

## **1. Name of administrative service and unique number of identification as per the Register of Services**

Issuance of documents certifying events and facts related to the issuance of identity documents upon submission of written request for information – 673

### **Legal ground for provision of the administrative service**

Art. 70 of the Bulgarian Personal Documents Act; Art.54 in connection with Art.53 of the Rules for Issuance of Bulgarian Personal Documents.

### **Authority providing the administrative service**

Department/ Sectors "Bulgarian Identity Documents" at the Metropolitan Directorate of the Interior, the Regional Directorates of the Interior and the Bulgarian Identity Documents Directorate.

### **Description of the procedure for the provision of the administrative service**

The provision of data for Bulgarian personal documents issued to Bulgarian nationals by the Ministry of Interior's information funds is provided by the Bulgarian Identity Documents Department at the Metropolitan Directorate of the Interior, Bulgarian Identity Documents Sectors at the Regional Directorates of the Interior or the Bulgarian Identity Documents Directorate.

The application may be filed at a desk at the Metropolitan Directorate of the Interior and the Regional Directorates of the Ministry of Interior at the address of residence, in Bulgarian Identity Documents Directorate, as well as electronically through the Portal for Provision of Electronic Administrative Services to the Ministry of Interior.

The application shall be accompanied by:

- ID document;
- Act of the judiciary (judicial certificate) - in the cases related to the provision of data on Bulgarian personal documents relating to third parties;
- Certified by a notary authorisation - in cases where information is requested about another person.
- Document for paid fee.

**Template of form to be filled in for the provision of the administrative service - free text.**

### **Ways to request the service**

The application is filed in person or by a proxy of the applicant, which is certified by a notary authorisation.

The information stored in MoI funds related to Bulgarian personal documents relating to third parties is provided only on the basis of law or an act of the judiciary.

Upon filing the written request, the applicant shall certify his/ her identity.

### **Provision of the service electronically; level of provision of the service; Internet address**

The persons holding a valid qualified electronic signature certificate may also submit requests for receiving data from the information funds related to the issuance and use of the Bulgarian personal documents via Internet through the automated information system for electronic services of the Ministry of Interior

Level - providing online information about the administrative service - ways and offices for providing the service, terms and fees; online access to templates of electronic application forms; requesting and receiving services by electronic means, including electronic submission of data and

documents and/ or electronic form processing (electronic forms) and electronic personal identification of users; transactions through online payments.

The service is provided via the electronic portal for administrative services of the Ministry of Interior at the following address: <https://e-uslugi.mvr.bg/ESP.Web.Portal/Services/Index>.

Terms of service:

- Bulgarian citizenship;
- Valid permanent or current address of residence on the territory of the Republic of Bulgaria;
- Having Bulgarian personal documents;
- Not being under guardianship.

In the absence of any of the listed requirements, the service cannot be provided.

When the application is submitted electronically, the applicant must attach a scanned image of the following documents:

- ID card;
- Act of the judiciary (judicial certificate) - in cases related to the provision of data on Bulgarian personal documents relating to third parties - where applicable;
- Certified by a notary authorization - in cases where information is requested about another person.

#### **The term of validity of the document**

There is no fixed period of validity of the document.

#### **Fees**

Art. 41, para. 1 and 3 of Tariff No 4 for the fees collected at the system of the Ministry of Interior under the State Fees Act.

Upon filing the written request, the applicant shall file a document for paid state fee (issued for the person to whom the data belongs) under Section 7 of Tariff No 4 for the fees collected at the system of the Ministry of Interior under the State Fees Act.

#### -Standard service

A fee in the amount of 2 BGN for each person but not more than 10 BGN upon submission of written request for the information and fee in the amount of 5 BGN for each person but not more than 25 BGN upon issuance of the document certifying the data.

- Accelerated service - N/A;

- Express service - N/A;

The amount of the fees to be collected for the issuance of documents certifying events and facts related to the issuance of identity documents upon filing a written request for information is determined by "Methodology for the calculation of single prices of the new Bulgarian identity, residence and driving documents" affirmed by the Minister of Interior.

#### **Authority exercising control over the activities of the service provider**

The directors of the Metropolitan Directorate of the Interior and the Regional Directorates of the Ministry of the Interior; The director of Bulgarian Identity Documents Directorate

#### **Procedures, including terms for appealing the activities of the service provider**

The refusal to provide information from the information funds regulated by the Bulgarian Personal Documents Act may be appealed as envisaged in the Administrative Procedure Code.

