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ОПАК. Експерти в действие



Европейски социален фонд
Инвестиции в хората

The project is implemented with the financial support of Operational Program "Administrative capacity", co-financed by the EU through the European Social Fund

***„The new information system of the
Communications Regulation Commission
for online electronic administrative services
– possibilities and benefits for the business
and citizens”***



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Project

„Development of an information system “Licensing and registers” in relation with elaboration of software for notifications, authorizations, licenses and registrations aiming provisioning of complex administrative electronic services to the citizens and business” from Operational Program “Administrative capacity” (OPAC) ,Sub-priority: 3.1 “Improvement of the quality of services provided to the citizens and businesses, including through e-governance development”, Priority axis: III. “Good administrative service and development of electronic governance” financed by the European Union through the European Social Fund, implemented as per contract NoA09-31-114-C/12.06.2009 between Communications Regulation Commission (CRC) and Managing Authority of OPAC



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PROJECT INFORMATION

Project value: 741 588 BGN
Project Duration: 24 months
Deadline: June 2011

Target groups:

- Citizens;
- Professional associations and societies;
- Other administrations;
- Communications Regulation Commission;
- The undertakings providing electronic communications, postal services and certification services.



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PROJECT RESULTS

Expected results:

- **Improved effectiveness of CRC's work;**
- **Provision of complex administrative services to the citizens and business in compliance with the requirements of the Law on electronic governance;**
- **Improved quality of services and shortening the time for their execution.**



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PROJECT MILESTONES

Milestones:

- **Development of information system model with relation among the processes;**
- **Development of technical specifications;**
- **Installation of operational system and data bases;**
- **Development, implementation and maintenance of the information system.**



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PROJECT BENEFITS

- **introduction of the first information system for provision of 39 online administrative services by the sector regulator – CRC;**
- **the system is financed entirely from the program OPAC and EU, that saves resources from the budget and the taxpayers;**
- **turns CRC into the first regulator that count in the e-government with the administration of such a big number of e-services.**



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CRC Powers

CRC provides electronic administrative services in compliance with its powers under 3 laws:

- **Law on electronic communications (LEC);**
- **Law on postal services (LPS);**
- **Law on electronic document and electronic signature (LEDES).**



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Volume of the administrative services provided by the CRC within the period 2008-2009 year :

- **entered applications;**
- **authorization for usage of radio frequency spectrum and geostationary orbit;**
- **notifications;**
- **permissions for radio amateurs.**



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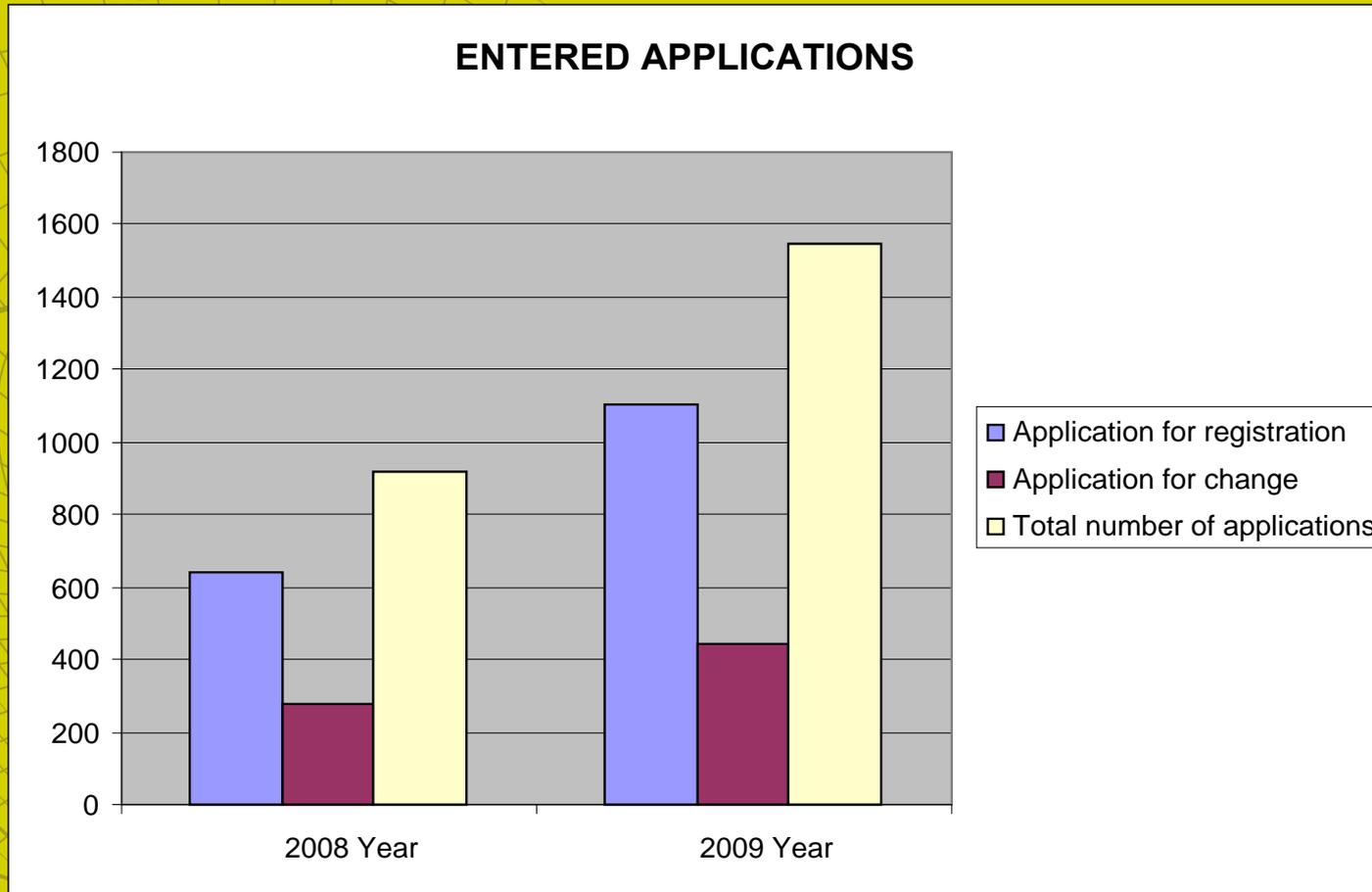


