining such resolution.

Article 20. For access to the Internet sites and other services in Internet by means of a domain name, the service DNS ("Domain Name Service") shall be obligatorily used, based on Recommendations RFC 1034 and 1035 adopted by IETF (The Internet Engineering Task Force in November 1987.

Article 21. For ensuring a secure access to the Internet sites and to other services in Internet by means of a domain name, the service DNSSec shall be used ("Domain Name Service - Security"), based on Recommendations RFC 2535 and 2931 adopted by IETF (The Internet Engineering Task Force) in March 1999.

Article 22. The names of domains and sub-domains used by the administrative bodies shall be defined in an instruction approved by the Minister of State Administration and Administrative Reform.

Section III
Requirements to the serviceability of the user interface

Article 23. In order to ensure convenience for the reproduction or local storage of Internet sites, the user interface of the information systems of the providers shall meet the following requirements:
1. the contents of the Internet site containing textual and graphic fields have to be printable or recordable locally in the user's information system;
2. the entire Internet site has to be printable without any loss of information, on a paper sheet of format "A4";
3. all graphic images shall bear a specific meaning not misleading the user.

Article 24. For ensuring convenience in relation to the use of and access to the contents of the Internet sites, the user interface of the information systems of the providers shall meet the following requirements:
1. each Internet site must contain an electronic reference to a page, which must present the navigation logics and the resources required for effective access to the internal contents;
2. all documents and internal pages contained in the provider's Internet site must be included in the search function;
3. an interface to the application for searching in the provider's Internet site must be ensured for each page, if possible in the place, where the navigation in the Internet site shall be accomplished;
4. the unnecessary use of capital letters must be avoided;
5. the Internet site must not allow horizontal shifting by sliding, except in case the

visualization resolution at the user's page is less than 1024/768 pixels per inch;

6. in case the visualization resolution at the user's page is 800/600, the main elements of the page related to navigation in the page must appear, not applying vertical shifting;

7. no electronic references with not clearly specific functions must be set;

8. the homepage can differ graphically from the web pages;

9. the homepage must ensure easy orientation of the user in view of the contents of the provider's internal web pages;

10. unified terminology must be used in the contents and resources for navigation in the Internet site;

11. the hierarchical organization of the internal pages in the provider's Internet site and individual elements there must be clear, consistent and logical.

Article 25. When using and accessing multimedia contents covering presentation of text, sounds, graphics, animation and other elements for the simultaneous perception by the various senses of the user, the multimedia elements must be restricted in view of the time of loading. This should be indicated, if possible, in compliance with the various speed of the connection.

Article 26. When using an electronic reference, the colour of the pages already visited via such links must be differing from the one of the non-visited.

Article 27. When completing electronic forms on an Internet site, the user interface of the information systems of the providers shall meet the following requirements:

1. the duration of the session maintained between the provider's server and the user, must guarantee the possibility for completing the forms by all users of the electronic service;

2. in case of completing invalid data in a form, the information provided must be preserved and the possibility should be provided for the user to make subsequent easy corrections of the filled-in information;

3. the data entry in the fields of the form must be controlled in terms of the rules of entering; such rules must be clearly indicated;

4. if the form requires passing through several pages, the user must be informed about the number of pages and the time usually to complete each of them;

5. the user must have the possibility to interrupt the form completion, by not loosing with it the information already filled in;

6. at each stage of completing the form, auxiliary information must be provided in the same graphic zone, concerning the completion of the form or access to auxiliary resources, external for the Internet site.

Section IV
Requirements to the user interface accessibility

Article 28. The graphic elements used in the Internet sites, via which electronic administrative services shall be provided, shall meet the following requirements:

1. each graphic element must have alternative textual description;

2. the text contained in the alternative textual description of the graphic element, must create clear perception of the context, where this graphic element shall be used;

3. the graphic elements designed for decoration, must be presented by text containing zeroes only;

4. the length of the alternative text descriptions of the graphic elements in the page must not exceed 60 characters;

5. the alternative text descriptions of each of the dynamic elements for references to semantic sections in other internal Internet sites must be in compliance with the contents of the section, to which reference is made;

6. the contents of the alternative text of a graphic symbol must reflect the meaning of the symbol;

7. the use of a graphic element as background for the text must not be admitted;

8. a numeral must be used instead of the word for a number (3 instead of "three");

9. Roman numerals must be avoided;

10. for a date, the complete format must be used – day of the week, date (in numbers), month (in words), and year (in numbers);

11. the telephone numbers must be written in separated digits, code and number, three and two digits in a group.

