# Improving the standards & practices of policing at local level in Bulgaria and enhancing the quality of its management – SECOND PHASE

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1. Basic Information

1.1 CRIS Number: **2006/018-343.07.05**

1.2 Title: Improving the standards & practices of policing at local level in Bulgaria and enhancing the quality of its management – SECOND PHASE

1.3. Sector: Justice and Home Affairs, Sub-sector: Police/Crime

1.4. Location: Republic of Bulgaria, Ministry of Interior

1.5. Duration: INVESTMENT – 1 year

2. Objectives

2.1. Overall Objective(s):

Enhance the capacity and modernise the Bulgarian Police by development & introduction of EU-acquis-&-HA-best-practices compliant national standards of policing at local level (the level of the District Police Unit /DPU = РПУ/, and further implementation of the community-policing model at this level.

2.2. Project purpose:

Development and demonstration of a unified working model and management of the police structural units at the level of DPUs, which is based on the best European practices in community policing.

2.3. Accession Partnership (AP), Catalogue of main administrative structures for the implementation of the acquis, Roadmap for Bulgaria, NPAA, Priorities of MoI for 2006, approved by the Minister of Interior.

2.3.1. EUROPEAN UNION COMMON POSITION (EUCP)

- The EU underlines the important principle of having an accountable, reliable and fully coordinated police organisation;
- The EU recalls that this police organisation needs to be operational in order to be able to fully and properly implement the acquis by the date of accession at the latest;
- This presupposes practical and effective cooperation and the availability & flow of information between institutions working in this field;
- The EU takes note of the detailed information provided by Bulgaria (CONF-BG 55/02) on the education and training of the police in international human rights law and notes that further improvements are foreseen. The EU
encourages Bulgaria to continue improvements on training thereafter. The EU underlines that it will monitor the impact of human rights training;

- The EU underlines that it will closely monitor further progress made in this area.
- The EU invites Bulgaria to assume commitments to simplify the penal procedures by limiting the duration of investigative proceedings, making them more effective and in accordance with the best practices in EU.

2.3.2. ACCESSION PARTNERSHIP

- Implementation of the objectives embedded in the authorized Priorities and especially improvement of the access to police servicing, strengthening of the prevention as a basic instrument for crime counteraction and enhancement of cooperation and coordination between law enforcement bodies.
- To increase the capacity of law enforcement bodies (staff numbers, recruitment, training and equipment) in view of continuing the fight against organised crime, drug trafficking and corruption, and reinforce police- and customs authorities and ensure better co-ordination between law enforcement bodies;
- To complete reorganisation and modernisation of the police, continue efforts for police officers to respect basic human rights in all circumstances;
- To take further steps to bring all places of pre-trial detention, in particular police stations, into line with the basic requirements identified in the Council of Europe Committee for the prevention of Torture reports.

2.3.3. CATALOGUE OF THE BASIC ADMINISTRATIVE STRUCTURES FOR ACQUIS IMPLEMENTATION

Adequate human resources, infrastructure and EU standards compliant equipment need back up all specific structures with in view of effective & efficient discharge of their duties.
This presupposes guaranteed partnership, coordination and co-operation between the police and other competent agencies, and between police and society.

2.3.4. ROADMAP FOR BULGARIA

Roadmap for Bulgaria, Chapter 24: Co-operation in the field of justice and home affairs, states that Bulgaria should focus further efforts on substantial strengthening of the capacity of its judiciary and law enforcement agencies and on improving co-operation between the different agencies.
The EU underlines that it acknowledges the progress made in implementing the Community Policing Strategy adopted by Bulgaria, and will monitor in future the adoption of positive practices and the integration of the latter into a uniform model for the function and management of the national police.

2.3.5. NATIONAL PROGRAMME FOR THE ADOPTION OF THE ACQUIS

- To further align national legislation with the EU acquis;
- To strengthen administrative capacity needed for implementation of JHA EU acquis

2.3.6. Priorities of MoI 2006

- To increase effectiveness in the field of combating crime;
- To extend police cooperation with the EU Members States in the field of combating crime;
• To increase effectiveness in Police work to protect human rights and citizens’ legitimate interests. Improve further social recognition and confidence of the general public in Police work.
• Improvement of the access to police servicing via adequate public feedback in regard to the undertaken operational task activities.

2.4. Coherence with National Development Plan (and/or Structural Funds Development Plan) - N/A

2.5. Cross Border Impact - N/A

3. Description

3.1. Background and justification:

In the Regular report for Bulgaria for the year 2004 the EC states that “As far as police cooperation and organized crime are concerned, considerable efforts are still necessary to guarantee that Bulgaria has achieved a transparent, reliable and entirely coordinated police organization by the time of accession… The training system needs to be further modernized and rationalized in order to comply with the EU practice”.

In the Peer Review Follow-up report – ‘Functioning of the police’ /21.02.2005 – 25.02.2005/ the Expert recommends ‘To examine public reception areas in police stations so as to ensure privacy for members of the public.”

In order to comply with the fore-cited recommendations, the Ministry of the Interior of Bulgaria has already taken concrete measures regarding the standards and procedures for strict abidance by the supremacy of legislation, transparency in the work of the institutions, as well as timely reaction to submitted complaints and requests by citizens. This is necessary in order to guarantee that the needs for safety, security and order of the general public will be met.

The results achieved so far regarding the modernization of the Bulgarian Police Service in compliance with the requirements for future EU membership can be summarised as systematic setting up of necessary new structures ready and able to assume the obligations and functions deriving from the relevant EU and Schengen acquis, and comply with responsibilities stemming from the respective Acquis, including the Schengen one. More specifically, the said results include the following:

Implementation of an enhanced human resources management system – In the framework of Project BG 0203.03 “Elaboration of a unified system for estimation of the human resources, qualification and development in the system of the Ministry of the Interior” under the 2002 Phare National Programme for Bulgaria, a “Strategy for police careers and enhancement of the human resources management in the MoI’ was elaborated and adopted by the MoI leadership on 12 March 2004. The project is jointly implemented with Spain and envisages the improvement of capacity for human resources management in compliance with
the model for police careers and optimization of the management capacity of the ministry, which also includes the designing of a new AIS (Automated Information System) regarding human resources management, the former providing an opportunity for performance assessment of the civilians working in MoI as well. Certain proposals were developed as a result of the abovementioned project, aiming at amendment of the MoI Act, related to Bulgarian Police demilitarization, career development and optimization of the human resources. A new **Law on the Ministry of the Interior** including those texts was adopted by the National Assembly on 9 February 2006. (Promulgated in the State Gazette, issue No. 17 of 24.02.2006) and it entered into force on 1 May 2006.

