

# Single Market Scoreboard

*Performance per Member State*

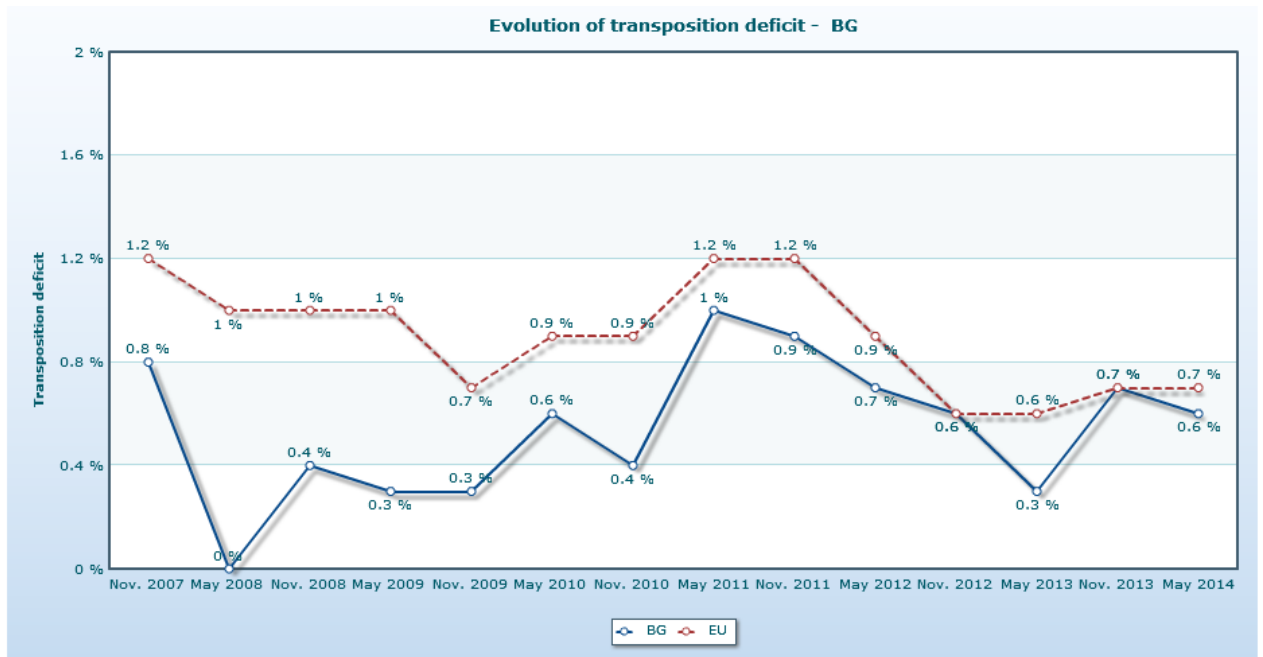
## Bulgaria

*(Reporting period: 2013 - 2014)*

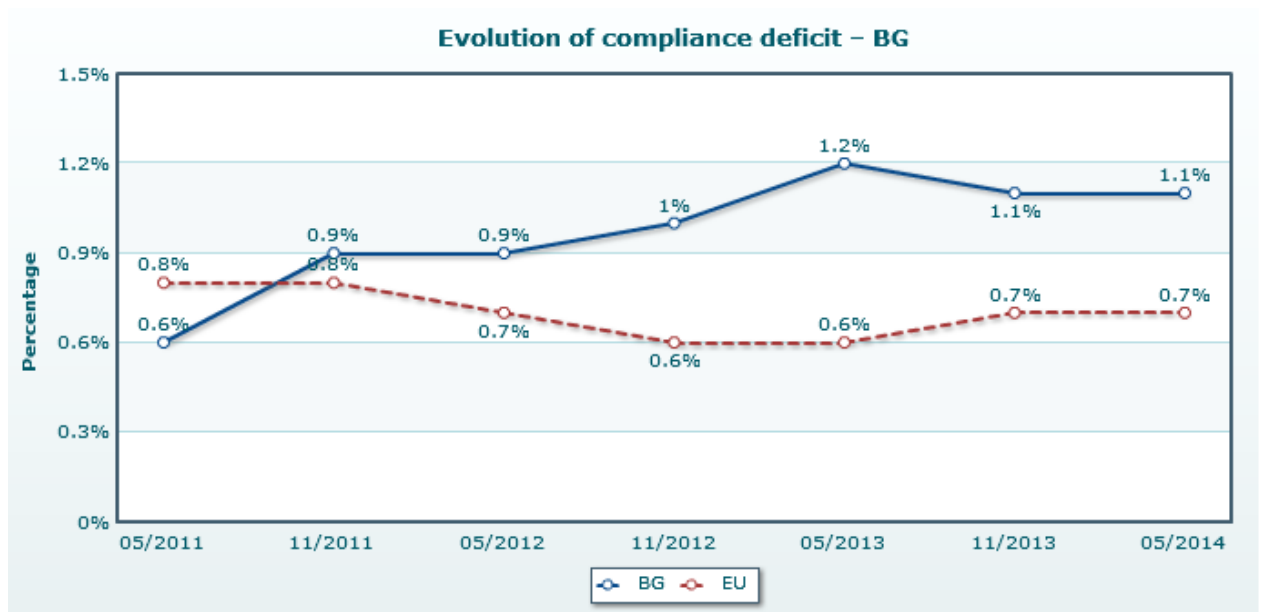


## Transposition of law

Bulgaria has currently seven outstanding directives relating to the Single Market, which amounts to a transposition deficit of 0.6 %. This is slightly better than Bulgaria's last performance and in line with the EU average of 0.7 %. The delay in transposing Single Market directives is 9.6 months on average, which is more than two months