# ESTABLISHMENT AND STRENGTHENING OF A NATIONAL SYSTEM FOR SUPPORT OF CRIME VICTIMS IN BULGARIA

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1. Basic Information

1.1 CRIS Number (Year 1): **2006/018-343.07.06**

1.2 Title: Establishment and Strengthening of a National System for Support of Crime Victims

1.3 Sector: Justice and Home Affairs - Sub-Sector: Judicial Reform

1.4 Location: Republic of Bulgaria

1.5 Duration: 2 years

2. Objectives

2.1 Overall Objective(s): Enforcement of counteraction to effects of crimes.

2.2 Project purpose: Strengthening of the crime victims’ compensation as an integrated stage of the fight against crimes.

2.3 Accession Partnership (AP) and NPAA priority (and implementing measures envisaged by the Action Plan for AP priorities related to strengthening administrative and judicial capacity):

The 2005 Comprehensive Monitoring Report of the European Commission for Bulgaria emphasizes on judicial cooperation in civil and penal matters including those for compensation and protection of victims of crimes as a problem area in Chapter 24 – “Justice and Home Affairs”.

For a full membership in the EU our country has to harmonise its legislation with the requirements of Directive 80 of the Council of EU relating to compensation to crime victim of 29 April 2004 and The Council of the European Union Framework Decision on the legal status of crime victims in the penal procedure of 15 March 2001.

The conformity of the Bulgarian legislation with the requirements of the Framework Decision of 15 March 2001 and Directive 2004/80 of 29 April 2004 is a subject of monitoring from the EC as the period for implementation is determinate until the date of Bulgaria’s accession to the EU.

2.4. Contribution to National Development Plan (and/or Structural Funds Development Plan/SDP):

*Not applicable*

2.5. Cross Border Impact:

*Not applicable*

3. Description

3.1. Background and justification

In the Republic of Bulgaria there is no state system for compensation of victims of crimes in the cases where the perpetrator of the crime has not been detected and identified, when he/she has not been found or has died, or when the claim has been satisfied in a sentence or a decision passed by
the court but the sentenced is lacking the necessary means. In these cases particularly affected are the victims of serious crimes against the personality who remain unsatisfied in the search of fair compensation for the material and non-material, direct and indirect damages resulting from a crime, suffered by him/her. The average number of violent crimes against the personality which have the features of serious violent crimes against the personality registered by the police is 10 000. The majority of them remains undetected, in particular the serious intentional bodily harms. There is no statistics on what part of them reaches the court and what part of the aggrieved are constituted as civil claimants under such cases by the courts. There is no data what part of the injured from such crimes refers to their rights for compensation under a civil claim or rely on compensation against insurance. This unfavourable situation should be changed through establishment of a state system for compensation of the victims of violent crimes.

There are many international instruments, to some of which the Republic of Bulgaria is a party, requiring the establishment of state schemes for compensation of the victims of violent crimes, such as the United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power, the Convention of the Council of Europe on the Compensation of Victims of Crime, the Council of the European Union Framework Decision on Combatting Terrorism, etc. Such compensation schemes exist in almost all old EU Member States which have adhered to and implemented the requirements of the European Convention on the Compensation of Victims of Violent Crimes of 24 November 1983 of the Committee of Ministers of the Council of Europe, as well as in some of the newly acceded countries. In April 2004, the Council of the European Union adopted Directive 80 relating to compensation to crime victims under which, in order to eliminate the barriers before the free movement of goods and services, the Member States have undertaken the obligation to set up mechanisms of cooperation in compensating the victims in cross-border situations on the basis of the existing compensation schemes in the different states. The time limit, according to the Directive, for developing national compensation schemes by the Member States, which do not have such, is one year. In view of its accession to the European Union, Bulgaria has to comply with the requirements of the Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims and to develop a national scheme for compensation of the victims of violent crimes and to establish a special institution to regulate the compensations in cross-border situations.

The development of a National Scheme for Compensation of Victims of Violent Crimes and establishment of a special institution to regulate the compensations in cross-border situations, as well as notification of all their elements such as psychological and emotional support and coordination with the non-government sector, requires a special legislation in this direction. Elaboration of a special Law on compensation and support of crime victims should be coordinated with the member states best practice. It requires experience exchange with European partners and creation of a workgroup for the law and the main document carrier elaboration, needed for the precise notification of the European documents until the end of 2006.