- **Elaboration of a programme for Human Rights and Community Policing** – In response to the expectations of the general public for the Police, a permanent working group was set up in July 2002 to elaborate and implement a practical model for Community Policing which includes different MoI units. The Community Policing Program was adopted in October 2002 and began to be implemented in practice straight afterwards in close cooperation with the non-governmental sector at national and regional level. The three-year term for implementation of the Strategy had finished at the end of 2005. On the basis of the conducted analyses were outlined certain directions for integration of the unified model for implementation of community policing by the National Police Service: implementation of problem-oriented approach for provision of order and security at places of population, improvement of reception of citizens, enhancement of public control over the police activities; improvement and optimization of monitoring over the police officers activities in relation to checking of citizens.

- **Training in the field of human rights** – Since 1999 more than 20 training activities have been conducted in the National Police service in cooperation with the Council of Europe, the British know-how fund, the U.S. Embassy in Bulgaria, etc. More than 2000 officers took part in those activities. In the framework of the joint project with the Centre for rendering assistance to people who have suffered violence, the training of police officers for trainers in the field of human rights in each of the 28 Regional Directorates of the Interior is still under way. A lot of training materials were developed in order to meet the needs of the Police Service.

- **Implementation of the Code of Ethics** – In October 2003, under an Ordinance of the minister of the MoI, a “Code of Ethics for MoI officials with police functions” was introduced. The Code of Ethics complies with Recommendation 2001/10/ of the Committee of Ministers of the Council of Europe and is coordinated with experts from the Council of Europe (CoE). It comprises texts referring to the police work with citizens, offenders, and witnesses to crimes, detained persons and victims of crimes; the lawful and respective use of force, non-admission of discrimination and corruption. The Code of Ethics can be found on the MoI Internet site.

- **Setting up a Permanent Committee on Human Rights and Police Ethics** – the committee was set up at the end of 2003 to raise public awareness of MoI activities in the fields of human rights and professional ethics and
coordinate and assist local committees on human rights and police ethics set up in each regional directorate of the MoI.

- Methodological guidelines concerning public opinion research on crime counteraction and community policing as well as Methodological guidelines concerning the practical implementation of problem-oriented approach to maintaining public order and security in co-operation with the civil society were developed and approved and are currently implemented. Development of three-year term Action Plan is forthcoming, from the time of integration of the unified model of community policing with certain activities outlined, aiming at the achievement of certain results. Funds from the MoI budget were distributed for implementation of the activities related to the community policing model.

- A Co-operation agreement on joint work for the implementation of the Community Policing Strategy was signed with the National Association of Municipalities in Bulgaria. As many as 302 contracts on joint activities with public order and security committees in the country were signed. All projects underlying the Strategy are delivered with the support of Hans Seidel Foundation, Open Society Foundation and Future for Everyone Foundation.

District Police Units, the main territorial units, which are subdivisions of the National Police Service, which are traditionally the axis of police activities on the territorial level, are now turning into a unit whose structure complies to a greater extent with security requirements on the respective territory.

Improvement of management would contribute to the establishment of a police force of a large spectrum at District Police Units, capable of reacting quickly and as adequately as possible to the requirements of the local civilians towards the police from the respective District Police Units in charge of the region.

Pursuant to the Ministry of the Interior Act, the Minister of the Interior has the authority to establish District Police Units and to determine the territory that such District Police Units have to be in charge of, according to proposals of the Directors of territorial services in the framework of the respective territorial service. The districts where the police from the respective District Police Units has to be in charge, are determined by the crime situation and the state of play with respect to public order. At present the principle is that one District Police Units serves the territory of one or more municipalities. There are a total of 176 District Police Units established in the country.

In compliance with the main tasks and activities pursuant to the Ministry of Interior Act, the main duties of District Police Units, which they fulfil either on their own, or jointly with other state institutions, non-governmental organizations and civilians, District Police Units are in charge of the following:

- Providing administrative services to the public, namely receiving signals, requests and proposals; receiving, processing and issuing identity documents; receiving, processing and issuance of documents for acquisition, storage and usage of firearms and activities related to explosives; receiving letters of appeal against administrative acts, issuance and handing in penalty decrees;
Operational searching activities, namely detection of crimes, identification and detection of wanted persons and objects; juvenile delinquency inspection;
- activities related to preliminary police proceedings and speedy police proceedings;
- maintenance of public order;
- traffic safety control;
- activities related to police protection of victims of crimes;
- working with victims of crimes;
- domestic violence;
- police protection of children, etc.

Pursuant to the Ministry of Interior Act, District Police Units have full powers to take the necessary managerial decisions. Police tasks are mainly distributed depending on the peculiarities of the respective territory, the time when crimes are perpetrated, as well as the human factor - who would be fulfilling the tasks.

Police stations and police units are becoming more and more autonomous, which allows their managers to make planning, organize the work and manage police forces and tools depending on the specific local problems and needs of the public related to public order and security.

There is a clear understanding of the need to develop a yet more consistent project on the structure and the functions of regional police units at national level in compliance with general standards, common guidelines and principles. It is necessary to ensure that as far as public security is concerned citizens receive quality services regardless of their place of living. Establishment of organizational standards will provide for further decentralization, stronger commitment to common goals and better monitoring of the results of policing at the local level.

Further efforts will be invested also in the capacity building of policing on local and regional level. It is necessary to develop a unified standardized model of structural and functional operation of District Police Units. Above all, this model requires the establishment of a national framework adapted to local specificities. Reform of police on local level is supposed to guarantee distribution of investments between investigative bodies, services for maintaining public order and community policing, including police support and administrative functions. Avoiding unnecessary splitting of police functions and enhancing local resources should be an overall guiding principle.

The project implementation will contribute to enhancing the confidence of the local communities in the work of the public security services, active involvement of civilians in elaboration and implementation of programs for prevention of instability; building upon partnership and cooperation in the field of efficient counteraction against crime, optimizing local resources and increasing the level of satisfaction and motivation of police staff due to the clearer definition of career development, all of these issues being in compliance with EU requirements in the field of justice and home affairs. The flow of information released to the public concerning measures undertaken in response to their complaints and results achieved, will increase considerably, as in this moment District Police Units have insufficient capacity to react quickly and effectively to requests and needs, as they
have been formulated by the public, and there is also some delay in the processing of documentation.

Under the first phase of the project – twinning project BG 2005-IB-JH-05 the French Ministry of Interior has been chosen as twinning partner and the twinning contract is under preparation.