### **Ways to receive the results from the service**

The data is provided within 14 days in oral or written form or through any other means after the registration of the written request/ application.

The issued certificates shall be received in person by the applicant, by a proxy of the applicant upon presenting certified by a notary authorisation or by a person designated by the applicant before the official at the time of filing.

The information stored in MoI funds related to Bulgarian personal documents relating to third parties is provided only on the basis of law or an act of the judiciary. In this case, the issued certificates are received in person by the applicant.

In the electronic application/ request form, the person shall indicate the relevant Regional Directorate of the Ministry of the Interior, the Metropolitan Directorate of the Interior, the Regional Directorate of Interior or the Bulgarian Identity Documents Directorate at which he/ she is going to receive the issued certificate.

When the application/ request are filed electronically, the issued certificate (in a paper form) shall be received at Bulgarian Identity Documents department which has been indicated by the applicant. The applicant is obliged to present the originals of the documents which he/she has attached as scanned images to the application/ request.

## **2. Name of the administrative service and unique identification number asper the Register of Services**

Issuance of ID cards to Bulgarian nationals - 1537

### **Legal ground for provision of the administrative service**

Art. 31 in relation to Art. 13, Para.1, It. 1 and Art. 18a from the Bulgarian Identity Documents Act; Art. 18 from the Regulation of Issuance of Bulgarian Identity Documents.

### **Authority providing the administrative service**

ID cards are issued and renewed by the authorities of the Ministry of Interior – department/units “Bulgarian Identity Documents” within the Metropolitan Police Directorate, the Regional Directorates of the Ministry of Interior and the Bulgarian Identity Documents Directorate, at the address of residence.

### **Description of the procedure for the provision of the administrative service**

The ID card is the main document of identification in the Republic of Bulgaria. All Bulgarian nationals who are 14 years old are entitled to ID cards.

All Bulgarian nationals shall request the issuance of ID cards within 30 days upon:

- turning 14 years of age, for the persons residing in the Republic of Bulgaria;
- returning into the country, for the persons residing abroad who are 14 years old;
- receiving a certificate for obtained or restored Bulgarian nationality.

All Bulgarian nationals shall request the issuance of ID cards within 30 days in the cases where there is:

- expired validity, damaged, destroyed, lost or stolen documents;
- change of names, the unique identification number, sex, nationality or provided there are significant or permanent alteration of the facial image;
- change of address of residence.

Provided that the ID card has been lost, stolen or damaged, the Bulgarian nationals shall communicate the latter within three days and submit an application for issuance of new ID card within 30 days.

Upon request of the applicant the ID card can be issued before its validity expires.

### **Issuance and renewal of ID cards in the Republic of Bulgaria.**

In order to submit an application for issuance of an ID card, the Bulgarian nationals (applicants) appear in person in the Bulgarian Identity Documents unit within the Metropolitan Police of the Ministry of Interior, the respective Regional Directorate of the Ministry of Interior or the local police station at the address of residence, or in the Bulgarian Identity Documents Directorate, prove their identity and receive printed application with automatically generated actual data on civil status.

The applicant checks the inserted data by ticking Yes/No and fills in the blank fields. Where appropriate, the applicant introduces all necessary corrections in the application form, presenting a document proving the relevance of the correction.

- for the change of names – birth certificate, marriage certificate, court certificate and other documents proving the change of names;
- change of address of residence – document proving address of residence;
- transliteration change – names and place of birth are printed in Cyrillic and Latin letters using English transliteration according to a template, where:

> in first identity document – in Latin letters, in a different from English transliteration way;  
> in subsequent ID document – only upon presenting official documents containing the requested transliteration or upon presenting issued court decision. In the latter case, all valid documents must be replaced.

In the cases where the applicants want to have their ready document delivered to another person, they indicate the data of this person (names, unique identification number and number of ID card) in the application form.

Upon acceptance of the application, an official of the Bulgarian Identity Documents Directorate verifies that the data and supplementary documents are complete and correctly filled and gives instructions where inconsistencies have occurred.

Applications for the issuance of ID cards shall be submitted by a proxy of the applicant, which is certified by a notary authorization, in the cases where there is:

- no change of name, the single identification number, sex, residence or significant or permanent facial image changes have occurred, and
- biometrical data captured within 59 months prior to the date of submission of the application; or
- it is provided for by law.