Article 29. The user interfaces using detached zones (frames) in the Internet sites, shall meet the following conditions:

1. each frame contained in Internet site, must be named;

2. the names of the frames must correspond to their contents;

3. the contents of the page with no frame must correspond to the contents of the page with frames.

Article 30(1) Where colours are used for the delivery of specific information, such information must be understandable and accessible for the users, also if impossible to use such colours.

(2) The differences between the colours must be expressed sufficiently distinct.

Article 31(1) When using multimedia elements for the delivery of specific information, the interface must enable the user to perceive the information in another way.

(2) In the cases pursuant to paragraph 1 the contents of the multimedia elements must correspond to the information delivered in an alternative form.

Article 32. When tables are used in the Internet sites, the interface shall meet the following requirements:

1. each table must have an appropriate title, reflecting correctly its contents;

2. each table must have a summary, corresponding to its contents;

3. each table must have titles (headings) of the columns;

4. in case the title of a column in the table exceeds 15 characters, then a clearly formulated and unambiguous abbreviation must be provided;

5. the contents of each cell in the table must correspond to the title (heading) of the relevant column;

6. the general contents of the table must be correctly arranged.

Article 33(1) In the hierarchic organization of the data in the Internet sites, the levels of referencing (navigation) must not exceed 9.

(2) One Internet site must not contain more than 40 active electronic references, except for the links required for the navigation in the Internet site itself.

Article 34(1) The written characters and symbols used in the Internet sites, must be used in their general meaning.

(2) If a specific written character or symbol requires alternative description supporting accessibility, such description must correctly reflect the information provided by the symbol.

Article 35. The obligatory elements of the Internet sites shall meet the following requirements:

1. the language used in electronic documents, contained in Internet site, must be clear and unambiguously defined;

2. each change of the language in electronic documents contained in the Internet site must be defined;

3. the elements describing the Internet site must be presented in the programme code in a way enabling identification of its contents by external search programme applications;

4. the title of each Internet site must be unique for the specific administration;

5. the title of each Internet site must be clear and must unambiguously and precisely correspond to its contents.

Article 36. Structuring of the information in the Internet sites shall meet the following requirements:

1. each Internet site must have consistent and understandable structure;

2. each Internet site must ensure access to the map of all internal pages presenting the totality of the pages as a dendriform hierarchical structure;

3. each Internet site must contain its own application for internal search of information.

Article 37. The presentation of information in the Internet sites, via which electronic administrative services shall be provided, shall meet the following requirements:

1. the contents of each Internet site must be separated from its presentation;

2. the documents contained in the Internet site must be accessible, even if the user has visual and auditory disorders, including by using special software for speech synthesization or Braille display.

Article 38. The graphic interface ensuring entering of data in the electronic forms used in the Internet sites of the administrative bodies shall meet the following requirements:

1. the textual description of the fields in the electronic forms must precisely correspond to the contents of such fields;

2. the location of the fields in the electronic forms must correspond to the generally accepted principles and must not admit any ambiguity;

3. the fields in the electronic forms of the same character must be clearly distinguishable between themselves;

4. each detached field in the electronic form must have a specific title.

Article 39. The auxiliary resources for navigation used in the Internet sites shall meet the following requirements:

1. the internal referencing (navigation) in the totality of pages of one Internet site must be clear, understandable, contiguous and concordant;

2. the main menu for internal referencing (navigation) of one Internet site must be always presented at the same place in all internal pages;

3. if in a specific Internet site a group of electronic references has been presented, each of the references must be separated from the other, by one printed symbol at the minimum, in the same size as the symbols of the electronic reference.

Article 40. The contents of the Internet sites shall meet the following requirements:

1. each abbreviation, which shall be used in the Internet site, must have a precise definition preceding the use of such abbreviation;

2. the specific presentation of specific information in the Internet site must not hinder the access to the contents of such information;

3. the elements of the text of the Internet site (titles, subtitles, phrases, etc.) must not be written in capital letters.

Chapter Four
REQUIREMENTS CONCERNING THE RECEIPT AND SENDING OF ELECTRONIC DOCUMENTS BY PROVIDERS OF ELECTRONIC ADMINISTRATIVE SERVICES

Section I
Methods of delivering electronic documents

Article 41(1) The recipients of electronic administrative services shall apply for electronic administrative service by sending an electronic document in a form normatively established for the relevant administrative service.

(2) The applicant shall be identified by an electronic signature pursuant to the Law on Electronic Document and Electronic Signature.