3.2. Sectoral rationale

The PHARE 2004-2006 multi-annual planning document approved by the European Integration Council at the end of 2003 envisages for Crime/Police Sub-sector the following fields of action:

- Completion of administrative capacity building within the sub-sector – in view of adapting the Police work to new challenges in the sub-sector by improvements in coordination and interaction between units within National Police Service (NPS), and more specifically – within DPUs.
- Supply of technical, IT and other equipment/hardware needed for effective sub-sector work, as per EU standards and in view of efficient counteraction of all forms of crime.

The realisation of the above priorities will require full backing and commitment by the Bulgarian Government to co-fund the Project herein proposed, together with support from EU (in the form of consultancy and Phare funds) and from leading European police services. In view of reaching all priorities laid down for police services in Bulgaria and the strengthening of the latter as modern police structures, the main thrust of MoI will go for measures covering additional regulation and harmonisation, institutional build-up, training and qualification, information technologies and software applications.

3.3. Results

**Result No 1**
Improvement of the quality of servicing to the citizens via improvement the conditions for their reception and reconstruction and modernization of separate reception facilities for citizens at pilot DPUs.

**Result No 2**
Improvements of quality of service delivery to the public via installation and equipment in compliance with best EU practices.

3.4 Activities

The above results will be achieved by implementing the following activities conducted through Investment project

**Activity related to Result No 1**
Component Works
• Reconstruction and fixing / including inner electric installation/ of reception-rooms for citizens for preparation of the premises for equipment for the “Investment” component.

Activity related to Result No 2
Investment component

• Supply of “special technical means” and hardware to the above renovated & repaired premises in selected DPUs according to the best MS practices & experience in this respect as adapted to Bulgarian specifics.

The current project is directly connected with the general and specific aim of Twinning Project № BG 2005/IB/JH/05 and it is its Second Phase. It is directly connected with Results № 1 и № 2, according to the referred Twinning Project and its expected activities for achieving the aforementioned objectives. Its implementation is connected with the implementation of the twinning project.

3.5 Linked Activities:

The project is directly connected with implemented or implementing now PHARE projects and it will build up & follow up the results achieved by them:

• Phare project BG 9911.02 Institutional Strengthening of Bulgarian Police: Upgrading of Criminal Information Systems and Strengthening of Managerial Techniques;
• Phare project BG 0203.02 Implementation of the National Anti-Corruption Strategy: Development of an integrated system for countering corruption in the Ministry of the Interior;
• Phare project BG 0203.10 Implementation of the National Schengen Action Plan: building up the national information system in compliance with Schengen requirements;
• Phare project /twinning/ BG 2002/IB/JH/07 Creation of unified system for the performance appraisal, qualification and career development of the human resource;
• Phare project /twinning/ BG 2004/IB/JH/09 Strengthening & Modernisation of the criminal police within the Bulgarian National Police Service;
• Atop of the above, the Project herein proposed, is directly connected with a currently implementing project, developed by the Directorate of the National Police Service of MoI in partnership with ACET – The Assistance Centre for Torture Survivors, namely ‘Increasing the professional capacity of On-Duty Units and Officers, and improvement of their practice to process citizens’ demands and enquiries, and Torture victims complaints”. The UK Embassy in Sofia supports the project. The duration of the Project is 1year and will be implemented in selected DPUs (3 DPUs in Sofia).

The present Investment project constitutes Phase II of the approved twinning project “Improving the standards & practices of policing at local level in Bulgaria and enhancing the quality of its management” № BG 2005/IB/JH/05
In this connection should be noticed that the Bulgarian administration is committed to supply in determined term the contract for twinning, signed on behalf of France and Bulgaria in accordance to the approved twinning project. The term for supply to CFCU of the signed contract is 16-09-2006. Therefore it should be stressed on circumstance that we work very hard at the moment on the preparation of the second project of the contract with French partners and the coordination with them is on the very high level. Therefore the contract will be presented on time after all necessary procedures and after the received notification form CFCU, the activities of its realization will be fulfilled, according to the preliminary schedule and working plan.

It also has direct relation to Results 1 and 2 of the abovementioned twinning project and to its envisaged results. Considering the fact that the implementation of the twinning activities is forthcoming, but having in mind the productive meeting with the twinning partners and the preliminary agreements achieved, regarding the way of implementation of the envisaged activities for achievement of the final results, it is especially important to produce logical conclusion of the twinning project by means of the second Investment stage. This will provide opportunity for practical implementation of all results of the twinning, regarding reception and administrative services to the public.

The implementation of the II Stage - Investment will provide guarantee for continuous enhancement of the quality of services to the public by improvement of the conditions for reception and setting up the necessary equipment in accordance with the best EU practice.

The information flow aiming at the public, regarding the undertaken measures, as a reaction towards complaints and the achieved results will mark considerable increase, because at present DPU s do not have the necessary capacity and conditions (equipment) for quick and efficient reaction to the public demands and needs, as well as a certain delay exists at present in the documents processing procedures.

The proposed project also upbuilds the twinning project BG 2004/016-711.08.04 “Modernising Bulgarian Police and Enhancing its Efficiency” under PHARE Programme, which final beneficiary is the Ministry of Interior. In it is included sub-project 2 “Strengthening of the established special structures for police investigation in the MoI. Improvement of the existing practice regarding human rights and training of the officers of MoI having police functions.” One of the projects objectives is “Elimination of the objective prerequisites, leading to human rights violation in the police practices by improvement of the material conditions in the premises for detained persons at regional Police Directorates and DPU s and more strict observation of the human rights”. The sub-project envisages modernization and reconstruction of the premises for detention of persons under article 70 of the MoI Law at the MoI structural units, also including the premises for servicing of administrative penalties under Ordinance 904 for combating petty hooliganism and the Law on Guarding of Public Places during Sports Events, which have to meet the EU standards and positive practices introduced in the EU countries.

The project’s implementation is planned for three stages. The first stage includes technical experts’ assessment and preparation of constructional designs for renovation and reconstruction of detention premises at the MoI structural units. CFCU-MF is expected during the first week of December 2006 to submit the TOR and the tender documentation to the DEC. The project has started on April 3rd 2006, the duration of the first stage is 7 months and for the actual implementation are envisaged 199 980 euro. The second stage concerns the
adaptation (reconstruction, modernization and/or renovation) of the premises and the envisaged funds are 1,740 million euro. The final, third stage includes supply and mounting of audio-visual equipment, devices for monitoring and guarding of premises for detained persons and for conducting of interrogations, and the allocated funds are 1,340 million euro.

3.6 Lessons learned:

In the process of managing and implementing the Phare projects, the Ministry of Interior, and in particular the services & directorates directly involved in their implementation gained substantial experience. This project will be built on the results and experiences, achieved by Phare projects BG 9911.02, BG 0203.10, BG 0005.02, BG 0012.02, BG 0203.01, as well as on the implemented scheme for monitoring and evaluation.