In this context a working group at the Ministry of Justice with representatives from non-government organisations supporting victims of crimes drafted a National Strategy for improving the situation and supporting the victims of violent crimes (20 June 2006). The Strategy envisages the adoption of special legislation in this area to regulate the setting up of an authorized central authority entrusted to implement a comprehensive policy in respect of the victims, which will be involved in the state compensation of the victims of violence as well. It is envisaged that its services should secure the compensation of such victims at national level, in particular of the victims of serious intentional crimes against the personality, or relatives of the victim whose death is a result of such crime. Through special services of the authorized central authority the state will secure compensation of the victims where it is not possible to make it from other sources or the other sources cover only a part of the fair compensation of the victim. Measures will be taken to avoid double compensation. Central Body for support of crime victims is going to be established under the Ministry of Justice.
This issue will be subject of a regulation by the provisions of the new Law on compensation and support of crime victims. The Strategy provides for establishment, within the authorized central organ, of a Fund to support victims of crimes, which will secure financially the policy to be implemented and the state compensation scheme.

In the Programme for Implementation of the Strategy for Reform of Bulgarian Judiciary for 2006-2007 adopted by the Supreme Judicial Council on 11 January 2006 and by the Council of Ministers on 2 February 2006 as obligations of the Minister of Justice are included short-term priorities (until the end of 2006) such as elaboration of National Strategy and conception of legislative changes in the context of European standards for legal status improvement for persons threatened in connection with criminal procedure. As mid-term priority (until the end of 2007) and obligation of the Minister of Justice is included the appliance of working mechanism for protection and compensation of victims of violent crimes, for which are allocated 2 millions BGN.

The Programme’s allocated amount will be totally insufficient for a full cover of expenses needed for administering the whole proceedings and compensation of victims of violent crimes. Vastly greater amounts are needed for investment in buildings, equipment, education, information system building, PR-campaigns, etc.

The Comprehensive 2005 Monitoring Report of the European Commission for Bulgaria emphasizes on judicial cooperation in civil and penal matters including those for compensation and protection of victims of crimes as a problem area in Chapter 24 - “Justice and Home Affairs”.

For a full membership of the EU our country has to harmonise its legislation with the requirements of Directive 80 of the Council of EU relating to compensation to crime victims of 29 April 2004 and the Council of the European Union Framework Decision on the legal status of crime victims in the penal procedure of 15 March 2001.

For implementation of The Programme for Implementation of the Strategy for Reform of Bulgarian Judiciary for 2006-2007 the Ministry of Justice prepared National Strategy for Improving the Status and Support of Victims of Crimes, completed on 20 June 2006, and until 31 October 2006 there should be elaborated a draft Law on Support and Compensation of Crime Victims, providing a national authority body and a fund for compensation of crimes victims.

A Law on Support of Crime Victims is due to be elaborated according to and in implementation of the National Strategy. Central Body for support of crime victims is foreseen to be established under its provisions. It will be attributed full powers in accordance with the requirements of the Framework Decision on the Legal Status of Crime Victims in Penal Proceedings and of the Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims of the Council of Ministers of the EU. The newly set Central Body will be the main beneficiary under the project. A separate chapter in the new law shall provide for the National System for Compensation of Crime Victims as a subordinate to the Central Body structure in conformity with the provisions of Directive 80. On the one part, its management, including service and final decision on compensation requests of crime victims, shall be entrusted and regulated as a function of a network of local units for supporting crime victims that shall take on the functions of a “decision-making body”, under Art.3, para.2 and that is different from the “supporting body”, regulated in Art.3, para.1 of the Directive. On the other hand, a Compensation Fund that is also to be subordinated to the Central Body will be established. It shall guarantee the payments under the requests trough raising funds from various sources.