above the EU average and nearly twice as long as for Bulgaria's performance during the last assessment. In the case of the directive on "Community Action to Achieve the Sustainable Use of Pesticides", Bulgaria has not met the "zero tolerance target", which means that transposition of this directive is more than two years overdue.



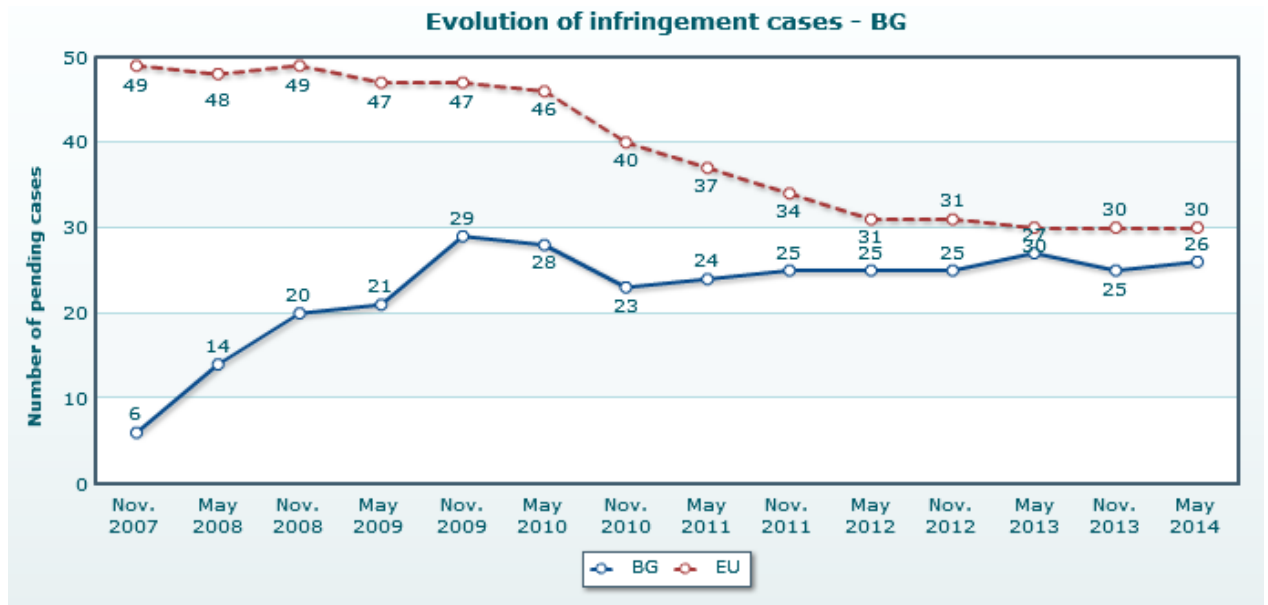
1.1 % of the notified directives have not been transposed correctly, which is markedly above the EU average of 0.7 % and a constant number of directives in comparison to November 2013.