(3) Where a law admits an administrative service to be used without identification of the applicant, signing of the document shall not be required.

Article 42(1) An electronic statement shall be considered received by the provider of electronic administrative services upon its arrival to his information system or the integrated

environment for document exchange.

(2) If the administrative body has assigned the acceptance of applications and other electronic documents required for using an electronic administrative service to be accomplished via the integrated portal pursuant to Article 3, paragraph 1, the information system of the integrated portal shall be considered as information system of the provider.

(3) The risk of errors when delivering the statement to the service provider shall be for the applicant.

Article 43(1) Delivering of electronic documents related to the performance of electronic administrative services, by citizens and organizations shall be accomplished:

1. on-line by implementing a standardized protocol, by means of a publicly accessible web-based application;

2. via the integrated environment for document exchange.

(2) As exception, delivering of electronic documents shall be admitted:

1. via e-mail;

2. on optical, magnetic or another carrier.

Article 44(1) The production of electronic documents for applying for electronic administrative services shall be realized through a programme application, which must ensure the possibility to create the document in accordance with its formalized description listed in the register of information objects, as well as a complete, precise and correct editing the data contents in the document.

(2) The application pursuant to paragraph 1 must ensure the possibility that the document created as a result of the completion of the form pursuant to paragraph 1, must be stored in the information system of the applicant, including if signed.

(3) The application pursuant to paragraph 1 must be certified under the procedure of the Ordinance pursuant to Article 43, paragraph 2 of the Law on E-Governance.

Article 45(1) The providers of electronic administrative services shall ensure free access for using the application pursuant to Article 44.

(2) The application pursuant to Article 44 shall be also ensured via the integrated portal for access to electronic administrative services.

Section II
Delivering of electronic documents by means of publicly accessible web-based application

Article 46. Delivering of electronic documents shall be accomplished by means of publicly accessible web-based application in the integrated portal for access to electronic administrative services and in the official Internet sites of the providers of electronic administrative services.

Article 47. When delivering electronic documents by means of publicly accessible

web-based application via Internet for an exchange between the information system server and the user's browser, the protocol HTTP 1. 1 must be used ("HyperText Transfer Protocol") based on Recommendation RFC 2616 adopted by IETF (The Internet Engineering Task Force) in June 1999.

Article 48(1) When delivering electronic documents, the following check-ups shall be accomplished:

1. whether the application delivered is in the format pursuant to Article 63 and the size of the application together with the Annexes does not exceed the size for electronic administrative services specified by the administrative body provided by the relevant administration; the restriction concerning the size of the file shall be published on the official Internet site of the administration providing the services;

2. whether the documents enclosed with the application are in the formats pursuant to Article 65;

3. whether the application delivered and its Annexes contain viruses and other unwanted software in accordance with the requirements of the Ordinance pursuant to Article 43, paragraph 2 of the Law on E-Governance;

4. whether the application delivered contains a unique identifier of the applicant and the recipient of the electronic administrative service, if the law provides for identification for the provision of the relevant service;

5. check-up whether the applicant has indicated an e-mail address.

(2) The check-ups pursuant to paragraph 1 shall be accomplished in automatic way.

Article 49(1) If the check-ups pursuant to Article 48 have been unsuccessful, a message shall be sent to the applicant that the receipt is not confirmed and the relevant reasons for it.

(2) The complete contents of the message pursuant to paragraph 1 have been defined in the Ordinance pursuant to Article 42, paragraph 1 of the Law on E-Governance.

(3) All applications received and their enclosed documents, for which a message has been sent pursuant to paragraph 1, shall be stored in the information system of the provider, as irregularly received.

Article 50(1) If the check-ups pursuant to Article 48 have been successful, the document shall be registered in the information system of the administration as received, and an acknowledgement of receipt shall be generated and sent to the applicant.

(2) The acknowledgement is an electronic document containing at least:

1. registration number;

2. time of receipt of the electronic document;

3. information concerning access to the electronic document received and to all its enclosed documents; if the technology makes it possible and the applicant has expressed such desire, the electronic document itself shall be sent together with the documents enclosed.

(3) The complete contents of the acknowledgement have been defined in the Ordinance pursuant to Article 42, paragraph 1 of the Law on E-Governance.

(4) The text in the acknowledgement shall be written in the Bulgarian language using the Cyrillic alphabet and transliteration. The text of the acknowledgement shall be also written

in the English language.