For issuance of first ID card the following documents shall be presented:

- document for paid state fee (no fee is charged to applicants aged between 14 and 16 years old and over 70 years old);
- birth certificate, a copy of which is attached to the application;
- official document for obtained Bulgarian nationality (issued by the Ministry of Justice) and a copy of the national ID document or travel document where applicable.

For renewal of ID card the following documents shall be presented:

- ID card (upon expiration; if damaged; when significant and permanent alterations of the facial image have occurred) – is presented to be destroyed upon receiving the new ID card);
- document for paid state fee.

When renewing the ID card the following documents are attached to the application:

- Declaration under Art. 17, Para. 1 and a document proving the circumstances, where such document is available and is issued by the competent authorities – in cases of lost, stolen, damaged or destroyed ID card;
- official document issued by the respective competent authorities – when significant or enduring facial image changes have occurred;
- valid document certifying permanent disability of 50% and above 50% - where such document is available.

The official accepts the application and the attached to it documents. They take the facial image of the applicant and capture their signature. The applicant is given a registration receipt bearing the place and the date of delivery.

Specificities of submitting an application for issuance of an ID card:

- children (between 14 and 18 years old) and persons under judicial disability – submitted in person and in the presence of a parent, guardian or custodian, who signs the application;
- children (between 14 and 18 years old) placed for rearing in special care institutions – submitted in person and in the presence of the Director of the special care institution where at the

child is placed following the relevant procedure, whose application and ready document;

- children (between 14 and 18 years old) placed in foster families or in the family of relatives or close friends following a court decision – submitted in person and in the presence of the foster parent, close friend or relative, who signs the application.

Time limits for issuance/delivery of ID cards:

- Standard service – up to 30 calendar days;
- Accelerated service – up to 3 work days;
- Express service – up to 8 work hours.

In the cases where the application is submitted at consular or diplomatic representations abroad, the time limit for issuance is up to 90 days for standard service, and up to 60 days for accelerated service.

Issuance and renewal of ID card of Bulgarian nationals abroad.

Bulgarian nationals residing abroad can submit applications for issuance of ID cards via regular or accelerated service at the diplomatic or consular representations of the Republic of Bulgaria abroad, which are technically equipped for the purpose. Upon accepting the application officials take digitally the signature and the facial image of the applicant. They enter into the automated information system the personal data contained in the application, information about the attached documents, the signature and the photograph of the applicant and register the application as “Request for issuance of ID card”. The request for issuance of ID card is sent via electronic means to the Bulgarian Identity Documents Directorate using secure communication channels. Within 5 work days the Bulgarian Identity Documents Directorate via electronic means sends back a reply to the diplomatic or consular representation of the Republic of Bulgaria abroad regarding the consistency of the filled data in the application with the data contained in the National Automated Information System “National Register of Bulgarian Identity Documents” and the issuance of the ID card. Where consistency of data is identified the request for issuance is registered by the Bulgarian Identity Documents Directorate as a received application for personalization of the ID card. Where inconsistency of the data filled in the application occurs with the data contained in the National Automated Information System “National Register of Bulgarian Identity Documents”, the Bulgarian Identity Documents Directorate sends via electronic means to the diplomatic or consular representation of the Republic of Bulgaria abroad instructions for resolving the inconsistencies. The diplomatic or consular representation of the Republic of Bulgaria abroad within 7 work days informs the applicant. Provided within a month prior to this notice all inconsistencies are not resolved, the procedure for issuance of an ID card is terminated by the Bulgarian Identity Documents Directorate.

Documents to be presented and attached to the application for issuance of ID card are the same as the documents required to submit an application for ID card in the Republic of Bulgaria.

**Standard application form to apply for the administrative service - available**

**Ways to request the service**

An application can be submitted at a desk at the Metropolitan Police Directorate of the Ministry of Interior and at the District Police Stations of the MoI at permanent address of residence, at the Bulgarian Identity Documents Directorate, and via electronic means using the Portal of the MoI for provision of e-administrative services.

When the application is submitted at a desk, it is generated by the information system of the MoI. Data is inserted automatically. The applicant verifies the data, adds or corrects information where necessary and certifies with his/her signature that the data are correct. The applicant does not need to fill in an application in advance.