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Administrative services, provided by the CRC within the period 2008-2009



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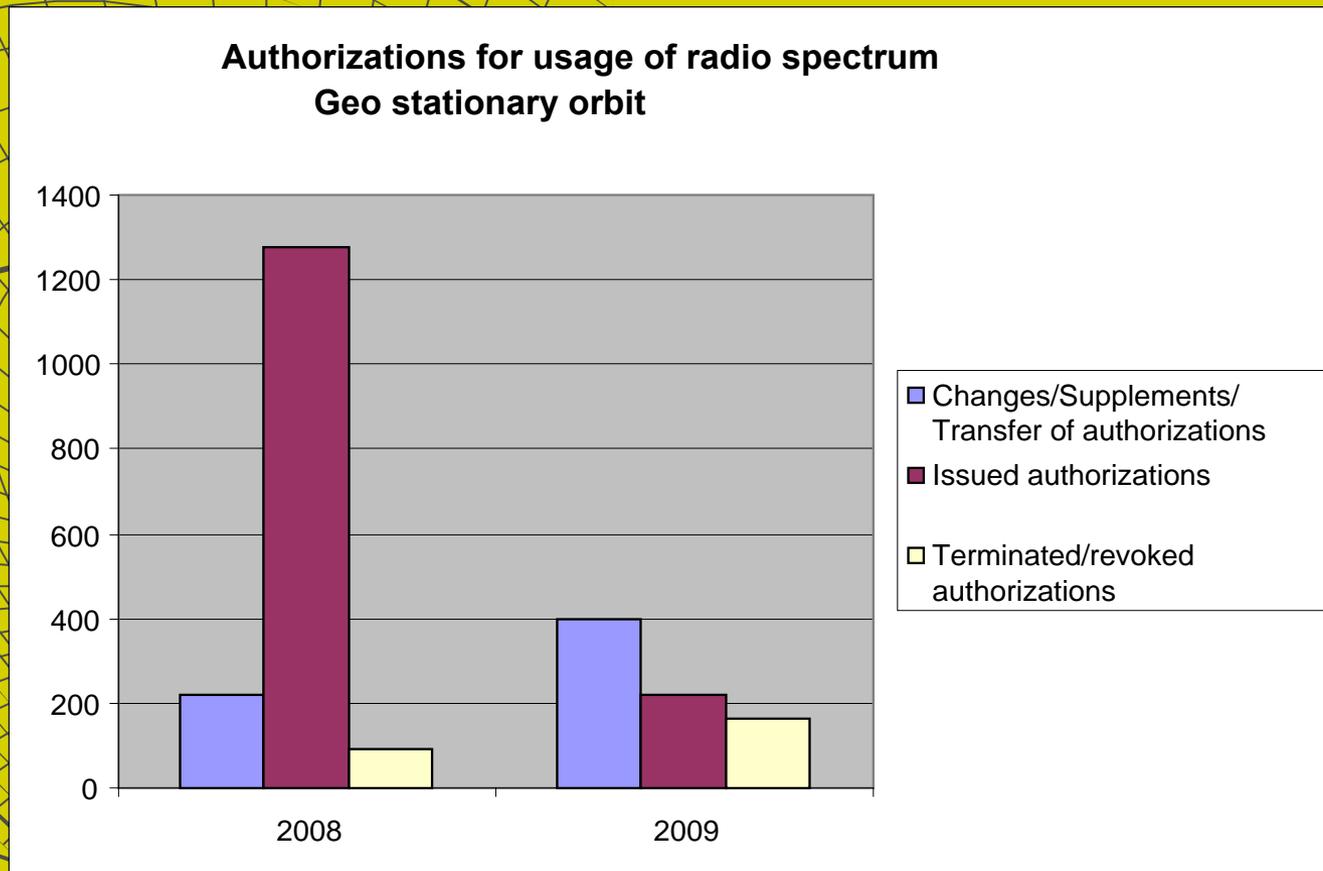