After acceptance of The National Strategy for improving the status and support of victims of crimes and passing the Law for support and compensation of victims of crimes until the end of 2006, in urgent order from the beginning of 2007 will start the building of provided bodies and proceedings, for which are the needed the amounts from the PHARE Programme.
The implementation of the present draft is a key factor for starting the real proceedings for compensation of victims of violent crimes and other proceedings included in the Law.

3.2. Sectoral rationale

Not applicable

3.3. Results

The purpose of the project is: Strengthening of the crime victims’ compensation as an integrated stage of the fight against crimes

<table>
<thead>
<tr>
<th>3.3.1. Component 1. TWINNING – Establishment and Strengthening of a National System for Support of Crime Victims</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3.1.1. SUB-PROJECT 1. Structuring of the system for Support of Crime Victims</td>
</tr>
<tr>
<td><strong>3.3.1.1.1. Purpose:</strong></td>
</tr>
<tr>
<td>The purpose is starting the activity of the public system for support and compensation. Based on the experience of leading Member States in public compensation of victims of violent crimes and other practice of supporting victims, a complete system of the required documents, proceedings and main document carriers of information of the Central body and its local units will be elaborated.</td>
</tr>
<tr>
<td><strong>3.3.1.1.2. Results:</strong></td>
</tr>
<tr>
<td>Basing on the research will be elaborated a special Statute for organisation and activity of the Central body and its units, as well as needs analysis and technical specifications for Component 2.</td>
</tr>
</tbody>
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<thead>
<tr>
<th>3.3.1.2. SUB-PROJECT 2. Training of the staff</th>
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<tbody>
<tr>
<td><strong>3.3.1.2.1. Purpose:</strong></td>
</tr>
<tr>
<td>To be elaborated educational system for training of the Central Body and its units’ officials and implemented effective training based on the Member States experience.</td>
</tr>
<tr>
<td><strong>3.3.1.2.2. Results:</strong></td>
</tr>
<tr>
<td>After implementing a number of trainings will be trained over 200 officials from the administration of the Central Body and the local units for work and support of victims of crimes and administering their compensation.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>3.3.1.3. SUB-PROJECT 3. Communication of the system methodology</th>
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<tbody>
<tr>
<td><strong>3.3.1.3.1. Purpose:</strong></td>
</tr>
<tr>
<td>To inform the public for victims’ rights, specially the right of compensation in some of the cases, as well as the order and ways of applying for such compensation.</td>
</tr>
<tr>
<td><strong>3.3.1.3.2 Results:</strong></td>
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<tr>
<td>Leaflets and other materials will be published, a web-page will be created, as well as PR-campaign for informing the public.</td>
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<table>
<thead>
<tr>
<th>3.3.2. Component 2. INVESTMENT – Establishment and Strengthening of a National System for Support of Crime Victims</th>
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<tbody>
<tr>
<td>3.3.2.1. SUB-PROJECT 1. IT and office equipment for Central body, local units and the Fund</td>
</tr>
<tr>
<td><strong>3.3.2.1.1. Purpose:</strong></td>
</tr>
<tr>
<td>To provide material and technical support for starting the proceedings of the Body, local units and the Fund.</td>
</tr>
<tr>
<td><strong>3.3.2.1.2. Results:</strong></td>
</tr>
</tbody>
</table>
3.3.2.2. SUB-PROJECT 2. Introduction of administering information system

3.3.2.2.1. Purpose:
A software provision through information system of the functioning of public system for compensation.

3.3.2.2.2. Results:
Provision of software for an unified system for administrating of activities and registration of Beneficiaries.

3.4. Activities (including Means)

Component 1. TWINNING – Establishment and Strengthening of a National System for Support of Crime Victims

It is provided for the building of the Central Body (under the Ministry of Justice) for support of victims of crimes and 28 local units in the country districts. The Body and its units will administrate the activities of compensation and psychological and emotional support of victims of violent crimes. Under the Central Body will be created a Fund for victims of crimes. The Body will take the functions of international cooperation in the field of compensation of victims of crimes and compensation of victims in cross-border situations. The same will finance and will be a partner of NGOs on supporting victims of crimes and problems of legislative changes in this field.