Bulgarian nationals residing abroad can submit an application for issuance of an ID card at the diplomatic or consular representation of the Republic of Bulgaria abroad.

An application for issuance of an ID card can be submitted electronically through the automated information system for e-services of the Ministry of Interior – for Bulgarian nationals residing abroad with the valid qualified electronic signature they hold.

**Provision of the service electronically; level of service provision; internet address**

An application for issuance of ID card can be submitted electronically through the portal for provision of e-administrative services of the MoI– [https://e-uslugi.mvr.bg/ ESP.Web.Portal/ Services/Index](https://e-uslugi.mvr.bg/ESP.Web.Portal/Services/Index).

When the application for issuance of ID card is submitted electronically, the applicant must meet the following criteria:

- To be Bulgarian national who is 18 years old;
- To have a valid permanent address of residence on the territory of the Republic of Bulgaria;
- To be holder of issued Bulgarian identity document following an application submitted in person within 59 days prior to submitting the electronic application and to have his/her biometric data captured;
- Prior to the electronic submission of the application, there shall not be another application of the same type for issuance of document;
- There is no change of names, the unique registration number, sex, nationality or substantial or permanent alterations of the facial image;
- Not to be under judicial disability.

An application for issuance of ID card can be submitted electronically through the automated information system for e-services of the Ministry of Foreign Affairs – for Bulgarian nationals residing abroad with the valid qualified electronic signature he/she holds; the Ministry of Foreign Affairs sends confirmation or refusal for issuance of ID card to the electronic address of the applicant indicated in the application; the confirmation states that the document shall be issued by the MoI upon payment of state fee via electronic means through the automated information system for e-services of the MoFA, while the delivery shall be in the consular service indicated by the applicant.

Level – on-line information for the administrative service – methods and places to request the service, deadline and fees; online access to templates of electronic applications; request and delivery of e-services including online submission of data and documents and/or e-processing of applications (e-forms) and electronic personal identification of users; transactions including on-line payment.

**Validity of document**

ID cards are valid for:

- 4 years – for children between 14 – 18 years old;
- 10 years – for persons 18 – 58 years old;

- no date of expiry– for persons 58 years old.

### Fees

<b>ID card</b>	<b>STANDARD SERVICE</b> Up to 30 days – Art. 32, It. 1, b., „a“ – „d“ from the Fee	<b>ACCELERATED SERVICE</b> Up to 3 work days–Art.35, Para. 1 from the Fee	<b>EXPRESS SERVICE</b> Up to 8 work hours–Art.35, Para. 2 of the Fee
<b>First ID card of children 14-16 years old</b>	<b>NO FEE</b>	<b>NO FEE</b>	<b>NO FEE</b>
<b>Subsequent ID card of children between 14 and 16 years old and for each card of children between 16 and 18 years old.</b>	<b>13 BGN</b>	<b>26 BGN</b>	<b>65 BGN</b>
<b>ID card of persons 18-58 years old (with a 10-year validity)</b>	<b>18 BGN</b>	<b>36 BGN</b>	<b>90 BGN</b>
<b>ID card of persons 58-70 years old (no date of expiry)</b>	<b>11 BGN</b>	<b>22 BGN</b>	<b>55 BGN</b>
<b>ID card of persons over 70 years old</b>	<b>NO FEE</b>	<b>NO FEE</b>	<b>NO FEE</b>
<b>ID card of persons with permanent disability or type and level of disability 50 and above 50%</b>	<b>2 BGN</b>	<b>4 BGN</b>	<b>10 BGN</b>

The rate of fees collected for issuance of Bulgarian identity documents is defined based on approved by the Minister of Interior “Methodology for calculation of single fees for Bulgarian identity documents, residence and driving licenses”.

#### **Authority overseeing the activities of the body providing the service**

Directors of the Metropolitan Police of the Ministry of Interior and the Regional Directorates of the MoI, the Director of the Bulgarian Identity Documents Directorate.

#### **Order, including period allowed for appeal of the activities of the body providing the service**

Pursuant to the Administrative Procedures Code.

#### **Ways of delivery of service**

The issued ID card is received in person, and in exceptional cases – by a proxy upon presenting certified by a notary authorization, or by a person whose data are indicated by the applicant in the application upon its submission before the staff member.

