CURRICULUM

Approved by:
Dean:

LW220

ADMINISTRATIVE SERVICES

Adopted: Protocol No. 23 of 30.01.2018, amended by Protocol No. 4 / 29.11.2022 of the Faculty Council – Faculty for Legal Studies

Lecturer: Prof. D. Sc. Maria Neykova

ANNOTATION

The course “Administrative Services” is practically oriented and is designed to provide students with the necessary knowledge regarding the organization of activities related to the provision of administrative services:

- it covers the vision and key principles of administrative services and the essence of the “one-stop-shop” principle;
- it presents the organization of administrative service delivery;
- it clarifies the requirements for locations providing administrative services;
- it introduces opportunities for official data exchange and automation of service delivery processes;
- it examines the ways of service application and the provision of electronic services;
- it develops skills for modelling workflows related to the provision of administrative services.

MAIN OBJECTIVES

The main objective of the course is to build knowledge of the specifics associated with the essence and key problem areas of administrative services, to foster an understanding of the importance of improving these services, and to equip students with techniques and procedures for organizing administrative services based on the “one-stop-shop” principle.

The course aims to draw attention to the main legal provisions concerning the regulation of administrative services. Students are offered both key legislative acts and important secondary legislation for analysis, which ensure the provision of administrative services.

To achieve the academic objectives, general scientific methods of cognition and scientific synthesis have been applied, along with specific research methods such as comparative legal, historical, and logical-legal approaches.

PREREQUISITES

Students are expected to be familiar with the course of administrative reform in the country and to have knowledge of management basics and administrative law.

STRUCTURE AND STATUS

Speciality		Credits	Full Time			Part Time		
			L	s	P Total	L	S	P Total
Law	Elevtive	3	20		20	20		20

COURSE CONTENT

Topic 1. The Importance of Administrative Services and Key Definitions

Topic 2. Principles of Administrative Services and Principles of Comprehensive Administrative Services

Topic 3. Legal Framework of Administrative Services

Topic 4. The Essence of Administrative Services Based on the “One-Stop-Shop” Principle

Topic 5. Rules for Organizing Administrative Services

Topic 6. Key Steps for Implementing Administrative Services Based on the “One-Stop-Shop” Principle

Topic 7. Official Exchange of Information and Evidence

Topic 8. Methods (Channels) for Requesting and Providing Administrative Services

Topic 9. Provision of Administrative Services Electronically

Topic 10. Automation of Service Delivery Processes

Topic 11. Modelling Workflows for the Provision of Administrative Services

Topic 12. Quality Standards for Administrative Services and Assessment of User Satisfaction

Topic 13. Provision of Administrative Services by Organizations Delivering Public Services and by Individuals Performing Public Functions

Topic 14. Fees and Methods of Payment for Administrative Services

COURSE ASSIGNMENT

A list of individual assignments is offered for each student, to be developed during the semester. The defence takes place at the end of the semester.

ASSESSMENT METHODS

Students’ work is assessed through a semester exam, which may be conducted in oral or written form (developing questions from the syllabus). In forming the final grade, besides the result of the semester exam, the result of the developed coursework is also taken into account. This constitutes the final grade received by the student.

RECOMMENDED LITERATURE

1. Basic Model of Integrated Administrative Services.

2. Dzhildzhov, A., “The Place and Role of Public Service Providers in the Overall Process of Providing Administrative Services”, in Public Policies.bg, Year 6, Issue 1 / June 2015.

3. Report on the project “Provision of Consulting Services for the Development of a New Fee Policy” under the project “Fee Policy in Accordance with Public Relations – A Condition for Good Governance”.

4. Reports on the State of the Administration from 2013–2017.

5. Ivanova, L., One-Stop-Shop Administrative Services, IPAEI, 2003.

6. Concept for Improving Administrative Services in the Context of the “One-Stop-Shop” Principle.

7. Methodology for Assessing Good Governance in Municipalities, Ombudsman of the Republic of Bulgaria, 2009.

8. Milanova, E., “Problems and Prospects of Electronic Administrative Services Provided by Municipal and Regional Administrations in the Republic of Bulgaria”, 2012.

9. Mladenov, M., “Good Practices as a Source of Law”, http://pods-bg.org/?p=1804

10. Mladenov, M., Integrated Administrative Services – Applied Aspects, IPA, 2015.

11. Neykova, M., “Integrated Administrative Services and the New Quality Standards for Administrative Services”, IPA, 2014.

12. New Quality of Life in Municipalities: Good Governance Respects People’s Rights, Recommendations of the National Ombudsman to Local Authorities, Sofia, 2009.

13. “E-Government Platform and Development of E-Governance in the Republic of Bulgaria”, Ciela Soft and Publishing, Sofia, 2009.

14. Working for the People: Strategy for the Development of the State Administration, 2014–2020.

15. Guide for Improving Administrative Services in the Context of the ‘One-Stop-Shop’ Principle, Council of Ministers, Sofia, 2002.

16. Guide for Developing a Client Charter and Service Standards, http://www.quality.government.bg/upload/docs/Client_Chart_Development_Instructions.pdf

17. Client Charters of Central and Territorial Administrations, available online.

18. Quality of Public Administration – A Toolbox for Practitioners, Luxembourg, 2015, https://ec.europa.eu/digital-agenda/en/news/quality-public-administration-toolbox-practitioners

CODES:

19. Administrative Procedure Code
20. Tax and Social Security Procedure Code

LEGISLATION:

21. Law on the Administration

22. Law on Local Self-Government and Local Administration

23. Law on the Restriction of Administrative Regulation and Administrative Control over Economic Activity

24. Law on State Fees

25. Law on Local Taxes and Fees

26. Law on Electronic Governance

27. Law on Electronic Document and Electronic Signature

28. Law on Service Provision Activities

29. Law on Restriction of Cash Payments

ORDINANCES:

30. Ordinance on Administrative Services

31. Ordinance on General Requirements for Information Systems, Registers, and Electronic Administrative Services
32. Ordinance on the Exchange of Documents in the Administration
33. Ordinance on General Requirements for Network Compatibility and Information Security
34. Ordinance on Electronic Signature Certificates in Administrations

OTHERS

35. Methodology for Determining Cost-Oriented Fees
36. Methodology for Improving Work Processes in the Provision of Administrative Services
37. Methodology for Surveying and Measuring User Satisfaction

WEBSITES

38. Public Consultation Portal: http://strategy.bg
39. State Administration Portal for Interoperability: http://interoperability.egov.bg/web/guest/certificate_system
40. Administrative Register: http://iisda.government.bg
41. Unified Portal for Access to Electronic Administrative Services: https://egov.bg/wps/portal/egov/home
42. Environment for Interregister Exchange: http://regixaisweb.egov.bg/regixinfo

EXAMINATION QUESTIONNAIRE

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