(5) The acknowledgement shall be sent signed to the sender's e-mail, unless the statement has been delivered via the integrated environment for document exchange.

Article 51. The documents delivered electronically, shall be accepted by persons empowered by the relevant providers of electronic administrative services.

Article 52(1) Following the acceptance of incoming, electronically signed documents, the following shall be accomplished:

1. algorithmic check-up of integrity of the electronic document received;
2. check-up of the validity of the certificate of electronic signature by way of:

a) check-up of the time of validity indicated in the certificate;

b) check-up of the type of the certificate and the existence of the requisites provided by the Law;

c) check-up of the existence of author and titular of the electronic statement and of the representative power of the author indicated in the certificate, if the certificate has been issued with such requisites;

d) checking the validity of the certificate in the Certificate Revocation List (CRL) kept by the provider of certification services;

3. check-up whether the statement has been made on behalf of the relevant titular - recipient of the electronic administrative service;

4. check-up whether the documents have been delivered through a mediator for electronic administrative services.

(2) The check-ups pursuant to paragraph 1 may be accomplished in an automatic way.

Article 53. The persons performing the check-up pursuant to Article 52, point 3, must apply a secure mechanism for checking-up the signature, meeting the requirements of Article 17, paragraph 2 of the Law on Electronic Document and Electronic Signature.

Article 54. If an electronic document received has been listed in the register of information objects, check-up of compliance with the requirements of its registration shall be accomplished.

Article 55(1) Checking-up the applicant's identity when delivering an application electronically shall be immediately accomplished by the provider by means of:

1. comparing between the name of the applicant indicated in the application and the name of the author given in the certificate of electronic signature, and

2. checking-up in the relevant administration responsible for the personal registration of natural persons, whether to the unique identifier of the applicant, indicated in the application, a name of a natural person with a name established pursuant to point 1 corresponds.

(2) The check-up of the identity shall be accomplished for all natural persons, in respect to whom circumstances have been declared and who have been identified by a unique identifier. The check-up of identity of the legal persons shall be accomplished by checking-up

in the relevant registers of legal persons.

(3) If the technology makes it possible, the check-ups pursuant to paragraphs 1 and 2 shall be accomplished in an automatic way. If there is no possibility for automated check-up, it shall be accomplished by the relevant empowered person.

(4) If the applicant has no unique identifier, no check-up pursuant to paragraph 1, point 2 shall be accomplished.

(5) If the access for using the electronic administrative service shall be accomplished via the integrated environment for document exchange, the identification of the applicant shall be defined in the Ordinance pursuant to paragraph 41, paragraph 2 of the Law on E-Governance, and check-up pursuant to paragraph 1 shall not be accomplished.

(6) Check-up pursuant to paragraph 1 shall not be accomplished when providing the electronic administrative services in the cases indicated in section VI of this Chapter.

Section III
Delivering of electronic documents via the integrated environment for document exchange

Article 56(1) Delivering of electronic documents via the integrated environment for exchange of electronic documents shall be accomplished by means of a special application for linking.

(2) The requirements to the interfaces for linking via the integrated environment for exchange of electronic documents have been defined in the Ordinance pursuant to Article 41, paragraph 2 of the Law on e-Governance.

(3) For delivering of electronic documents via the integrated environment for exchange of electronic documents, registration under the procedure of the Ordinance pursuant to paragraph 2 is required.

Article 57(1) When accepting incoming, electronically signed documents in the administrations the check-ups, pursuant to Article 52 and the subsequent, shall be accomplished.

(2) The check-up, pursuant to Article 54, shall be accomplished by the integrated environment for exchange of electronic documents.

Section IV
Delivering of electronic documents via e-mail and in other ways

Article 58(1) Electronic documents may be sent and received via e-mail, by observing the requirements of the Ordinance.

(2) Each administrative body shall announce via its official Internet site and the integrated portal for access to electronic administrative services its official e-mail addresses, where electronic documents may be sent to it.

Article 59. When accepting incoming, electronically signed documents via e-mail, the

check-ups, pursuant to Article 52 and the subsequent, shall be accomplished.

Article 60. The electronic documents, sent via e-mail, can not be sent in an encrypted form.

Article 61. In case of special requirements concerning the exchange of electronic documents, the administrative body may by means of an act indicate, for the bilateral relations to another administrative body, a person performing public functions, or an organization providing public services, using special e-mail address.

Article 62(1) Electronic documents may be delivered on an external carrier, by order of the Head of the department.