Projects elaborated under PHARE Program contribute to strengthening the MoI institutional capacity through development of the legal framework, structures /units/ and information systems in compliance with EU acquis standards and achievements in the field of justice and home affairs.

The overall PHARE activity within MoI contributes to the enhancement of the capacity within the Ministry for programming, elaborating, managing, implementing and monitoring projects. That capacity presents an important precondition needed to solve key issues of police management.

Special attention should be paid to the project, developed in partnership with the ACET Center and the National Police Service, named “Enhancement of the professional capacity of the police units on-duty and improvement of the practices for reception of citizens and victims of crimes”, which was supported by the British Embassy in Sofia. The project covers three DPs on the territory of Sofia and its duration was 1 year. The project was part of the strategy for community policing as an element of the 2005 Priorities.

Besides the conducted training of police officials within the project framework, an accent should be put on the implemented pilot project in 06 DPU Sofia. Under this project, reception room for citizens was allocated and equipped with the necessary furniture and PC, as well as specialized software was developed, connecting the work place with the secretariat, which provided direct connection between the reception and the secretariat. This raised the quality of services to the public and lowered to minimum the bureaucracy in the processing of signals, appeals and informations.

All the experience derived from the abovementioned pilot project will also be used for the implementation of the proposed for funding project.

4. Institutional Framework

- The Ministry of Interior will be the beneficiary of the project. The overall project coordination and implementation will be entrusted to the Main
Directorate for Criminality Counteraction, Public order Preservation and Prevention to the General Police Directorate of MoI (GPD of MoI). In order to develop effective coordination and interrelations amongst the MoI services and directorates involved in the project implementation, MoI will ensure adequate leadership team in charge of all issues related with the project’s implementation and coordination within MoI and outside MoI – with all other institutions involved. MoI will closely cooperate with CFCU and DEC.

a. Project Steering Committee

Responsibilities:
- Strategic direction
- Co-ordination and integration
- Resource management
- Monitoring progress
- Offer guidance and advice
- Ensure achievement of key results
- Assess how independent, external bodies view & judge the success of the Project

Membership:
- Candidate Country and Member State Project Leaders
- Candidate Country Project Co-ordinator
- EC Delegation representative (observer)
- CFCU representative (observer)
- Invited members of Project Management Team when necessary

Method:
- joint (CC and MS Project leaders) stewardship of the Project
- Quarterly 1-day meetings in Sofia to discuss & approve respective quarterly report /QR/
- TRA liaises with both Project Leaders and drafts Agenda and QR, then distributes drafts at least one week in advance of each meeting.
- Discussion and resolving of any unforeseen difficulties arising during the previous work period and proposals to rectify situations, together with proposal for amendments, or updates if necessary, to project Work Schedule and Budget.

b. CC Project Coordinator

Responsibilities:
- Liaises with Project Component Leaders and will ensure coordination of inputs and outputs
- Oversees the timely execution of all activities envisaged and their presentation within the separate components
- Oversees the CC-side administrative dimension of Project management
- Coordinates this Project with other MoI projects and assists the RTA do such coordination
- Monitors progress of action plans and maintain co-ordination
Method: monthly meetings for each Project component

- CC Project coordinator chairs the monthly meetings
- The CC Project coordinator circulates the Agenda and documents attached 7 days before the event
- The CC Project coordinator reacts to and implements all recommendations issued by Project Steering Committee
- The CC Project coordinator pre-approves Progress reports submitted by Component leaders

c. CC Project Component Coordinator/leader

Responsibilities:

- Implements the component (in CC)
- Monitors progress in Action Plans execution
- Ensures achievement of key results within resources
- Identifies opportunities and threats
- Offers advice and provides practical technical support
- Drafts Progress Reports and submits the former to Project Steering Committee

d. Teams for Component implementation /Working groups of experts

Responsibilities:

- Consultation with key players
- Design and develop Component Action Plans
- Delivery of key results demanded by action plans
- Report progress to Project Steering Committee
- Exploit all opportunities and resolve implementation problems

Membership:

- Candidate Country Component Leader
- Ideally 5 members with specialist knowledge relevant to the Component
- Maximum of 10 members
- MS expert with relevant skills

Method:

- Chaired by Candidate Country Component Leader
- Monthly meeting cycle
- Liaise with responsible persons throughout MoI
- Prepare action plan delivery schedule
- Monitor progress and make adjustments as required
- Keep practitioners informed of developments
- Immediately refer unexpected difficulties, or resource issues to Component Coordinator/Project Co-ordinator
- Submit recommendations for change through Project Management Team to the Intra-Ministerial Coordination Council, for approval and issuing of official orders

Project Leader (SPO for the entire Project):

Mr. Boyko KOTZEV
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5. Detailed Budget

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<th>Phare/Pre-Accession Instrument support</th>
<th>Co-financing</th>
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<td>Investment support jointly co funded</td>
<td>National Public Funds(*)</td>
<td>Other Sources (***)</td>
<td>Total Co-financing of Project</td>
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<td>Contract 1 /works/</td>
<td>975 000€</td>
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<td>Contract 2 /supply/</td>
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<td>% of total public funds</td>
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<td>Total</td>
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(*) contributions from National, Regional, Local, Municipal authorities, FIs loans to public entities, funds from public enterprises

6. Implementation Arrangements

6.1. Implementing Agency

The CFCU within the Ministry of Finance is the Implementing Agency
Ministry of Finance
102 “Rakovski” St
tel.: +359298592772
fax: +359298592773

The CFCU will be responsible for tendering, procurement of equipment and financial control during the implementation of the project.
The Ministry of the Interior will co-ordinate the elaboration of technical specifications for all sub-projects, nominate experts to participate in the evaluation of offers and monitor the delivery, installation and configuration of equipment.

6.2. Twinning – N.A.

6.3. Non-standard aspects
None. The project will be implemented in compliance with the Phare rules (PRAG) and in accordance with the guidelines contained in the Twinning Manual (May 2005) and the Phare Programming Guide 2005. Bulgarian co-financing will be provided for by the national budget through the National Fund Directorate within the Ministry of Finance. Bulgarian co-financing will be contracted along with the amounts allocated under Phare Program.

6.4. Contracts

The contracts envisaged under the project will be contracted and implemented according to the PHARE rules. The estimated number of contracts is as follows:

**Contract 1 /works/** - Adaptation (reconstruction and/or renovation) of reception premises for citizens at selected DPU – 1 300 000 €

**Contract 2 - Supply** of special technical equipment for the premises for work with citizens in selected DPUs - 700 000 €

7. Implementation Schedule

7.1 Start of tendering/call for proposals

*(call for proposals regarding approval of financial memorandum)*

- approval of programme – December 2006;
- start of activities – March 2007

7.2. Start of project activity – 1 Q 2007

7.3 Project completion - 3 Q 2008

8. Equal Opportunity

During the implementation of the project the Ministry of the Interior will guarantee equal opportunities for participation of men and women.