#### Specificities of ID card delivery:

- children (14 - 18 years old) and those under judicial disability – submitted in person in the presence of a parent, guardian or custodian, who lay their signature in the application. The ID card is delivered to a parent, guardian or custodian, and in exceptional cases – by a proxy upon presenting an authorization signed and stamped by a notary or by a person whose data are indicated by a parent, guardian or custodian before the official upon submission of the application;

- children (14 - 18 years old), placed for rearing in specialized child care institutions – submitted in person and in the presence of the director of the institution, whereat the child is placed following the relevant procedure, who signs the application and receives the ready document;



- children (14 - 18 years old), placed in foster families or in the family of relatives or close friend following a court decision– submitted in person and in the presence of the foster parent, close friend or relative, who signs the application and receives the ready document.

When the application for issuance of an ID card is submitted via electronic means, the document is received in person in the Bulgarian Identity Documents unit at the permanent address of residence. To receive the ready document the applicant shall present the original documents, scanned copies of which are attached to the application. Upon delivery of the new ID card, the applicant shall return the previous ID card.

An ID card issued following the submission of an application at diplomatic or consular representations of the Republic of Bulgaria abroad are delivered at the respective representation or at the Bulgarian Identity Documents Directorate upon specifying this circumstance.

ID cards issued following submission of applications via the automated information system for e-services of the Ministry of Foreign Affairs – for Bulgarian nationals residing abroad, is delivered at the consular service indicated by the applicant.

### **3. Name of the administrative service and unique identification number as per the Register of Services**

Issuance of passport to Bulgarian nationals - 1074

#### **Legal grounds for the administrative service**

Art. 38 in connection with Art. 13, Para 1, item 2, Art. 18a of the Law on the Bulgarian Identity Documents; Art. 22, Para 3 of the Rules on issuing Bulgarian identity documents.

#### **Authority providing the administrative service**

A passport is issued and renewed by the respective units of the Ministry of Interior - department/units „Bulgarian Identity Documents“ at the Sofia Metropolitan Directorate of the Interior, the Regional Directorates of the Interior, at the address of residence of the person, or by the Bulgarian Identity Documents Directorate.

#### **Description of the procedure**

Each Bulgarian national has the right to receive an identity document, including a passport. The passport is a document used to cross the national borders of the Republic of Bulgaria and stay outside the country. In the territory of the Republic of Bulgaria, it also serves as an identity document for the Bulgarian citizens. It is valid for 5 years. A new passport could be issued before the expiry date, upon request of the person.

#### Issuing and renewal of a passport in the Republic of Bulgaria

In order to apply for a passport, the Bulgarian national (applicant) shall appear in person at the Bulgarian Identity Documents Unit at the Sofia Metropolitan Directorate of the Interior, the Regional Directorate of the Interior or the Local Police Stations thereof at the address of residence, and identify themselves. Applicants are provided printed sample applications with automatically filled in current data on the civil status.

The applicant should check the filled in data, mark it true/false and fill in the blanks. If necessary, applicants could correct the data while providing the respective certificate on the civil status per each change:

- to change the names – birth certificate, certificate of marriage, court certificate or other documents to prove the changes of the name;
- to change the address of residence – certificate for address of residence;
- to change the transliteration – the names and the place of birth are written in the Cyrillic and Latin alphabet through English transliteration according to a table:

> in the first identity document – the names could be written in Latin, in a way that differs from the English transliteration;

> in a subsequent identity document – only after providing official documents with the requested transliteration or providing a court decision. In such cases, all the valid documents of the person shall be renewed.

If the applicant would like to have the document received by another person, he/she shall include the personal data thereof in the application (names, Unique Identification Number or Personal Number of the Foreigner and number of the ID card).

Upon filing the application, a staff member of the Bulgarian Identity Documents Unit verifies the data and the enclosed documents. If incompliances are detected, the official would give directions to the applicant.

An application for a passport could be filed by a proxy, upon presenting a certified by a notary authorization, if:

- there is no change in the name, the Unique Identification Number, the gender, the nationality or no significant and permanent facial alterations of the image of the person have occurred and

- the required biometrics has been captured within 59 months since the date of application;
- is stipulated in the law.

The following documents shall be enclosed when applying for a passport:

- a receipt for paid state fee;
- a birth certificate (for persons under 18), a copy of which is enclosed to the application;
- certificate for obtaining Bulgarian citizenship (issued by the Ministry of Justice) and a copy of the national ID or travel document – when applicable.

