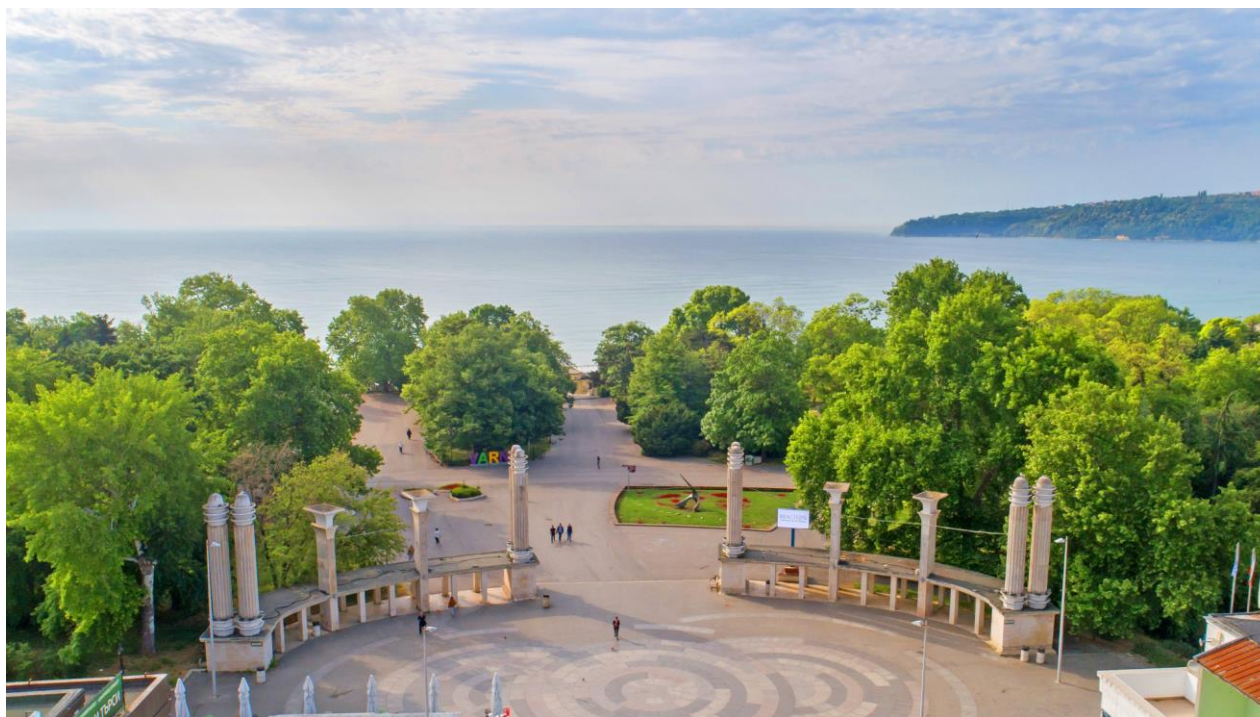


# Municipality of Varna

## Local workshop: The gap between urban/rural areas, the digital divide and citizenship



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Krasimira Yordanova

International Relations expert

Municipality of Varna

[internationalvarna@varna.bg](mailto:internationalvarna@varna.bg)



Number of attendees (citizens): 12  
Number of experts (local stakeholders, cities staff): 6

% Women: 78 %  
% Men: 22 %

## Expert committee stakeholders

- ▶ **Action/Project n° 1:** Online appointment platform in Aksakovo Municipality
- ▶ **Action/Project n° 2:** Online platform for Children's Food Service vouchers
- ▶ **Action/Project n° 3:** **Foreigners.BG** - internet site for foreigners living in Bulgaria
- ▶ **Action/Project n° 4:** E-platform for online enrollment in kindergartens, schools and extracurricular activities of students in Varna municipality

## Expert committee stakeholders

- ▶ **Action/Project n° 5:** Blue Growth Digital Information and Educational Center / E-platform Digital Center Blue Growth
- ▶ **Action/Project n° 6:** One-Stop Social Services Platform (Aksakovo)
- ▶ **Action/Project n° 7:** The European initiative WIFI4EU

# Citizens committee

Main reactions, lessons learned, expressed needs and proposals “from the field”:

- ▶ Municipalities should contact citizens on a regular basis about expiring terms and deadlines, new administrative services, tenders, campaigns, public discussions on important topics;
- ▶ Citizens need to be trained and motivated to use the services and the services should be promoted;
- ▶ The development of the new services should be based on adequate research of the citizens’ needs;
- ▶ There is still no interoperability between the institutions at national level, e-government is the biggest challenge.



# Best practices



Among all actions/projects, please identify some best practices: (*minimum 3*)

- ▶ **Best Practice 1** Blue Growth Digital Information and Educational Center

<https://blue-growth.acstre.com/>

- ▶ **Best Practice 2** Online platform for Children's food service

<https://vk.uslugi.io/>

- ▶ **Best Practice 3** Internet site for foreigners living in Bulgaria

<https://www.foreigner.bg>

# Relevance of selected best practices

## Link with EUDIGIT's objectives



EUDIGIT's objectives	n°	Action/ project
Strengthening EU citizenship and citizens awareness	5,3	Blue Growth Digital Information and Educational Center / E- platform Digital Center Blue Growth  <b>Foreigners.BG</b> - internet site for foreigners living in Bulgaria
Contributing to reduce the digital gap in cities	2,3	Online platform for Children's Food Service vouchers  <b>Foreigners.BG</b> - internet site for foreigners living in Bulgaria
Co-building digital policies with citizens	5	Blue Growth Digital Information and Educational Center / E- platform Digital Center Blue Growth



Дигитален информационно-образователен център „Син растеж“

Модул „Цифров Син МИРГ“  
Научи повече

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ЕВРОПЕЙСКИ СЪЮЗ  
МИРГ  
УНИВЕРСИТЕТ ВАРНА  
НАЦИОНАЛНО АГЕНСТВО ЗА АКВАКУЛТУРА И РИБАРСТВО



Добре дошли

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Thank you for your attention!