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Инвестиции в хората

Activities and documents issued for usage of individually assigned limited resource



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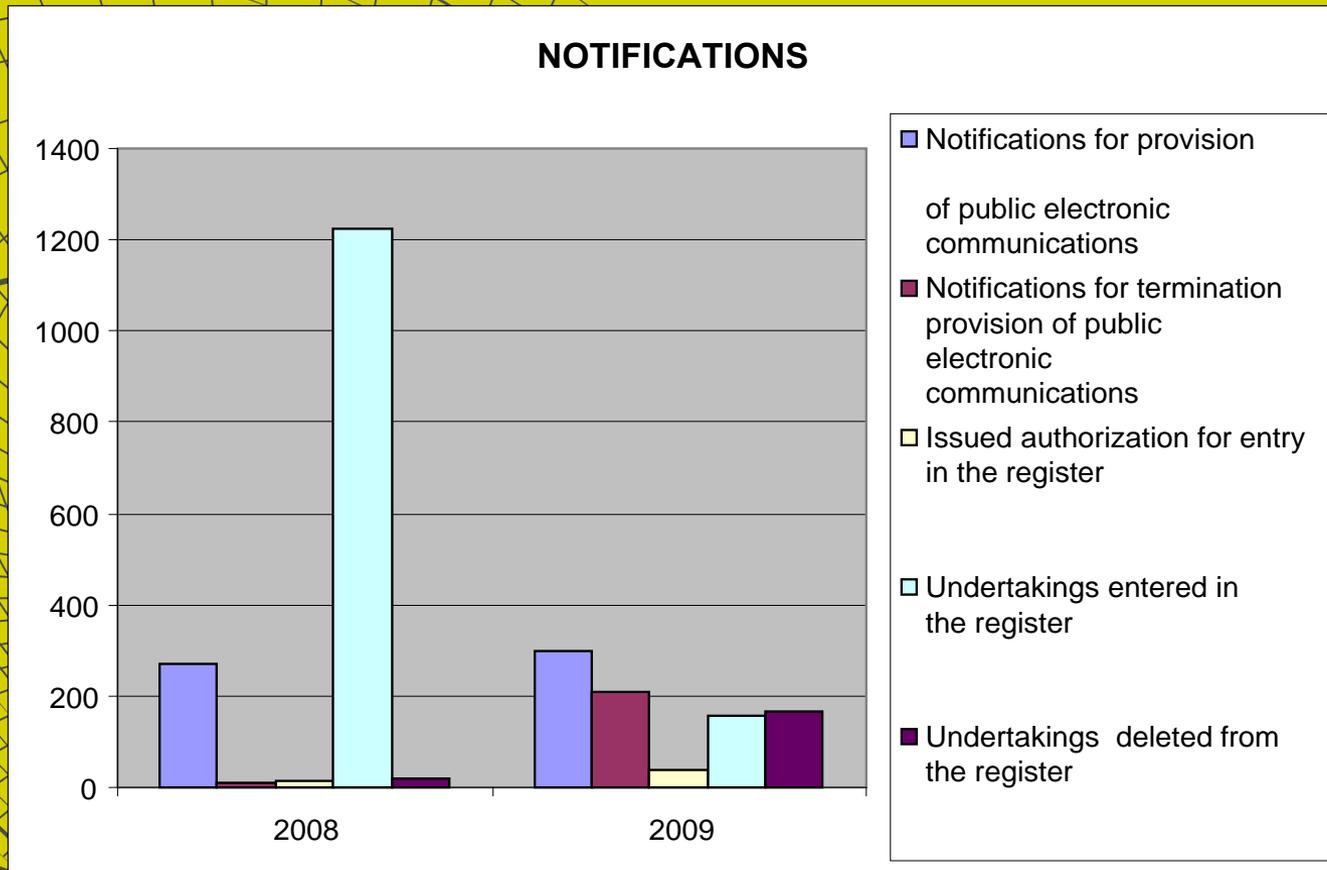


