

# PROVIDING ELECTRONIC SERVICES AND UPGRADING INFORMATION SYSTEMS

Two projects to provide electronic services and upgrade information systems have been the focus of the Geodesy, Cartography and Cadastre Agency of Bulgaria (GCCA) during 2013. Both were financed under the Operative Programme - Administrative Capacity and co-funded by the EU through the European Social Fund.



The first, to provide electronic and complex administrative services, has integrated the newly-created Cadastral Administrative Information System (CAIS) with the Integrated Information System for Cadastre and Property Registration which was introduced in 2009. Benefits include better control of document turnover; online access to services including payments, registration and making objections and recommendations; an Internet forum; and provision for users with visual impairment.

To improve the quality of services to businesses and individuals, GCCA is also enhancing its information and communications systems. The upgrade will also result in the development of e-services which comply with EU standards.

Four main activities make up the project:

- Development of a new specialised information system and electronic services for protective zones A and B and for the public state and municipal property objects in parcels on the Black Sea coast.
- Creation of an electronic register and digital archive of materials and data stored at GeoCartFund; specialised management software; integration with GCCA's e-service portal; and interactive tools for receiving spatial data and text. This work will also help to preserve original archive documents by reducing their use.
- Creation of a register of geographical names to ensure uniformity and sustainability for features such as settlements, hydrology, cultural and historical sites. This will be promptly updated and provide the base for new administrative services related to geographical names and their features.
- Processing GCCA geodata to comply with the INSPIRE Directive.