(2) The electronic documents must be recorded and delivered on the following types of external carriers:

1. optical disc carrier (CD - R/RW) with technical parameters: 3.5" or 5.25" and file structure meeting standard ISO 9660:1988 - ECMA-119 (Volume and file structure of CD-ROM for information interchange) adopted by the International Standardization Organization (ISO) in 1998;

2. optical disc carrier (DVD +/- R/RW) with technical parameters: 3.5" or 5.25" and file structure meeting standard ISO/IEC DTR 18002, ECMA TR/71 (DVD read-only disk - File system specifications) adopted by the International Standardization Organization (ISO) in July 1997;

3. external memory USB ("Universal Serial Bus") corresponding to Specification USB 2.0 and the subsequent, adopted in April 2000 by USB-IF ("Universal Serial Bus Implementation Forum").

(3) When accepting documents on an external carrier, individual anti-virus check-up shall be obligatorily accomplished, prior to file processing.

(4) After having transferred the contents of the electronic documents delivered in the administrative information system of the administration, the external carrier shall be returned to the bearer.

Section V
Formats of the electronic documents to be accepted by the providers of electronic administrative services

Article 63(1) The providers of electronic administrative services must ensure the possibility of accepting of electronic statements by citizens and organizations as electronic documents with structured contents in XML format.

(2) The documents pursuant to paragraph 1 must be registered in the register of information objects.

Article 64. When accepting documents with non-structured contents, standards for the exchange of electronic documents listed in the Register of standards must be used.

Article 65. In order to make use of electronic administrative services, the acceptance of the following closed file formats of electronic documents with non-structured contents shall be admitted:

1. file formats, with the possibility to include an electronic signature:

a) "pdf" (Adobe Portable Document Format created by the company Adobe);

b) "doc" (Document Format created by the company Microsoft);

c) "xls" (Excel Sheet Format created by the company Microsoft);

d) "eml" (EML Format for e-mails created by the company Microsoft);

2. file formats, with no possibility to include an electronic signature:

a) standardized format "p7s" (meeting standard PKCS#7 (Public Key Cryptography Standard) of RSA Data Security adopted by Recommendation RFC 2315 of IETF (The Internet Engineering Task Force) in March 1998 capsulating the electronic documents and the detached electronic signature ("detached signature"));

b) format "ats" capsulating the electronic documents, the detached electronic signature, as well as other certificates ("time-stamp tokens", "certificate status", etc.);

3. file formats signed and linked to an electronic signature by means of "PKCS#7" and "ATS", with included file contents:

a) "sxw" (created by the facilities of Open Office);

b) "txt" (textual files in ASCII 7-bit format, Unicode format, coded in 8-bit UTF-8 or CP1251 presentation);

c) "rtf" (Rich Text Format v1.6, v1.7, v1.8 and the subsequent textual files);

d) "jpg", "jpeg" (JPEG JFIF v1.02 and the subsequent raster graphic files);

e) "j2k", "jpx", "jp2" (JPEG 2000, JP2 or JPX raster graphic files);

f) "png" (PNG v1.2 and the subsequent raster graphic files);

ж) "tiff" (TIFF rev. 6.0 and the subsequent raster graphic files).

Section VI
Establishing an integrity and authorship in the cases, where electronic signature is not required

Article 66(1) If in a normative act concerning the provision of administrative services the establishment of the statements' authorship has been provided, but not through the autographic signature, for the provision of electronic administrative services, the authorship shall be established through the name or designation of the applicant indicated in the electronic statement.

(2) If according to a normative act no establishment of the statements' authorship is requires for the provision of electronic administrative services, no check-up of the authorship shall be accomplished.

Article 67(1) The integrity of the electronic statements delivered in view of provision of electronic administrative services via Internet through a web-based application shall be accomplished via the protocol HTTP.

(2) In the case pursuant to paragraph 1, for establishing a connection to the user of the service the protocol SSL ("Secure Socket Layer") version 3.0 and the subsequent must be used, based on Recommendation RFC 2246 adopted by IETF (The Internet Engineering Task

Force) in January 1999.

Article 68. All providers of electronic administrative services must use certificates for identification of the servers, where the official Internet sites or the information systems are located, by means of which electronic administrative services shall be provided.

Article 69. For ensuring the integrity of the electronic statements delivered, sent by the applicant by e-mail in the manner pursuant to Article 10, point 4, the protocol pursuant to Article 10, point 6 shall be used.

Article 70. The integrity of the electronic statements delivered to the providers of electronic administrative services through external carriers shall be secured by the recipient of the electronic administrative service.