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Европейски социален фонд
Инвестиции в хората

Activities and documents issued for provision of public electronic communications



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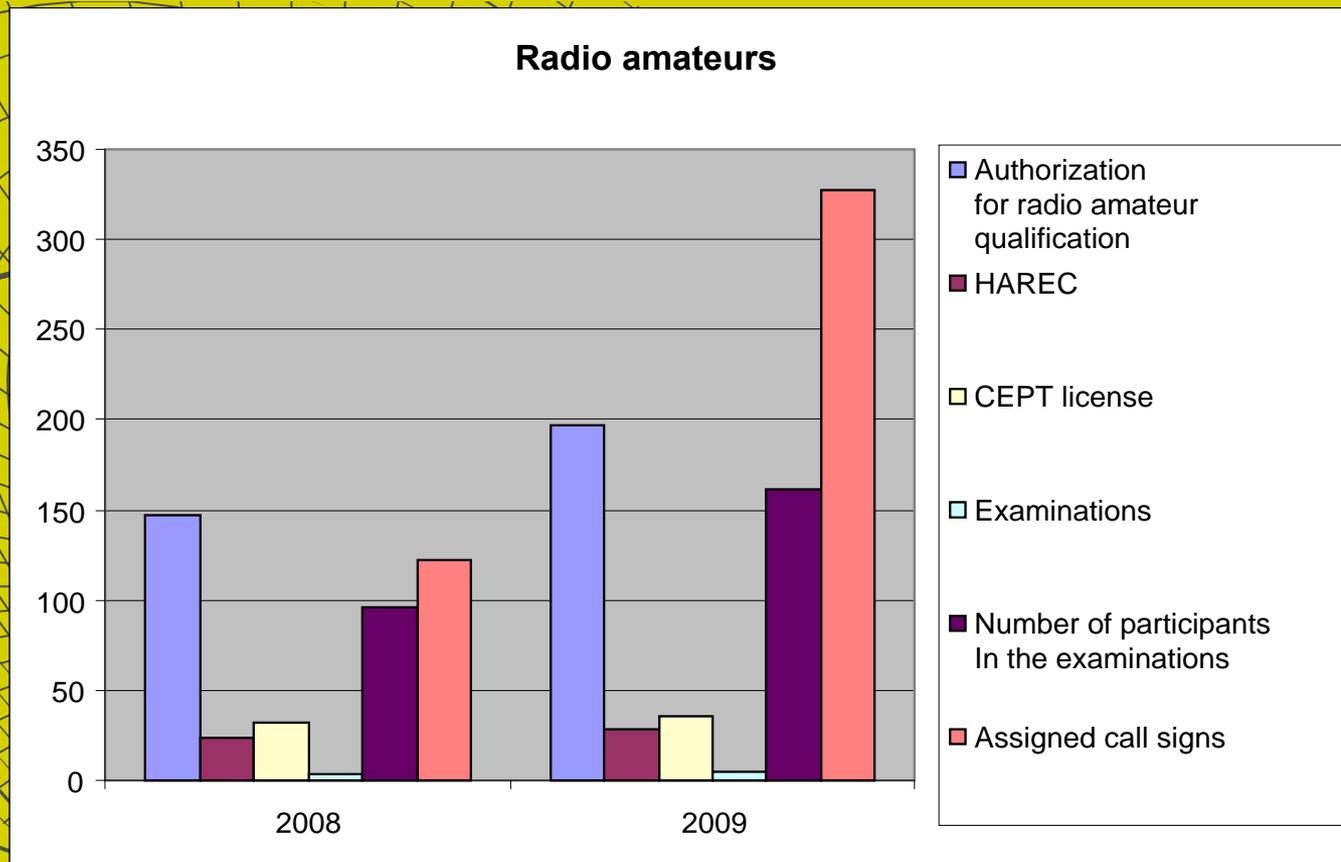


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Европейски социален фонд
Инвестиции в хората

Activities and documents issued to radio amateurs



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Dynamics in the CRC's document exchange:

- **doubling within 1 year the number of applications for administrative services initiation;**
- **increase the number of documents related with the change and additions to the permissions;**
- **after the change of the legislative framework the number of the notifications increases more than twice;**



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Nowadays:

The initiation of administrative services is based on entered application on paper



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Electronic administrative services within the new system range , provided by the CRC in compliance with Law on electronic communications (LEC):

Notifications:

- **1. Entry into the public register of undertakings notified the Communications Regulation Commission about their intentions to carry out public electronic communications (register under Art.33, Para 1, Item 1 of the Law on Electronic Communications).**
- **2. Issue a certificate for entry into the public register under Art.33, Para 1, Item 1 of the Law on Electronic Communications.**
- **3. Deletion of undertaking entered into the public register under Art.33, Para 1, Item 1 of the Law on Electronic Communications, on its own initiative.**
- **4. Deletion of undertaking entered into the public register under Art.33, Para 1, Item 1 of the Law on Electronic Communications, on the CRC's initiative.**



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Electronic administrative services within the new system range, provided by the CRC in compliance with LEC:

Individually assigned limited resource – radio frequency spectrum:

- **1. Granting authorization for usage of individually assigned limited resource – radio frequency spectrum:**
- **2. Granting supplementary individually assigned limited resource - radio frequency spectrum.**
- **3. Temporal termination of an authorization for usage of individually assigned limited resource – radio frequency spectrum.**
- **4. Amendment and/or supplementation of an authorization for usage of individually assigned limited resource – radio frequency spectrum:**
- **5. Granting temporal authorization for usage of individually assigned limited resource – radio frequency spectrum.**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LEC:***

Individually assigned limited resource – numbers:

- **Granting authorization for usage of individually assigned limited resource – numbers;**
- **Granting supplementary individually assigned limited resource – numbers;**
- **Amendment authorization for usage of individually assigned limited resource – numbers pursuant to Art. 116 of Law on Electronic Communications;**



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Electronic administrative services within the new system range , provided by the CRC in compliance with LEC:

- **Amendment the fixed term of an authorization for usage of individually assigned limited resource;**
- **Amendment of an authorization for usage of individually assigned limited resource – on the CRC's initiative;**
- **Transfer of an authorization for usage of individually assigned limited resource;**
- **Termination of an authorization for usage of individually assigned limited resource;**
- **Revoke of an authorization for usage of individually assigned limited resource;**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LEC:***

Radio amateurs:

- **1. Carrying-out of an examination for radio amateurs;**
- **2. Issue authorization for radio amateur qualification;**
- **3. Reissue authorization for radio amateur qualification;**
- **4. Issue harmonized amateur radio examination certificate (HAREC);**
- **5. Issue CEPT license;**
- **6. Determination the call signs of radio amateurs;**
- **7. Refusal for usage the assigned call sign for radio amateur.**



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Electronic administrative services within the new system range, provided by the CRC in compliance with Law on e-document and e-signature:



- **Registration of providers of certification services**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with Law on postal services
(LPS):***

- **1. Granting individual license for performance of services within the scope of the universal postal service and/or for provision of postal money orders;**
- **2. Amendment or supplement of the individual license for performance of services within the scope of the universal postal service and/or for provision of postal money orders;**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LPS:***

- **3. Amendment of the individual license for performance of services within the scope of the universal postal service and/or for provision of postal money orders in relation with the change of the identification data;**
- **4. Transfer of the individual license for performance of services within the scope of the universal postal service and/or for provision of postal money orders;**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LPS:***

- **5. Termination before the term set of the individual license for performance of services within the scope of the universal postal service and/or for provision of postal money orders on demand of the postal operator;**
- **6. Entry in the public register for providers of non-universal postal services under Art. 38, Item 1-3 of the Law on postal services;**
- **7. Issue of certificate for entry in the public register for providers of non-universal postal services under Art. 38, Item 1-3 of the Law on postal services;**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LPS:***

- **8. Change of data in the notification for provision of non-universal postal services under Art. 38, Item 1-3 of the Law on postal services;**
- **9. Termination of provision of the non-universal postal services;**
- **10. Changes, amendments, temporary discontinuance or suspension of the individual licenses before the term set, done unilaterally by the Commission for regulation of the communications (CRC);**



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***Electronic administrative services within the new system range ,
provided by the CRC in compliance with LPS:***

- **11. Termination before the term set of the individual license for performance of the services under Art.39, Item 2 and/or 3 of the Law on postal services unilaterally by the CRC;**
- **12. Revoke of an individual license for performance of performance of services under Art.39, Item 2 and/or 3 of the Law on postal services;**
- **13. Termination of operation of a provider of non-universal postal services under Art. 38, Item 1-3 of the Law on postal services.**