Activities

SUB-PROJECT 1. Structuring of the system for Support of Crime Victims

As a first step there will be a research of experience in public compensation of victims of crimes of leading Member States, the practice of psychological and emotional support, the practice of partnership with non-government organisations and Member States practice of compensation of victims in cross-border situations. As a result there will be a matrix of the system of needed documents and activities of the Central Body and its units which will be included in Special act for its organisation and activity. The main document carriers will be created. In addition there will be a research of the training experience of officials in Member States for support and compensation of victims.

1. Conducting a needs analysis on indispensable equipment for the crime victims’ system to ensure its functioning in accordance with the EU standards and elaboration of neutral technical specifications for the equipment to be tendered under the Component 2.
2. A research of experience of the leading Member States in public compensation of victims of crimes.
3. A research of the practice of Member States on psychological and emotional support of victims of crimes.
4. A research of the practice of Member States on international cooperation in the case of victims in cross-border situations.
5. A research of experience of the Member States in partnership with non-government organisations supporting victims of crimes.
6. Creating the best matrix for our conditions for each of the activities and uniting them in a system of proceedings and documents.
8. Elaboration of special regulatory act for its organisation and activity of the Central Body and its units.

**SUB-PROJECT 2. Training of the staff**

*Officials for administering of all the activities will be hired and after preparation of a training programme there will be a special training. It is supposed that for the Central Body and local units will be needed about 200 officials. Specialists from the Member States will be invited for the training.*

1. Research of practice of Member States on training of officials working with victims of crimes.
2. Elaboration of a training programme for training of officials.
3. A number of trainings for approximately 200 officials from the Central Body and local units together with experts from Member States.

**SUB-PROJECT 3. Communication of the system methodology**

*In the same time, until the end of the previous two activities, there will be elaborated a Communication Programme for the Central Body to inform the public about the rights of crime victims and the way of their realization. Leaflets and other materials will be published, a web-page will be created, as well as PR-campaign for informing the public.*

1. Research of practice of Member States of informing the public about the rights of victims of crimes and more precisely about the right of compensation of victims of violent crimes.
2. Elaboration of Communication Programme for the Central Body to inform the public.
3. Elaboration of leaflets and other materials for informing the public about rights of victims and the way to be compensated.
5. PR-campaign for informing the public about rights of victims and the way to be compensated.

**Means**

- Selection of Twinning partner including RTA and other experts
- Elaboration of Twinning Contract
- Signature of Twinning Contract
- Determination of tasks, responsibilities and members
- Working meetings between Bulgarian and EU short-term experts
- Elaboration of papers
- Study visits

**Component 2. INVESTMENT – Establishment and Strengthening of a National System for Support of Crime Victims**

*In long-term period, the component includes the whole office and IT equipment of the system of public support and compensation of victims of crimes.*

**Activities**

**SUB-PROJECT 1. IT and office equipment for Central body, local units and the Fund**

*This component should provide the offices and office equipment (including computerization) of the Body and local units to start their activity in 2007.*
1. Providing offices for the Body and the local units in accordance with the market of real estates and current amounts.
2. Buying and equipment of the offices of the Body and the local units.

SUB-PROJECT 2. Introduction of administering information system
Together with the upper activities will start elaboration of electronic information system with the needed software for administration and registration of all activities of the Body and local units. The system will be elaborated until the end of the project.

1. Elaboration of information system of the Central Body and local units, including servers and other equipment provision.
2. Elaboration and of software administration and organisation system for the activities of the Central Body and local units.

Means
- Tender procedure
- Supply

3.5. Linked Activities:

PHARE BG-2004/016-711.08.01 Support for further Implementation of the Strategy for Reform of Bulgarian Judiciary
- Twinning Project BG/2004/IB/JH/02 “Judicial Cooperation in Civil and Penal Matters” - The project started on 7 October 2005. Within its Component 1. “Judicial Cooperation in Penal Matters” a package of legislative amendments was elaborated for the improvement of legal status of crime victims in penal proceedings, as well as for compensation of victims of serious crimes – “Proposals on possible legislative changes in view of the harmonisation of the Bulgarian legal framework with the EU law in the sphere of crime victims and establishment of national fund for compensation”.