Section VII
Ways of sending electronic documents from providers of electronic administrative services and formats of outgoing electronic documents

Article 71(1) The recipient of the electronic administrative service must accept the electronic statements from the provider to confirm the receipt and the result of checking-up the regularity of the documents delivered.
(2) The recipient of the electronic administrative service may agree to accept the electronic statements related to the service requested, or all electronic statements from the relevant provider.

Article 72. Sending of electronic documents to the citizens and organizations for the provision of electronic administrative services may be accomplished:
1. via the e-mail address;
2. on-line via the user interface, accessible via a web-based application during the communication session for delivering the application concerning the electronic administrative service;
3. via the integrated environment for document exchange.

Article 73(1) Via e-mail the following shall be sent:
1. the acknowledgements from the provider of electronic administrative services confirming the receipt of electronic statements from citizens and organizations;
2. other electronic statements from the provider of electronic administrative services related to the service delivery.
(2) The providers of electronic administrative services shall announce their public e-mail addresses, via which they will send electronic documents to the citizens and organizations concerning the provision of electronic administrative services.

Article 74(1) The recipient of the electronic administrative service must indicate an e-mail address for receiving electronic statements from the provider.

(2) If the recipient has changed the address, not informing the provider or if the recipient has indicated a false or non-existing e-mail address, then all messages sent to the indicated address, shall be considered duly received.

Article 75. The recipient of the electronic administrative service must communicate to the provider all modifications in the circumstances declared concerning representative power, consent for accepting electronic statements and an e-mail address. The modification shall be valid as of the time of its communication.

Article 76. The electronic statements of providers addressed to the recipients of electronic administrative services, shall be sent to the e-mail address pursuant to Article 74.

Article 77(1) If electronic documents are sent on-line via a user interface accessible via web-based application, they shall be obligatorily sent also to the e-mail address of the service recipient, under the procedure of Article 76.

(2) The electronic documents sent under the procedure of Article 72, point 2, shall be considered received upon their arrival to the information system of the service recipient.

Article 78(1) If for using an electronic administrative service, the electronic documents are delivered by the citizens under the procedure of Article 46, sending of the acknowledgement receipt may be automatically accomplished and sent as return message via the user interface under the procedure of Article 72, point 2, with no signature. In this case, the information pursuant to Article 50, paragraph 2, point 3 shall be presented as an electronic reference to the document received.

(2) Sending the acknowledgement in the method pursuant to paragraph 1 does not exclude the obligation of its sending under the procedure of Article 77.

Article 79(1) If electronic documents are sent via the integrated environment for document exchange, they shall be considered received upon their arrival to the information system of the service recipient.

(2) If the provider of electronic administrative services is not able to send the electronic document to the service recipient via the integrated environment for document exchange, the document shall be sent under the procedure of Article 77.

(3) If the document has arrived via the integrated environment for document exchange, but it is not possible to deliver it to the service recipient via that media, the document shall be automatically sent under the procedure of Article 77 from the integrated environment for document exchange.

(4) In the cases pursuant to paragraphs 2 and 3 the electronic document shall be sent to the e-mail of the service recipient in a format established for the exchange of structured electronic documents, via the integrated environment for document exchange.

Article 80(1) Upon request of citizens and organizations, as well as for exchanging

electronic documents pursuant to Article 61, electronic documents may be sent, by way of exception, on external carriers by the explicit order of the administrative body.

(2) The electronic documents pursuant to paragraph 1 may be recorded on external carriers pursuant to Article 62, paragraph 2.

Article 81. In terms of using electronic administrative services, the issue of electronic documents with non-structured contents shall be admitted, and their sending to the service recipients in the following file formats:

1. file formats, with the possibility to include an electronic signature, as specified in Article 65, point 1, and format MIME ("Multipurpose Internet Mail Extensions"), based on Recommendations RFC 2045 - 2049 adopted by IETF (The Internet Engineering Task Force) in November 1996, concerning the transfer of electronic messages via Internet;

2. file formats, with no possibility to include an electronic signature, as specified in Article 65, point 2;

3. file formats signed and linked to an electronic signature by means of "PKCS#7" and "ATS", with included file contents, as specified in Article 65, point 3.

Section VIII
Requirements to the mediators for electronic administrative services

Article 82(1) A mediator for electronic administrative services shall be a person representing by power of attorney the recipient of electronic administrative services, to obtain the relevant service.

(2) The mediators for electronic administrative services shall not provide electronic administrative services, for which they perform mediation.