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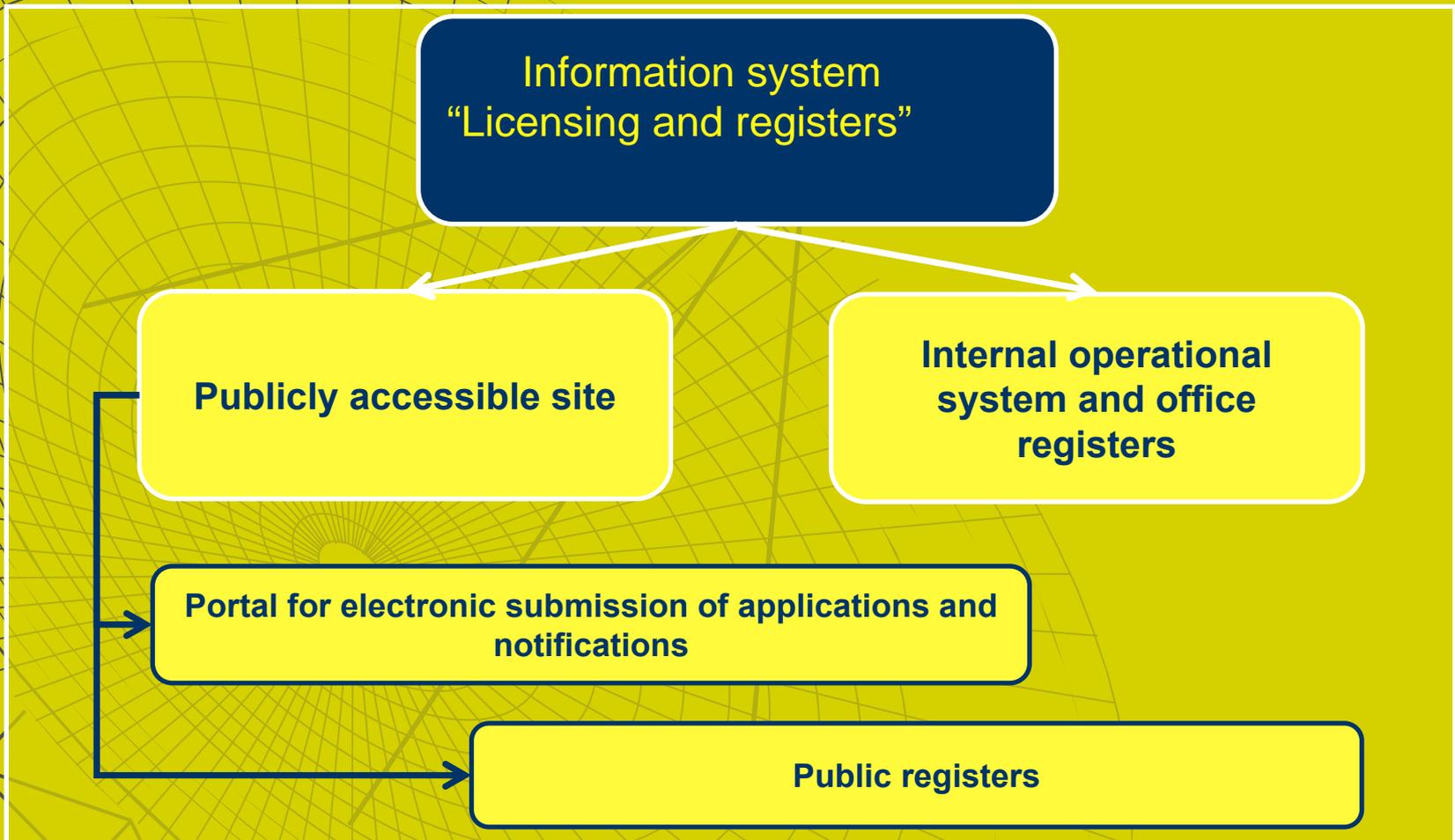


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CRC Information system “Licensing and registers”