## Infringements

With a slight increase by one case, Bulgaria has 26 pending infringement proceedings relating to Single Market legislation, which is in line with the EU average of 30 cases. Environmental issues are still the most important area of infringements, as the bulk of cases relate to atmospheric pollution, waste management and water protection (35 %).

The average duration of pending infringement cases is 25 months, which is in line with the EU average of 27.7 months, but a slight increase nevertheless. In addition, Bulgaria has no cases before the Court.

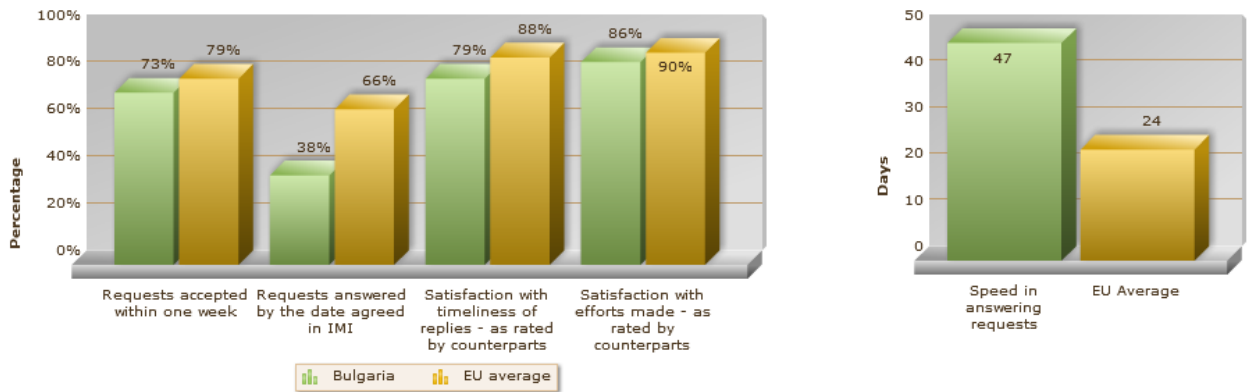


## EU PILOT

The average response time of Bulgaria respects the 70-day benchmark in EU Pilot.

## Internal Market Information System

- Bulgaria's performance in IMI should be significantly improved to better satisfy its counterparts.
- Compared to the last Scoreboard, a larger proportion of requests were answered within the agreed deadline and Bulgarian authorities have been faster at accepting requests. However the average time taken to reply to requests is almost double the EU average, which is reflected in the relative high percentage of dissatisfied counterparts.
- The overall performance of Bulgaria in IMI still remains significantly below the EU average. Significant efforts should be made to improve the country's performance.



## EURES

NEA, the National Employment Agency, is the EURES member organisation responsible for providing EURES services in Bulgaria. There are currently 19 EURES Advisers in Bulgaria. The low overall performance is mainly due to the fact that Bulgaria has not yet connected its national vacancy database to the PES job vacancy exchange with EURES.

## Your Europe

Bulgaria provides information, including in English, for citizens and businesses on a national portal. The country has been responsive to most requests for information to be made available on Your Europe citizens and business. The country was, however, absent at both meetings of the Editorial Board and did not report any promotional activities for advertising Your Europe in Bulgaria.

Bulgaria should continue to support Your Europe by:

- providing information on how Bulgaria applies single market rules when requested via the Editorial Board member;
- attending the Editorial Board meetings organised twice a year;
- raising awareness about Your Europe within the national administrations and among potential end users;
- linking national websites to Your Europe.

