

→ Pernik goes electric

Country Bulgaria

Project title Pernik goes electronic

Twinning Municipality of Doetinchem (The Netherlands)

Municipality of Pardubice (Czech Republic)

Municipality of Pernik (Bulgaria)

Project period 1 January 2008 to 31 March 2009

Project budget € 71.234,94

Project objective

Supporting the municipality of Pernik to increase its preparedness of putting the E-government concept into practice by expanding it on municipal level and to achieve unlimited access of citizens to the administrative services offered.

Project summary

The municipalities of Doetinchem and Pardubice supported the municipality of Pernik to develop a clear policy to improve the efficiency of the administrative service provision, to apply the E-government concept on local level and to ensure internet-based services.

Core information

Pernik is a medium-sized municipality, located in the West of Bulgaria, with approximately 112,000 inhabitants. The municipality comprises 24 settlements, including the town of Pernik. Formerly Pernik had an industrial economy based on coal mining, but nowadays the importance of agriculture is increasing. A well-know feature of Pernik are the archaeological discoveries which demonstrate the importance of the city in prehistoric times.

Problem analysis

The general problem in the municipality of Pernik was the lack of the ability to implement the E-government concept which was considered as an effective tool to provide services and to communicate with citizens. More specifically, the problems related to the project were:

- The absence of a clear long-term vision related to e-government on the municipal level.
- The absence of concrete communication tools on internet.
- The lack of financial means to secure good municipal internet facilities.

Project implementation

The project implementation was based on the determined common problems

and needs in order to improve the situation in Pernik concerning the electronic service provision. This project was focused on the marketing possibilities of e-services and on increasing the knowledge of people involved within the area of E-government. The project resulted in the realisation of a clear policy containing the use of internet for communication and service delivery in correlation with the service-desk; the formulation of a new step plan which defined how digital information is provided to the citizens via internet; the training of civil servants of Pernik and Pardubice, responsible for service provision; and the purchase of new equipment related to municipal electronic service provision.

Process management

In order to define a clear vision and the appropriate needs, a full analysis was made based on the existing information on the internet. The publicity of the process and research among the stakeholders was put forward to achieve transparent and sustainable results. With the support of the municipal council, the representatives of the municipal administration put a large effort in formulating a new step plan enclosing the methodology of providing digital information to citizens via internet. The selection of an innovative internet-based communication tool was part of the plan. The twinning partners contributed with their experience, good practices and support to the further development of the municipal policy concerning E-government.

Recommendations: do's and don'ts

- Clearly define organizational structure, procedures and processes.
- Collect relevant data on a sustainable basis; elaborate the use of a guidebook with procedures and processes; ensure relevant software and hardware are available; describe and plan future activities.
- Provide trainings for the responsible civil servants.
- Open mannered actions.
- Learn from good practices and experiences in other countries.