

**Question for written answer E-004397/2018  
to the Commission**  
Rule 130  
**Ilhan Kyuchyuk (ALDE)**

Subject: e-Government in Bulgaria

The introduction of e-government in Bulgaria began back in 2002 with the adoption of the 'e-Government strategy'. According to a study by the Bulgarian Economic Association, in the period 2002 to 2016 Bulgaria outlaid BGN 2 billion on establishing e-government services for the Bulgarian public. However, after many years' work and expenditure, of the 2 900 services Bulgarian e-government offers, 87% are basic and only 13% advanced. Besides this, in 98% of all cases in which e-services are used in Bulgaria, these relate to just five administrative units.

The fact that Bulgaria is doing nothing to facilitate access to e-services further distances citizens from using them for administrative purposes.

- 1) Does the Commission view Bulgaria as being less developed than other Member States in the field of public administration e-services?
- 2) What steps does it feel that Bulgaria should take to improve the e-services it offers and to reduce bureaucracy within its public administration?