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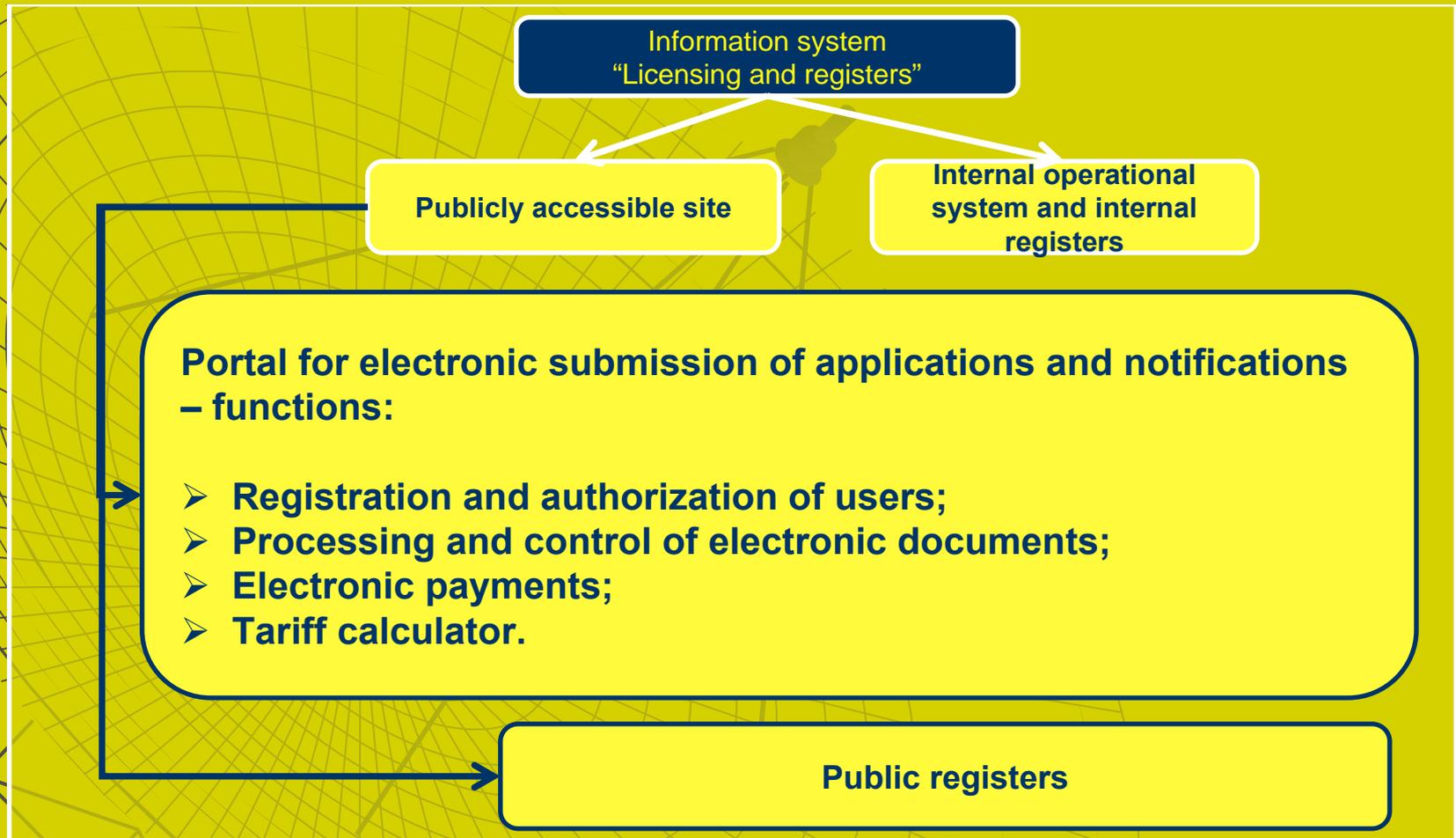