9. Environment

The project investments comply with EU norms and standards. They will not have adverse effects on the environment.

10. Rates of return
A rate of return analysis is not applicable to the project. After realization the project will have operational effect in the field of crime combating.

11. Investment criteria (applicable to all investments)

11.1. Catalytic effect

Adoption and application of the European acquis in the field of justice and home affairs is an essential element of the general process of Bulgaria’s preparation for accession to EU. Phare investment will support the improvement of internal normative documentation, the organisation and the techniques of fight with crime, the enhancement of capacity to use and exploit centralized information systems and the increase of the effectiveness of the work on prevention and detection of criminal activity.

11.2. Co-financing

Bulgarian authorities will provide 25% as co-financing for the project investment component.

11.3. Additionality

This project has no financial return to attract private or international sources of funds. Phare grants will not overlap funds provided by the national budget or other bilateral support.

11.4. Project readiness and size

In the process of identification of the tasks related to the priorities of the Bulgarian police all necessary technical studies have been made, including needs assessments and studies of possibilities. Preliminary technical research is carried as pointed out in Annex 4. The project investments comply with minimum project size requirements.

11.5. Sustainability

Project’s purpose – results expected – activities to deliver results are conceived and designed to bring sustainable modernisation and optimisation of the function and management of policing at local level, together with a lasting compliance with relevant EU acquis and best practice in MS

11.6. Compliance with state aids provisions – N/A

12. Conditionality and sequencing

Bulgarian authorities will continue to demonstrate commitments to adopt and implement the EU acquis and practical standards to combat crime leading to a modern, transparent, human
rights minded and citizens-oriented culture in the police. Before the practical start of implementation of the project the tasks and responsibilities of all involved services will be defined and approved. In this connection, considerable experience has already been gained in making such arrangements. At this stage the services involved have already exchanged preliminary information about future project implementation and the respective division of tasks/responsibilities.

Since the Project will be implemented through different activities thus will require full commitment and involvement on behalf of senior level officials of the beneficiary institution. Therefore, the leadership of the Ministry commits to provide adequate staff (incl. translation and interpretation) as well as to introduce the institutional changes identified as needed for the successful implementation of the project. MoI will ensure that all conditions necessary for DEC control over Project implementation as well as Project steering are in place.

In cases of unforeseen delay of project implementation or other obstacles, the leadership of the Ministry of the Interior will define and undertake the necessary measures for overcoming them.

The current project is directly connected with the general and specific aim of Twinning Project № BG 2005/IB/JH/05 and it is its Second Phase. It is directly connected with Results № 1 и № 2, according to the referred Twinning Project and its expected activities for achieving the aforementioned objectives. Its implementation is connected with the implementation of the twinning project. *The Bulgarian site is obliged to supply for signing the contract for twinning in CFCU, according the terms up to 16.09.2006. Therefore the contract will be presented on time after all necessary procedures and after the received notification form CFCU and the activities of its realization will be fulfilled, according to the preliminary schedule and working plan.*

**ANNEXES TO PROJECT FICHE**

1. Logframe in standard format
2. Detailed implementation chart
3. Contracting and disbursement schedule, by quarter, for full duration of project
4. Reference list of feasibility/pre-feasibility studies
5. Reference list of relevant laws and regulations
6. Reference list of relevant strategic plans and studies
### LOGFRAME PLANNING MATRIX for Annex 1

<table>
<thead>
<tr>
<th>LOGFRAME PLANNING MATRIX for project</th>
<th>Programme name and number</th>
<th>Overall objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improving the standards &amp; practices of policing at local level in Bulgaria, and enhancing the quality of its management. SECOND PHASE</strong></td>
<td>Contracting period expires: 30 November 2008</td>
<td>Enhance the capacity and modernise the Bulgarian Police by development &amp; introduction of EU-acquis-&amp;-best-practices compliant national standards of policing at local level, and further implement the community policing model at the local /the DPU = PTV/ level.</td>
</tr>
<tr>
<td></td>
<td>End of execution of contracts period expires: 30 November 2009</td>
<td><strong>Objectively Verifiable Indicators</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Total budget 2.000 000 €</strong></td>
<td>• Increased level of compliance with the Schengen standards and best practices</td>
</tr>
<tr>
<td></td>
<td><strong>Phare budget 1 500 000 €</strong></td>
<td>• Technical equipment of the police structures improved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Conformity with the Accession Partnership and NPAA priorities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Effectiveness of the police structures’ anti-crime activities and of community policing increased;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reduction of the crime level and increased trust of citizens</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reduction of the cases of human rights violations within the police practice;</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Sources of verification</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• EC Regular Report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• PHARE Reports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Official statistics on crime rates;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Other official documents/ analysis/ reports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Feedback from citizens received from inquiries and other surveys.</td>
</tr>
<tr>
<td>Project purpose</td>
<td>Objectively Verifiable Indicators</td>
<td>Sources of verification</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Development and demonstration of a unified working model and management of the police structural units at the level of DPUs, which is based on the best European practices in community policing.</td>
<td>• Redistribution at national level of the functions and the resources at the work of District Police Units /DPU/, in compliance with EU standards and best practices of team-working;</td>
<td>• RTA progress reports</td>
</tr>
<tr>
<td></td>
<td>• Improvements in the system for receiving crime reporting citizens and in the administrative service to the latter in terms of registering crime and/or other legal offences. Reconstruction (refurbishment) or modernisation of separate premises for work with citizens /reception of citizens/;</td>
<td>• MoI reports;</td>
</tr>
<tr>
<td></td>
<td>• Increased management capacity of the DPUs by increased training of their staff.</td>
<td>• Activity reports of MoI structures;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Statistical data on activities implemented;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Human Rights NGOs reports on protection of human rights</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Feedback from citizens, through direct surveys, probes &amp; inquiries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Feedback from DPU staff (=officers; =officials) trained within Project</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MoI (and other parties concerned) adequately fulfils all of the commitments undertaken under Chapter 24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MoI demonstrates capacity to effectively combat crime in accordance with EU standards and requirements at national level</td>
</tr>
<tr>
<td>Results</td>
<td>Objectively Verifiable Indicators</td>
<td>Sources of verification</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>The results, which should be aimed with the current investment project are directly connected with two of the results of Twinning Project № BG 2005/IB/JH/05 / result № 1 and result № 2 of that project/</td>
<td>Monitoring by the EC Delegation; Tender documentation; Protocols from the installment/ setting up and testing of technical equipment</td>
<td>Implementation of the third stage of the Community Policing Strategy; Fulfilment of the objectives set out in the agreement concluded with the National Association of Municipalities in Bulgaria; Established national information system in accordance with Schengen; Provision of adequate resources from the state budget for carrying out the relevant activities;</td>
</tr>
<tr>
<td>Result No One</td>
<td>Standards on providing administrative services to the public.</td>
<td></td>
</tr>
<tr>
<td>• Improvement of the quality of servicing to the citizens via improvement the conditions for their reception and reconstruction and modernization of separate reception facilities for citizens at pilot DPUs</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Result No Two

- Improvements in quality of service delivery to the public via installation and equipment in compliance with best EU practices.