3.6. Lessons learned:

The MoJ and the SJC have taken appropriate measures to improve the coordination process with different donors.
The need for strengthening the Project Implementation Unit has been pointed out in several evaluation reports. In this respect, a special unit for project management was established within MoJ - the International Programmes Department within the International Cooperation and European Integration Directorate, staffing eight experts. The Department is in charge of coordination and implementation of international projects and programmes related to the activities of the Ministry of Justice and to the Judiciary.
There is a necessity of close collaboration and coordination between the Ministry of Justice and the Central Contracting and Financing Unit (CFCU) within the Ministry of Finance.

4. Institutional Framework

The project beneficiary will be the Ministry of Justice (MoJ). A Law on Support of Crime Victims is due to be elaborated in implementation of the National Strategy. Central Body for support of crime victims is foreseen to be established under its provisions. This newly set Central Body will be
de facto the main beneficiary under this project. A separate chapter in the new law shall provide for the National System for Compensation of Crime Victims as a subordinate to the Central Body structure.

A Steering Committee with the participation of the key stakeholders on the matter will be established under the project. It will monitor and guarantee the successful implementation of the project. The Steering Committee will meet on quarterly basis (or in accordance with the necessities) during the project implementation, and will be chaired by a Deputy Minister of Justice. The International Programmes Department within the MoJ will provide secretarial support to the Steering Committee, and will assist in managing and coordinating the overall implementation of the project.

The MoJ and the Crime Victims Central Body will become the owners of the assets after project completion, and will be responsible for operating and maintaining the equipment.

5. Detailed Budget

<table>
<thead>
<tr>
<th>Institution Building support</th>
<th>PHARE/Pre-Accession IB support</th>
<th>Co-financing</th>
<th>Total Cost</th>
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<tbody>
<tr>
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<td>( € )</td>
<td>( € )</td>
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<tr>
<td><strong>Contract 1</strong></td>
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<tr>
<td>Component 1</td>
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<tr>
<td>TWINNING – Establishment and</td>
<td>800 000</td>
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<td>800 000</td>
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<tr>
<td>Strengthening of a National</td>
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<td>System for Support of Crime</td>
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<td>Victims</td>
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<tr>
<td>Sub-project 1</td>
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<td>Sub-project 2</td>
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<td>Sub-project 3</td>
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<tr>
<td>Institution Building</td>
<td>800 000</td>
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<td>800 000</td>
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<tr>
<td>support - sub-total</td>
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<tr>
<td>% of total public funds</td>
<td>100 %</td>
<td>10 %+</td>
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<td><strong>Contract 2</strong></td>
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<tr>
<td>Component 2.</td>
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<tr>
<td>INVESTMENT – Establishment and</td>
<td>1 200 000</td>
<td>400 000</td>
<td>1 600 000</td>
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<tr>
<td>Strengthening of a National</td>
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<td>System for Support of Crime</td>
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<tr>
<td>Sub-project 1</td>
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<tr>
<td>Sub-project 2</td>
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<tr>
<td>Investment support – sub-total</td>
<td>1 200 000</td>
<td>400 000</td>
<td>1 600 000</td>
</tr>
<tr>
<td>% of total public funds</td>
<td>max. 75 %</td>
<td>min. 25 %</td>
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</tr>
</tbody>
</table>
Total project | 2 000 000 | 400 000 | 400 000 | 2 400 000

(*) contributions form National, Regional, Local, Municipal authorities, FIs loans to public entities, funds from public enterprises
(**) private funds, FIs loans to private entities

1. All investment sub-projects supported by PHARE must receive co-financing from national public funds. Minimum requirement for co-financing from national public funds is 25% of the combined PHARE and national contributions to the overall investment support.

2. The Bulgarian public co-financing contribution under the Twinning Project (Institution Building) shall cover up to 10% in addition to contracted amount under PHARE funds.

6. Implementation Arrangements

6.1. Implementing Agency

The Central Financing and Contracting Unit (CFCU) within the Ministry of Finance will be the Implementing Agency responsible for tendering, contracting, payments and financial reporting, and will work in close co-operation with the beneficiaries. The Programme Authorizing Officer (PAO) will be public official of the Ministry of Finance.