(3) A mediator for electronic administrative services, can't be a person who:

1. has been deprived of the right to exercise the activity of mediator for electronic administrative services;

2. has been convicted for intended bankruptcy;

3. has been declared insolvent and non-satisfied creditors remained thereafter.

(4) The mediators for electronic administrative services may perform any other activity as occupation or accidentally.

(5) The mediators for electronic administrative services may advertise their activity as mediators.

Article 83. The mediators for electronic administrative services may provide value added services. The value added services shall not be electronic administrative services within the meaning of the Law on E-Governance and the administrative bodies shall not bear responsibility for the validity of their results.

Article 84(1) The mediators for electronic administrative services may limit their activity and represent only specific groups of recipients of electronic administrative services.

(2) The mediators for electronic administrative services may not represent recipients of electronic administrative services, if the accomplished representation would bring conflict

of interest or violation of the interests of the services recipients.

Article 85. The mediators for electronic administrative services must realize the actions concerning representation immediately, unless the nature of provided service requires preliminary actions.

Article 86(1) The mediators for electronic administrative services may perform their activity against remuneration. In this case they must inform the recipient of the electronic administrative service about the remuneration due, in a clear and understandable manner, prior to the assignment of representation.

(2) The costs related to the representation, including the stamp duty due for the use of electronic administrative service, shall be at the expense of the service recipient, unless otherwise provided.

Article 87. The mediators for electronic administrative services shall perform their activity, based on the following:

1. they shall have technical equipment and technologies at their disposal, ensuring reliability of systems used, information security and operative compatibility of the processes performed; if the nature of mediation makes it necessary, the mediators for electronic administrative services must employ certified information systems meeting the requirements for operative compatibility and information security established for the information systems of administrative bodies and must observe all rules for access to electronic administrative services;

2. they shall have good knowledge of the legislation and principles related to electronic management;

3. they shall inform the recipients of electronic administrative services about the conditions and the specific of their receipt, including about the acts – the result of the services, as well as about the procedures concerning filing of complaints and settlement of disputes in connection with the relevant services;

4. when performing mediation, they shall check-up by means of admissible facilities the identity of the electronic service recipient and if required - other data about such persons, required for using the service;

5. they shall possess a certificate of universal electronic signature, to be used in connection with their activity as mediators for electronic administrative services.

Article 88. The relations between the mediator for electronic administrative services and the titular shall be regulated by agreement in writing. If not otherwise provided by a normative act, the rules valid for procurement contract shall apply.

Chapter Five
METHODS OF ELECTRONIC PAYMENTS IN THE PROVISION OF ELECTRONIC ADMINISTRATIVE SERVICES

Article 89. The providers of electronic administrative services must accept payments for stamp duties, taxes and other public and private-law obligations in connection with the electronic administrative services provided through:
1. money transfers, and
2. electronic payment instruments.

Article 90(1) The providers of electronic administrative services must accept advice of payment order in connection with an electronic administrative service, as an electronically signed document of the type "Advice of payment order" listed in the register of information objects.

(2) The Minister of State Administration and Administrative Reform shall agree the document pursuant to paragraph 1 with the Bulgarian National Bank prior to its listing in the register of information objects.

(3) The entry of the document pursuant to paragraph 1 shall be made officially by the Minister of State Administration and Administrative Reform.

(4) The recipients of electronic administrative services shall obligatorily indicate in the ordering document the unique register identifier of the service in accordance with Article 16, paragraph 4, except in case the payment is made by means of a bank card via Internet through an integrated web-based application.

Article 91(1) The commercial banks, branches of foreign banks and system operators of payment systems must send to the providers of electronic administrative services advice of each ordered payment for the electronic administrative service, regardless of the method of payment.

(2) Sending of the electronic document to the provider of electronic administrative services shall be accomplished via the integrated environment for document exchange.

Article 92. The providers of electronic administrative services must ensure the possibility of payment by means of bank cards via publicly accessible web-based application for the delivery of application concerning electronic administrative service or the payment of public or private law obligations to the provider. This possibility shall be also provided via the integrated portal for access to electronic administrative services.

Article 93. The possibility for paying electronically a tax, charge and other public or private-law obligation to the providers, not related to a specific electronic administrative service, shall be listed as independent service in the register of electronic services and in the list of unified names of administrative services, in accordance with the Ordinance pursuant to Article 5a, paragraph 1 of the Law on the Administration.