- Elaborated common organizational standards on the procedure for receiving citizens.

- Elaborated standards for the equipment and the fitting up of the citizens’ reception premises in selected DPUs.

- Reception areas in selected DPUs /ПП/ renovated and supplied with equipment.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Means</th>
<th>Assumptions</th>
</tr>
</thead>
</table>
| **Activity related to Result № 1**  
Component Works |  
- Preparation of technical specifications for the premises.  
- Contract for reconstruction and repair works. |  
- Protocol of adoption of repair work that had been done.  
- Protocols for installation/reconstruction and tests of the technical means.  
- Start of a Twinning Project № BG 2005/017-586.02.02 and implementation of the expected activities № 1, 2, 3 and 4, which are connected with results № 1 и 2. |  
- Confirmation from RTA about a Twinning Project № BG 2005/017-586.02.02 of the needs of modernization and equipment of the reception premises for citizens.  
- Approved by Minister of Interior list of selected DPUs |

| **Activity related to Result № 2**  
Investment component |  
- Supply contract.  
- Technical specifications for preparation and tests of the technical means. |  
- Protocols for installation/reconstruction and tests of the technical means. |  
- Protocols for installation/reconstruction and tests of the technical means. |
and hardware to the above renovated & repaired premises in selected DPUs according to the best MS practices & experience in this respect as adapted to Bulgarian specifics.

<table>
<thead>
<tr>
<th>Conduct of tender procedures.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Equipment in operation working in accordance with standard procedures and necessary software.</td>
</tr>
<tr>
<td>• Working contact points in the reception rooms for citizens for reporting and processing of signals.</td>
</tr>
</tbody>
</table>

where Citizens Reception premises will be modernized or renovated.

- Analysis of the technical equipment necessities and preparation of technical tasks and projects for selected DPUs. These DPUs would be determined according to the implemented project for construction of premises for detained persons;
  - PIU established & fully operational.
  - Coming into force of the Penal Procedure Code.

Note: The current log frame project is directly connected with the general and specific aim of Twinning Project № BG 2005/IB/JH/05 and it is its Second Phase. It is directly connected with Results № 1 и № 2, according to the referred Twinning Project and its expected activities for achieving the aforementioned objectives. Its implementation is connected with the implementation of the twinning project.

End of logframe
Annex 2

Detailed Implementation Chart

<table>
<thead>
<tr>
<th>Component</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract 1 - /works/</td>
<td>T T T T T T C I I I I I I I I I</td>
<td>T T T T T T C I I I I I I I I I</td>
<td>T T T T T T C I I I I I I I I I</td>
</tr>
<tr>
<td>Contract 2 - /supply/</td>
<td>T T T T T T C I I I I I I I I</td>
<td>T T T T T T C I I I I I I I I</td>
<td>T T T T T T C I I I I I I I I</td>
</tr>
</tbody>
</table>

T – tendering
C – contracting;
I - implementation.

Note: It is envisaged that the activities on the project № BG 2005/1B/JH/05, concerning reception of citizens, to be bring to a conclusion before the beginning of the proposed for financing project, which was considered in advance with purpose to utilize the results of twining during realization of second investment stage, which is the logical continuation and the end of approved twining project.
ANNEX 3

CONTRACTING AND DISBURSEMENT SCHEDULE (by quarter, for full duration of the project)

<table>
<thead>
<tr>
<th>Components</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 quart.</td>
<td>2 quart.</td>
<td>3 quart.</td>
<td>4 quart.</td>
<td>1 quart.</td>
</tr>
<tr>
<td><strong>Contract 1 - / works/</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,300</td>
</tr>
<tr>
<td>Disbursement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0,500</td>
</tr>
<tr>
<td><strong>Contract 2 - / supply/</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0,700</td>
</tr>
<tr>
<td>Disbursement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0,400</td>
</tr>
</tbody>
</table>

All figures are in million Euros
ANNEX 4

REFERENCE TO PRE-FEASIBILITY STUDIES CONDUCTED IN VIEW OF THE NEEDS ASSESSMENT NEEDED FOR THE IMPLEMENTATION OF THE PROJECT

The Overall Objective and the Project Purpose are pre-defined by the necessity of strengthening the capacity of the Bulgarian Police to perform its duties and range of activities.

The preliminary studies made as regards the aim and nature of the Project include a thorough analysis of the existing legal and other instruments related to the context of the work of Police in community policing.

In the Regular report for Bulgaria for the year 2004 the EC states that “As far as police cooperation and organized crime are concerned, considerable efforts are still necessary to guarantee that Bulgaria has achieved a predictable and transparent, reliable and entirely coordinated police organization by the time of accession… The training system needs to be further modernized and rationalized in order to comply with the EU practices”.

In order to comply with the above-mentioned recommendations, the Ministry of the Interior of Bulgaria has already taken concrete measures regarding the standards and procedures for strict abidance by the supremacy of the law, transparency in the work of the institutions, as well as timely reaction to complaints and requests submitted by the citizens. This is necessary in order to guarantee that the needs of the general public for safety, security and order will be met.

The results achieved so far regarding the modernization of the Bulgarian Police Service in compliance with the requirements for future EU membership can be summarised as:

- Systematic setting up of necessary new structures ready and able to assume the obligations and functions deriving from the relevant EU and Schengen acquis, and comply with responsibilities stemming from the respective Acquis, including the Schengen one. More specifically, setting up of an operational Contact Point for the purposes of existing police cooperation, established through international agreements signed by Bulgaria.