Address:
CFCU, Ministry of Finance, 1040 Sofia, Bulgaria
tel.: +359 2 9859 2772
fax: +359 2 9859 2773
e-mail: cfcu@minfin.bg

6.2. Twinning

Twinning Partner:
The twinning partner has to be well acquainted with the judicial matters and particularly with the protection of crime victims. It preferably has to be a state institution working in the field of judiciary.

Resident Twinning Adviser (RTA):
Working place:
Sofia, Ministry of Justice
Responsibility:
Delivering of the abovementioned project results
Position requirements:
- Highly qualified jurist
- Long experience in the judicial system
- Experience in the field of protection of crime victims
- Experience in management in the sphere of judicial system will be a plus
- Good knowledge of the Bulgarian judicial system
- Excellent professional managerial and analytical expertise
- Fluency in English
- Computer literacy
- Creativity
- Communicativeness
Other experts:
Responsibility:
Areas not directly covered by the RTA
Tasks:
- Advise in relevant matters
- Methodological support
- Implementation of relevant activities

6.3. Non-standard aspects

The twinning component is envisaged to the total value of 800 000 Euro plus up to 10% national co-financing.

6.4. Contracts

<table>
<thead>
<tr>
<th>Institution Building</th>
<th>PHARE/Pre-Accession support (€)</th>
<th>National Public Funds (€)</th>
<th>Total Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contract 1</strong></td>
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<td><strong>Component 1</strong></td>
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<tr>
<td>TWINNING – Establishment and Strengthening of a National System for Support of Crime Victims</td>
<td>800 000</td>
<td>up to 10%</td>
<td>800 000</td>
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<td>Sub-project 1</td>
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<td>Sub-project 2</td>
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<tr>
<td>Sub-project 3</td>
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<tr>
<td><strong>Contract 2</strong></td>
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<tr>
<td><strong>Component 2.</strong></td>
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</tr>
<tr>
<td>INVESTMENT - Establishment and Strengthening of a National System for Support of Crime Victims</td>
<td>1 200 000</td>
<td>400 000</td>
<td>1 600 000</td>
</tr>
<tr>
<td>Sub-project 1</td>
<td></td>
<td></td>
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<tr>
<td>Sub-project 2</td>
<td></td>
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</tr>
</tbody>
</table>

7. Implementation Schedule

7.1. Start of tendering/call for proposals

Contract 1 – Twinning: September-October 2006 – Twinning Selection Round

7.2. Start of project activity

Contract 1 – Twinning: March 2007
Contract 2 – Investment: October 2007
7.3. Project completion

Contract 1 – Twinning: March 2008
Contract 2 – Investment: October 2008

8. Equal Opportunity

The principle of equal opportunity will be integrated into all stages of the project implementation. An open tender procedure on forthcoming contracts will be announced by the Internet and national media. The applications shall be evaluated objectively and non-discriminatively.

9. Environment

*Not applicable*

10. Rates of return

*Not applicable*

11. Investment criteria (applicable to all investments)

**11.1. Co-financing**

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

12. Conditionality and sequencing

In its essence the project follows the recommendations laid down in the EU Accession documents and the national strategic papers.

As to ensure best organisation approach a Project Steering Committee shall be formed.

**Annexes to Project Fiche**

1. Logical framework matrix
2. Detailed implementation chart
3. Contracting and disbursement schedule
4. Reference list of feasibility/pre-feasibility studies
5. Reference list of relevant laws and regulations
6. Reference list of strategic plans and studies
7. Preliminary needs analysis for the protection of crime victims’ system in Bulgaria
# Annex 1. PHARE Log Frame