Article 94. The provider of electronic administrative services must provide in the provider's official Internet site an application - calculator, enabling the services recipients to calculate the amount of the taxes and charges due, connected with the electronic administrative services, and to create a formalized document containing detailed data about the payment calculated.

Article 95. The Minister of State Administration and Administrative Reform and the Governor of the Bulgarian National Bank shall issue a joint instruction concerning the application of this Chapter, after consultation with the Minister of Finance.

Chapter Six
ASTRONOMICAL TIME REPORTING BY THE INFORMATION SYSTEMS OF THE PROVIDERS OF ELECTRONIC ADMINISTRATIVE SERVICES

Article 96(1) The administrative bodies, the persons performing public functions and the organizations providing public services must use information systems giving the time according to UTC standard (Coordinated Universal Time) based on Recommendation 460-4 "Standard Frequency and Time Signal Emissions" adopted in 1986 by the International Telecommunications Union (ITU).
(2) The astronomical time concerning the occurrence of facts of legal or technical significance shall be given with precision to the year, date, hour, minute and second, written in compliance with the standard BDS ISO 8601:2006.
(3) The time shall be given according to the national time zone (UTC+2).

Article 97. For synchronization of the web servers clocks used by the providers of electronic administrative services, protocol NTP V4 ("Network Time Protocol" version 4.0 and the subsequent) must be used, based on Recommendation RFC 1305 adopted by IETF (The Internet Engineering Task Force) in March 1992, ensuring chronometric determination of UTC time scale or similar.

Article 98(1) The primary and secondary time synchronization servers in the network must apply the complete set of algorithms included in the Recommendation pursuant to Article 97, while the servers, subject to synchronization, may apply the subset of algorithms constituting the simplified protocol SNTPv4 ("Simple Network Time Protocol"), based on Recommendation RFC 2030 adopted by IETF (The Internet Engineering Task Force) in October 1996.
(2) The primary reference server shall be provided by the Ministry of State Administration and Administrative Reform.

Article 99. As primary signal for the exact astronomical time, the following sources must be used:
1. the microwave signal emitted from the GPS atomic clocks (Global Positioning

System);

2. long-wave signal (77.5 KHz) in the DCF system (Data Code Format) of the European transmitter DCF77, located in Frankfurt (German Federal Republic) and employing the atomic clock of the Institute of Metrology in Brunswick;

3. standard signal of the Bulgarian Institute of Metrology (if available).

Supplementary provisions

§ 1. Within the meaning of this Ordinance:

1. "Browser" shall be a software application enabling the user to visualize and have access to text, graphics, music, electronic references and other resources located on Internet sites or in a local network.

2. "Usability" shall be a property of the information system, ensuring for the users the convenience and possibility to achieve the purposes, in relation to which they use a specific Internet site, with sufficient effectiveness, efficacy and satisfaction.

3. "Accessibility" shall be a property of the information system, providing the possibility for all citizens, regardless of their age and physical abilities, to observe, understand, administrate and realize contacts by means of a user interface in Internet.

4. "Portlet" shall be a standard component of the user interface, built-in in a portal or Internet site, which can be adjusted to visualize contents in a specific format.

5. "Servlet" shall be a programme application, performed on a server and enabling addressing from the web-based user interface to the server.

Transitional and Final Provisions

§ 2. The Minister of State Administration and Administrative Reform shall assign to the Bulgarian Institute for Standardization the task to make translation of the international standards indicated in the Ordinance, within one month following its publication in State Gazette.

§ 3. The Minister of State Administration and Administrative Reform shall ensure the operability of the primary reference server pursuant to Article 98, paragraph 2, as well as the possibility of access for the persons pursuant to Article 96, paragraph 1, within 3 months following the promulgation of this Ordinance in the State Gazette.

§ 4. The administrations, which by the time of this Ordinance's entry into force are using domains to address their Internet sites, which have not been established by observing the requirements of Article 10, point 7, may preserve the use of such domains in parallel with sub-domains in the field "government.bg".

§ 5. This Ordinance has been adopted on the grounds of Article 6, paragraph 1 and Article 12 in conjunction with Articles 4 and 5, Article 17, paragraph 1, Article 20, paragraph 1, point 3, Article 21, Article 22, Article 3, Article 26, paragraphs 1 and 3, Article 28, Article

5, Article 34, Article 4, Article 36, Article 2 and Article 41, Article 4 of the Law on E-Governance.

§ 6. This Ordinance shall enter into force on the day, on which the Law on E-Governance enters into force.

ORDINANCE ON THE ELECTRONIC ADMINISTRATIVE SERVICES-ЦПР