## SOLVIT

- **Caseload – high**  
*Submitted cases – 73 (71 in 2012)*  
*Received cases – 11 (17 in 2012)*
- **Resolution rate – 64 %**
- **Handling time (Home centre)**  
*Reply in 7 days – needs to be improved*  
*Cases prepared in 30 days – 87 % – good*
- **Handling time (Lead centre) – very poor**  
*Cases closed in 10 weeks – just 1.*
- **Staffing**  
*Continuity– good*  
*Sufficient for current caseload? YES*

In October 2013, SOLVIT Bulgaria hosted a successful **SOLVIT workshop**.

## Points of Single Contact

**Point of Single Contact** – Egov.bg

**Performance level** – poor (*has improved, but still one of the weakest*)

### Results from 2013 user testing

- *Information* – limited.
- *Online procedures* – only a small number, but these seem to work well.
- *Accessibility for businesses from other countries* – completion of online procedures not available.
- *Usability* – poor.

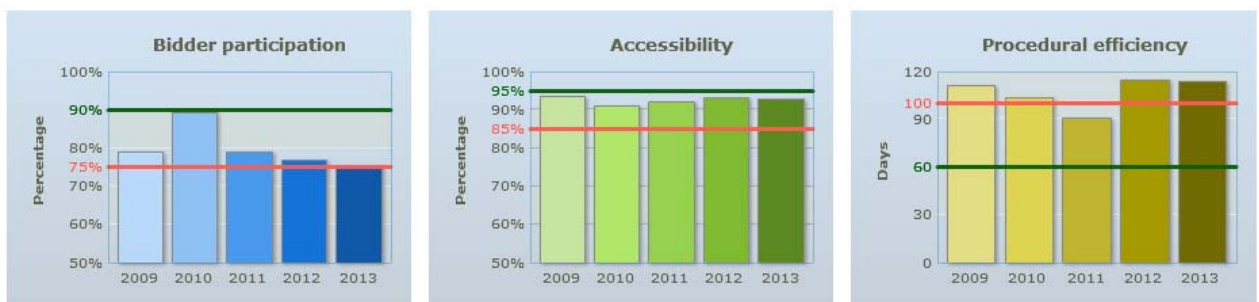
### Planned improvements (2014)

- Bulgarian authorities giving guidance to the relevant authorities on how to improve their contribution to the contact point website (updating content as well as providing e-services).
- e-government law under discussion.
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## Public procurement

In 2013, the reporting year,

- the **bidder participation** score was average. Overall, between 2009 and 2013, the score was also average, and spiked by 10% in 2010.
- the **accessibility** score was average. Overall, between 2009 and 2013, the score was also average.
- the **procedural efficiency** score was unsatisfactory. Overall, between 2009 and 2013, the score was also unsatisfactory.



The colored lines mark the thresholds for **satisfactory** performance (green) and **unsatisfactory** performance (red). The scores in between are regarded as an **average** performance.

## Postal Services

In the Study on the Main developments in the postal sector (2010 - 2013) carried out by WIK Consult, the European countries are grouped into three clusters. Criteria for this categorisation are the absolute gross domestic product (GDP) per capita and the accession date to the European Union:

- Western Member States: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, The Netherlands, Sweden and UK;
- Southern Member States: Cyprus, Greece, Italy, Malta, Portugal and Spain;
- Eastern Member States: Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia and Croatia.

This methodology was also followed in the Scoreboard.

### Evolution of domestic prices in PPPs

After a very significant increase of PPP prices in Bulgaria between 2009 and 2010, prices fell in 2011 before slightly increasing in 2012 (1.01 PPPs). This however, leaves Bulgaria with the highest price in the Eastern Member States, when adjusted for Purchasing Power Parity.

### Cross-border price developments in PPPs

In Bulgaria, cross-border letter prices increased gradually in the period from 2009 (1.72 PPP's) to 2012 (1.78 PPP's). Bulgarian cross-border prices are among the highest observed in the Eastern Member States.

### Transit time performance:

In Bulgaria, quality of service, in terms of transit time performance, steadily increased between 2009 and 2011, with 88.09 % of letters being delivered the next day in 2011. However, in 2012 a very sharp fall took place and quality of service dropped to 47.90 %, a fall unparalleled by any other country. In 2012 Bulgaria was amongst the weakest performers in the Eastern Member States.