<table>
<thead>
<tr>
<th>LOGFRAME PLANNING MATRIX FOR Project</th>
<th>Programme name and number PHARE 2006</th>
<th>06.xx</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment and Strengthening of a National System for Support of Crime Victims</td>
<td>Contracting period expires: 30 November 2008</td>
<td>End of execution of contracts period expires: 30 November 2009</td>
</tr>
<tr>
<td>Total budget: 2 400 000 €</td>
<td>PHARE budget: 2 000 000 €</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall objectives</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enforcement of counteraction to effects of crimes</td>
<td>• Level of meeting the EU accession criteria increased /complex/</td>
<td>• EU Reports</td>
</tr>
<tr>
<td></td>
<td>• Judicial system strengthened /complex/</td>
<td>• Final report on the project implementation</td>
</tr>
<tr>
<td></td>
<td>• Pre-conditions for decreasing crime provided /complex/</td>
<td>• Statistics</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project purpose</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthening of the crime victims compensation as an integrated stage of the fight against crimes</td>
<td>• Regulations updated</td>
<td>• Legal researches</td>
<td>• Consistent approach</td>
</tr>
<tr>
<td></td>
<td>• Institutionalised mechanism approved</td>
<td>• Draft laws</td>
<td>• Flexibility</td>
</tr>
<tr>
<td></td>
<td>• Judicial capacity strengthened</td>
<td></td>
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<td></td>
<td>• Society informed</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Results</th>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component 1. TWINNING – Establishment and Strengthening of a National System for Support of Crime Victims</td>
<td>• System established</td>
<td>• Project contracts</td>
<td>• Good project management</td>
</tr>
<tr>
<td>SUB-PROJECT 1. Structuring of the system for Support of Crime Victims</td>
<td>• 200 officials from the Central Body and local units trained</td>
<td>• Project reports</td>
<td>• Willingness and active interest of the participants</td>
</tr>
<tr>
<td></td>
<td>• Documents prepared</td>
<td>• Project documents</td>
<td>• Cooperation and team work of the different</td>
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<td></td>
<td>• Public awareness raised – leaflets and web-page created, PR-campaign for informing the</td>
<td>• Draft regulations</td>
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</table>
special Statute for organisation and activity of the Central body and its units
  - Needs analysis and technical specifications for Component 2 elaborated

**SUB-PROJECT 2. Training of the staff**
- After implementing a number of trainings will be trained over 200 officials from the administration of the Central Body and the local units for work and support and support of victims of crimes and administrating their compensation

**SUB-PROJECT 3. Communication of the system methodology**
- Leaflets and other materials will be published, a web-page will be created as well as PR-campaign for informing the public

**Component 2. INVESTMENT – Establishment and Strengthening of a National System for Support of Crime Victims**

**SUB-PROJECT 1. IT and office equipment for Central body, local units and the Fund**
- Offices and office equipment for the Central Body and local units will be provided

**SUB-PROJECT 2. Introduction of administering information system**
- Provision of software for united system for administrating of activities and registration of Beneficiaries

<table>
<thead>
<tr>
<th>Public held by the end of 2007.</th>
<th>Needs analysis and TS elaborated by 3Q 2007.</th>
<th>Equipment supplied</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Information system in function</td>
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<tr>
<td>Activities</td>
<td>Means</td>
<td>Assumptions</td>
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<td>------------</td>
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</tr>
<tr>
<td><strong>Component 1. TWINNING – Establishment and Strengthening of a National System for Support of Crime Victims</strong>&lt;br&gt;<strong>SUB-PROJECT 1. Structuring of the system for Support of Crime Victims</strong>&lt;br&gt;1. Conducting a needs analysis on indispensable equipment for the crime victims system to ensure its functioning in accordance with the EU standards and elaboration of neutral Technical Specifications for the equipment to be tendered under Component 2.&lt;br&gt;2. A research of experience of the leading Member States in public compensation of victims of crimes&lt;br&gt;3. A research of the practice of Member States on psychological and emotional support of victims of crimes&lt;br&gt;4. A research of the practice of Member States on international cooperation in the case of victims in cross-border situations&lt;br&gt;5. A research of experience of the Member States in partnership with non-government organisations supporting victims of crimes&lt;br&gt;6. Creating the best matrix for our conditions for each of the activities and uniting them in a system of proceedings and documents&lt;br&gt;7. Elaboration of document carriers and rules for the document turnover&lt;br&gt;8. Elaboration of Special Act for its organisation</td>
<td>• Selection of Twinning partner including RTA and other experts&lt;br&gt;• Elaboration of Twinning Contract&lt;br&gt;• Signature of Twinning Contract&lt;br&gt;• Determination of tasks, responsibilities and members&lt;br&gt;• Working meetings between Bulgarian and EU short-term experts&lt;br&gt;• Elaboration of papers&lt;br&gt;• Study visits</td>
<td>• Access to information provided&lt;br&gt;• Good organization&lt;br&gt;• Active work&lt;br&gt;• Office premises availability</td>
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</table>
and activity of the Central Body and its units