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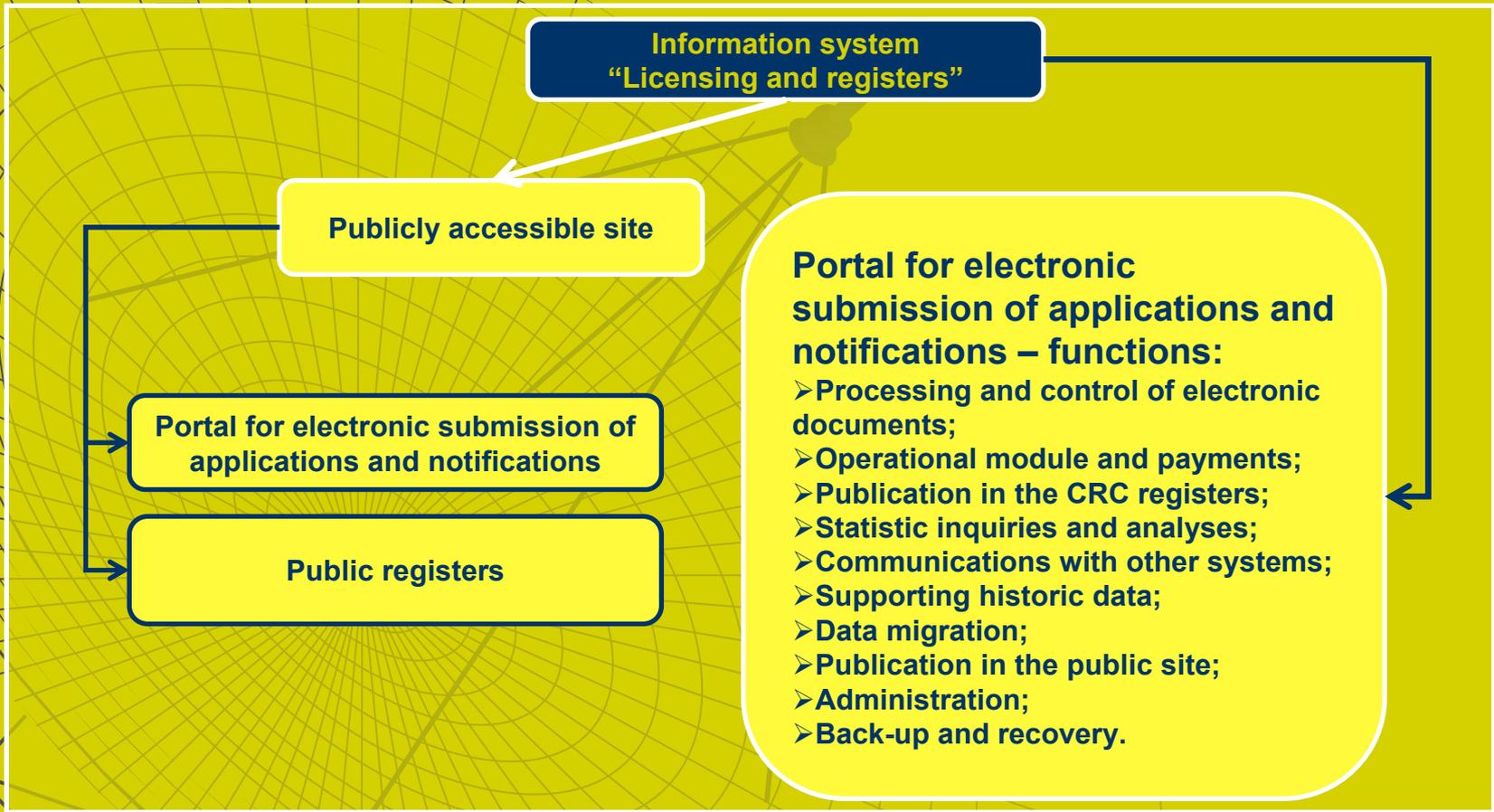
CRC Information system “Licensing and registers”



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CRC Information system “Licensing and registers”





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Portal for electronic submission of applications and notifications - advantages

- **appropriate interface for communication with the users;**
- **possibility for inquiries for the imported by the enterprises/operators applications/notifications, for which access rights are granted;**
- **tracing the documents processing in the CRC;**



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Portal for electronic submission of applications and notifications - advantages

- possibility for printing and local save in PDF and/or XML of the queries;
- entry and editing of applications/notifications through specially elaborated screens;
- possibility for editing depending on the status;
- verification at receiving e-signed document.



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Portal for electronic submission of applications and notifications - advantages

- **the e-payment is realized via interface with the payment systems as the received from them returned information for the payment is saved;**
- **tariff calculator allowing calculation of the taxes due;**
- **relevant screens of the calculator for update of the tariffs and the calculation rules.**



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Public registers of the new information system – advantages

- **an appropriate interface for data search;**
- **tools for automatic update (synchronization) of the data with those in the internal registers:**
 - **via certain period;**
 - **upon a request of authorized user of the system.**



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Internal operational system and office registers – advantages

- **screens for entry of applications/notifications by an operator in the CRC, analogous to those of the portal;**
- **functionality for entry, control and verification, analogous to that of the portal;**
- **accessibility of the entered applications/notifications via the portal for authorized by the relevant undertaking/operator persons;**
- **operational module for entry in the registers, acceptance and processing of applications/notifications and entry of the issued authorizations, additions and deletion from the registers.**



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Expected results upon after the information system start up:

- **to save time, financial and human resources of the business during its communication with the CRC;**
- **improved quality of servicing for enterprises and citizens;**
- **facilitated access to the complex administrative services and CRC information data basis;**



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