- Implementation of an enhanced human resources management system – In the framework of Project BG 0203.03 “Elaboration of a unified system for estimation of the human resources, qualification and development in the system of the Ministry of the Interior” under the 2002 Phare National Programme for Bulgaria, a “Strategy for police careers and enhancement of the human resources management in the MoI” was elaborated and adopted by the MoI leadership on 12 March 2004. The project is jointly implemented with Spain and envisages the improvement of capacity for human resources management in compliance with the model for police
careers and optimization of the management capacity of the ministry, which also includes the designing of a new AIS (Automated Information System) regarding human resources management, the former providing an opportunity for performance assessment of the civilians working in MoI as well. Certain proposals were developed as a result of the abovementioned project, aiming at amendment of the MoI Act, related to Bulgarian Police de-militarization, career development and optimization of the human resources. The MoI bill including those texts was adopted from the National Assembly and it became into force on 01 of May 2006.

- Elaboration of a programme for Human Rights and Community Policing – In response to the expectations of the general public for the Police, a permanent working group was set up in July 2002 to elaborate and implement a practical model for Community Policing which includes different MoI units. The Community Policing Program was adopted in October 2002 and began to be implemented in practice straight afterwards in close cooperation with the non-governmental sector at national and regional level.

- Training in the field of human rights – Since 1999 more than 20 training activities have been conducted in the National Police service in cooperation with the Council of Europe, the British know-how fund, the U.S. Embassy in Bulgaria, etc. More than 2000 officers took part in those activities. In the framework of the joint project with the Centre for rendering assistance to people who have suffered violence, the training of police officers for trainers in the field of human rights in each of the 28 Regional Directorates of the Interior is still under way. A lot of training materials were developed in order to meet the needs of the Police Service.

- Implementation of the Code of Ethics – In October 2003, under an Ordinance of the minister of the MoI, a “Code of Ethics for MoI officials with police functions” was introduced. The Code of Ethics complies with Recommendation 2001/10/ of the Committee of Ministers of the Council of Europe and is coordinated with experts from the Council of Europe (CoE). It comprises texts referring to the police work with citizens, offenders, and witnesses to crimes, detained persons and victims of crimes; the lawful and respective use of force, non-admission of discrimination and corruption. The Code of Ethics can be found on the MoI Internet site.

- Setting up a Permanent Committee on Human Rights and Police Ethics – the committee was set up at the end of 2003 to raise public awareness of MoI activities in the fields of human rights and professional ethics and coordinate and assist local committees on human rights and police ethics set up in each regional directorate of the MoI.

Methodological guidelines concerning public opinion research on crime counteraction and community policing as well as Methodological guidelines concerning the practical implementation of problem-oriented approach to maintaining public order and security
in co-operation with the civil society were developed and approved and are currently implemented. Development of three-year term Action Plan is forthcoming, from the time of integration of the unified model of community policing with certain activities outlined, aiming at the achievement of certain results. Funds from the MoI budget were distributed for implementation of the activities related to the community policing model.

- A Co-operation agreement on joint work for the implementation of the Community Policing Strategy was signed with the National Association of Municipalities in Bulgaria. As many as 302 contracts on joint activities with public order and security committees in the country were signed. All projects underlying the Strategy are delivered with the support of Hans Seidel Foundation, Open Society Foundation and Future for Everyone Foundation.

District Police Units, the main territorial units, which are subdivisions of the National Police Service, which are traditionally the axis of police activities on the territorial level, are now turning into a unit whose structure complies to a greater extent with security requirements on the respective territory.

Improvement of management would contribute to the establishment of a police force of a large spectrum at District Police Units, capable of reacting quickly and as adequately as possible to the requirements of the local civilians towards the police from the respective District Police Units in charge of the region.

Pursuant to the Ministry of the Interior Act, the Minister of the Interior has the authority to establish District Police Units and to determine the territory that such District Police Units have to be in charge of, according to proposals of the Directors of territorial services in the framework of the respective territorial service. The districts where the police from the respective District Police Unit has to be in charge, are determined by the crime situation and the state of play with respect to public order. At present the principle is that one District Police Unit serves the territory of one or more municipalities. There are a total of 176 District Police Units established in the country.

In compliance with the main tasks and activities pursuant to the Ministry of Interior Act, the main duties of District Police Units, which they fulfil either on their own, or jointly with other state institutions, non-governmental organizations and civilians, District Police Units are in charge of the following:

- **Providing administrative services to the public**, namely receiving signals, requests and proposals; receiving, processing and issuing identity documents; receiving, processing and issuance of documents for acquisition, storage and usage of firearms and activities related to explosives; receiving letters of appeal against administrative acts, issuance and handing in penalty decrees;

- **Operational searching activities**, namely detection of crimes, identification and detection of wanted persons and objects; juvenile delinquency inspection;
- Activities related to preliminary police proceedings and speedy police proceedings;
- Maintenance of public order;
- Traffic safety control;
- Activities related to police protection of victims of crimes;
- Working with victims of crimes;
- Domestic violence;
- Police protection of children, etc.

Pursuant to the Ministry of Interior Act, District Police Units have full powers to take the necessary managerial decisions. Police tasks are mainly distributed depending on the peculiarities of the respective territory, the time when crimes are perpetrated, as well as the human factor who would be fulfilling the tasks.

Police stations and police units are becoming more and more autonomous, which allows their managers to make planning, organize the work and manage police forces and tools depending on the specific local problems and needs of the public related to public order and security.

There is a clear understanding of the need to develop a yet more consistent project on the structure and the functions of regional police units at national level in compliance with general standards, common guidelines and principles. It is necessary to ensure that as far as public security is concerned citizens receive quality services regardless of their place of living. Establishment of organizational standards will provide for further decentralization, stronger commitment to common goals and better monitoring of the results of policing at the local level.

Further efforts will be invested also in the capacity building of policing on local and regional level. It is necessary to develop a unified standardized model of structural and functional operation of local police stations. Above all, this model requires the establishment of a national framework adapted to local specificities. Reform of police on local level is supposed to guarantee distribution of investments between investigative bodies, services for maintaining public order and community policing, including police support and administrative functions. Avoiding unnecessary splitting of police functions and enhancing local resources should be an overall guiding principle.

The project implementation will contribute to enhancing the confidence of the local communities in the work of the public security services, active involvement of civilians in elaboration and implementation of programs for prevention of instability; building upon partnership and cooperation in the field of efficient counteraction against crime, optimizing local resources and increasing the level of satisfaction and motivation of police staff due to the clearer definition of career development, all of these issues being in compliance with EU requirements in the field of justice and home affairs. The flow of information released to the public concerning measures undertaken in response to their complaints and results achieved, will increase considerably, as in this moment District Police Units have insufficient capacity to react quickly and effectively to requests and needs, as they have been formulated by the public, and there is also some delay in the processing of documentation.
At this stage the assessment of needs underlying the Project proposed is based upon the findings of the monitoring conducted by the Human Rights Commission working within the Directorate of the National Police Service of MoI, in close cooperation with various NGOs like the Bulgarian Helsinki Watch and the ACET Centre. The preliminary reports show the urgency of introducing the teamwork principle in Police Stations and of close interaction with the public, as well as establishing of the necessary base/premises and technical equipment/ for reception of citizens.