**SUB-PROJECT 2. Training of the staff**
1. Research of practice of Member States on training of officials working with victims of crimes
2. Elaboration of training programme for training of officials
3. A number of trainings for approximately 200 officials from the Central Body and local units together with experts from Member States

**SUB-PROJECT 3. Communication of the system methodology**
1. Research of practice of Member States of informing the public about the rights of victim of crimes and more precisely about the right of compensation of victims of violent crimes
2. Elaboration of Communication Programme for the Central Body to inform the public
3. Elaboration of leaflets and other materials for informing the public about rights of victims and the way to be compensated
4. Elaboration of a web-page of the Body
5. PR-campaign for informing the public about rights of victims and the way to be compensated

**Component 2. INVESTMENT – Establishment and Strengthening of a National System for Support of Crime Victims**

**SUB-PROJECT 1. IT and office equipment for**
- Tender procedure
- Supply
### Central body, local units and the Fund

1. Providing offices for the Body and the local units in accordance with the market of real estates and current amounts
2. Buying and equipment of the offices of the Body and the local units

### SUB-PROJECT 2. Introduction of administering information system

1. Elaboration of information system of the Central Body and local units, including servers and other equipment provision
2. Elaboration and of software administration and organisation system for the activities of the Central Body and local units

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<th>Preconditions</th>
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### Annex 2. Detailed Implementation Chart

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<td>SUB-PROJECT 1. Structuring of the system for Support of Crime Victims</td>
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<td>SUB-PROJECT 2. Training of the staff</td>
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<td>SUB-PROJECT 3. Communication of the system methodology</td>
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<td>Contract 2</td>
<td>SUB-PROJECT 1. IT and office equipment for Central body, local units and the Fund</td>
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<td>SUB-PROJECT 2. Introduction of administering information system</td>
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Annex 3. Contracting and Disbursement Schedule by Quarter for Full Duration of Programme (in EUR)

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<tbody>
<tr>
<td>Contracted</td>
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<td>800 000</td>
<td>800 000</td>
<td>800 000</td>
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<tr>
<td>Disbursed</td>
<td>425 000</td>
<td>550 000</td>
<td>600 000</td>
<td>800 000</td>
<td>800 000</td>
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</table>

Contract 2 (Investment)

| Contracted            |         |         |         | 1 200 000 | 1 200 000 | 1 200 000 | 1 200 000 | 1 200 000 |
| Disbursed             |         |         |         | 750 000   | 750 000   | 900 000   | 900 000   | 1 200 000 |
Annex 4. Reference List of Feasibility/Pre-feasibility Studies

Main prerequisite for true functioning of the protection of crime victims’ system in Bulgaria in line with the best European practices is its supply with suitable IT and office equipment. Moreover the environment is very important for the victims and play strong psychological role.

Under the present project a computerization of the Central body, local units and the Fund is envisaged as well as development of respective software and administering information system as to avoid double payment.

*NOTE:* Conducting a needs analysis on indispensable equipment for the crime victims system to ensure its functioning in accordance with the EU standards and elaboration of neutral technical specifications for the equipment to be tendered under the Component 2. will be done under Component 1.

Annex 5. Reference List of Relevant Laws and Regulations

I. EU legislation.
   - Council of EU Framework Decision of 15 March 2001
   - United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power
   - Council of Europe Convention of the on the Compensation of Victims of Crime of 24 November 1983

II. National legislation.
   - Constitution of Republic of Bulgaria
   - Law on Judiciary

Annex 6. Reference List of Strategic Plans and Studies

- Updated Strategy for Reform of the Bulgarian Judiciary
- Action Plan to the Updated Strategy for the Reform of the Judiciary
- National Strategy for Combatting Crime

Annex 7. List of Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>EU</td>
<td>European Union</td>
</tr>
<tr>
<td>JHA</td>
<td>Justice and Home Affairs</td>
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