The assessment of financial needs backing the Investments part of the Project Budget presented is based upon direct surveys and on standards approved.

The investment demand is based on the number of DPUs in which will be implemented modernization and equipment of premises for detention of persons - at present approximately 116 (the final number will be known after the conclusion of the currently implemented twinning project BG/2004/IB/JH/09).

During the project’s implementation will be provided detailed assessments and individual designs for adaptation (modernization and/or renovation) of the premises for reception of citizens in selected DPUs in the country, and requests for the necessary funds for general and current renovations will be submitted.

As previously mentioned, a coordination procedure is ongoing at present, aiming at the signing with the French twinning partner under project BG 2005/17 - 586.02.02, which second phase is the proposed for funding project.

The activities under Component 1 “Preliminary assessment of service activities” are planned to start in the beginning of January 2007 and to conclude with synthesis of all assessments in the end of March 2007. Within this component, one of the activities will be assessment of the services to the public, delivered at DPU level, and this assessment will cover DPUs and 1 Regional Police Directorate.

The assessment will be conducted by French experts and the objective is preparation of comparison analysis and preliminary assessment of the capacity of Bulgarian services to develop community policing strategy, supporting the operational efficiency and the contacts with the citizens.

The basic objective of Component 2 “Improvement of quality of services to the public and operational coordination in DPU” is providing of practical training for better reception of citizens in DPU, including professional directives and role plays, as well as preparation of carter of rules and best practices, and a national directive for reception of citizens.

Analysis and evaluation of reception of citizens in the European countries are planed, as well as preparation of compilation of best practices, aiming at the enchantment of the capacity and modernization of the Bulgarian police.

One of the activities includes organization of conference for NPS and other training seminars (for the heads of regional police services and officers from DPUs in Sofia and in country) which subjects are: improvement of the reception of citizens (consultations regarding the equipment of reception rooms, management of the services in connection with citizens’ phone calls, urgent calls, attitude towards community requirements, partnership with the social
workers, development of local unit for community services, support and help for the victims of crimes).

Workshop is also planed for the preparation of National Program for community services and development of National Directive using the method of: technical presentation by two French experts, specialists in equipment of police services, provision of support for the development of National Directive, taking into consideration the reports provided by Bulgarian experts.

Also must be noticed that most of the activities of the twining project are related to the community services and the training of police officers, including training of trainers in this field.

In conclusion must be mentioned that the activities on assessment of citizens’ reception are planned to conclude before the commencement of the proposed for funding investment project, something preliminary considered, regarding the usage of the twining results during the implementation of the second stage, which is logical continuation and conclusion of the approved project.
ANNEX 5

LIST OF RELEVANT LAWS AND REGULATIONS

Ministry of the Interior Act
Foreign Nationals in the Republic of Bulgaria Act
Refugees Act
Civil Registration Act
Bulgarian Identity Documents Act
Access to Public Information Act
Personal Data Protection Act
Road Traffic Act
Statistics Act
Control of Explosives, Fire Arms and Ammunitions Act
Home Abuse Protection Act
Classified Information Protection Act

Rules on the Implementation of the Ministry of the Interior Act
Rules on the Implementation of the Bulgarian Identity Documents Act
Rules on the Implementation of the Foreign Nationals in the Republic of Bulgaria Act
Rules on the Implementation of the Classified Information Protection Act
Rules on the structure and operation of the Central Register of nonprofit entities with the Ministry of Justice
Rules on the Implementation of the Personal Data Protection Act
Rules on the Implementation of the Road Traffic Act

Instruction No 1 on the organisation and operation of criminal records offices

Instruction No 15 / 1997 on the terms and procedures of import, export, transfer, trade, purchase, sale, storage, collection and carrying of firearms and ammunition and their control

Instruction No I-45 / 24.03.2000 on the registration of motor vehicles and trailers

PLANS AND CONCEPTS

MoI information activities concept
Action Plan on the Activities of the Human Rights Permanent Working Group at the MoI

INSTRUCTIONS

Ordinance for the order for carrying out the checks for implementing of direct control of protection of the classified information
Ordinance for the general requirements for guaranteeing of the industrial security
Ordinance for the system of measures, techniques and means for physical security of the classified information and for the conditions and the order for their use
Ordinance for the compulsory terms and conditions of protection of the safety of AIS and networks used for creation, processing, archiving and transfer of classified information
Structural regulation of the state commission for the security of information and its administration
Instruction I-30/22.5.95 on the setting up, acquisition, register and cancelling of MoI information funds
Instruction of police officers comport towards persons under detention in the structural units of MoI, equipment and order of detention premises
Instruction I-28/11.06.2001 on the MoI search activities
Methodological instructions No. 467/10.08.1992 on police search activities
Instruction I-95/2003 on the work of MoI bodies on reported offences of general nature and other offences
Instruction I-3/06.01.1998 on the operation of the MoI Subjects under surveillance Automated Information System
Instruction I-153/2002 on the operation of the MoI Searched motor vehicles Automated Information System
Instruction I-187/27.11.1998 on the operation of the Border control Automated Information System at border checkpoints
Instruction I-487/28.07.1999 on submitting application forms for ID documents in the Regional police units and the Regional Directorates of the Interior
Instruction on the operation of the Automated Fingerprint Identification System (AFIS)
Instruction on the operation of the National DNA Identification System
Design and Construction Requirements to the Premises for Detention in the structural units of the MoI

ORDINANCES
Methodological instruction for detecting changes in the ID characteristics of stolen motor vehicles
I-349/03.10.1997 – Measures to limit the possibilities to register stolen motor vehicles and to expand the scope of preliminary check performed jointly with NCB Interpol
I-239/07.10.1997 – Organisation of the search activities for motor vehicles searched by NCB Interpol
ANNEX 6

REFERENCE TO RELEVANT GOVERNMENT STRATEGIC PLANS AND STUDIES

- Government Policy Programme
- National Program for the Adoption of the Acquis
- National Schengen Action Plan
- Single National Strategy for Countering Crime

Program of the Government of the Republic of Bulgaria; NPAA;
National Strategy for Combating Crime
National strategy for Combating Corruption;
Strategy for Modernization of the State Administration;
Action Plan for implementation of the Strategy for State Administration Modernization;
e-Government Strategy in the Republic of Bulgaria;
Action Plan for the implementation of the e-Government Strategy in the Republic of Bulgaria;
Action Plan for the adoption of the Schengen acquis.