The following documents shall be provided to renew the passport:

- previous passport (incasesuchhasbeenissuedbefore; upon expiration; if damaged; in case of significant and permanent facial alterations of the image) – shall be returned to the official and destroyed upon receipt of the new passport);

- a receipt for paid state fee.

The following documents shall be enclosed to the application for renewal of the passport:

- Declaration under Art. 17, Para 1 of the Rules on Issuing Bulgarian Identity Documents and a document certifying these circumstances, if such a document has been issued by the competent authorities – if the ID card has been lost, stolen, damaged or destroyed;

- an official document by the respective competent authorities – in case of significant and permanent facial alterations of the image;

- a valid certificate of permanent disability of 50 and above 50 % - in case such a certificate is available.

The official accepts the application and the enclosed documents, takes a picture of the face of the person and captures his/her signature. Then provides to the applicant a registration tag with the venue and date for receiving the passport.

Specificities when applying for a passport of Bulgarian nationals aged under 18:

When applying for a passport of a Bulgarian national aged under 18, the child shall be present in person together with his/her parents, guardians or custodians. The application is filed by:

- the parents or the guardians of the child under 14;
- the child aged 14 and above, his/her parents or custodians shall declare consent by signing the application.

In the **absence** of a parent, guardian or custodian, the application is signed by a proxy authorized by a notary or some of the following documents are provided:

- enforced court decision for issuing a passport to a person aged under 18;
- enforced court decision for depriving one of the parents from parental rights;
- enforced court decision for return of a child, pursuant to the Hague Convention on the Civil Aspects of the International Child Abduction, adopted at the Hague on 25 October 1980, ratified by a law on 21 February 2003, or the European Convention on Recognition and Enforcement of Decisions concerning Custody of Children and on Restoration of Custody of Children, adopted at Luxembourg on 20 May 1980, ratified by a law on 26 February 2003, in force since 1 October 2003, the decision being harmonized with the Ministry of Justice.

- a copy of the death certificate of one of the parents, if the deceased parent is a foreign national. If the deceased parent is a Bulgarian national, a copy of this certificate is required if the information is not available in the Population National database.

In case of disagreement of the parents regarding the issuing of a passport to a child under 18, one of the following documents shall be presented:

- enforced court decision for issuing a passport;
- enforced court decision for return of a child, pursuant to the Hague Convention on the Civil Aspects of the International Child Abduction or the European Convention on Recognition and Enforcement of Decisions concerning Custody of Children and on Restoration of Custody of Children, following coordination with the Ministry of Justice.

Time limits for issuance/delivery of a passport:

- Standard service– up to 30 days;
- Accelerated service– up to 3 work days;
- Express service– up to 8 working hours.

If the application for a passport was filed at a consular or diplomatic representation abroad, the time limits for issuance is up to 90 days for a standard service and up to 60 days – for accelerated service.

Issuance and renewal of a passport of Bulgarian nationals abroad

A Bulgarian national residing abroad could apply for a passport at the diplomatic and consular representations of the Republic of Bulgaria abroad.

The officials take digital pictures of the face and the signature of the applicant upon acceptance of the application. They upload the personal data of the application, information on the enclosed documents, the signature and the picture of the applicant into the automated information system and register the application as a „Request for issuing a passport“. The request is then forwarded to the Bulgarian Identity Documents Directorate electronically, via a secured communication line. Within 5 working days the Bulgarian Identity Documents Directorate provides electronically feedback to the diplomatic or consular representation of the Republic of Bulgaria abroad, regarding the compliance of the data in the application with the National Automated Information Fund „National Register of the Bulgarian Identity Documents“ and the possibility of issuing a passport. If data is consistent, the request is registered by the Bulgarian Identity Documents Directorate as accepted application for personalization of a passport. In case of lack of consistency of the data in the application with the data in the National Register of the Bulgarian Identity Documents, the Bulgarian Identity Documents Directorate would send to the diplomatic or consular representation of the Republic of Bulgaria abroad electronically directions for elimination of the discrepancies. The diplomatic or the consular representation of the Republic of Bulgaria abroad shall notify the applicant within 7 working days. If the discrepancies are not removed within one /1/ month following the notification, the procedure on the issuance of an ID card is terminated by the Bulgarian Identity Documents Directorate.

The documents to be presented and enclosed to the application for a passport are the same as the ones required upon application for a passport in the republic of Bulgaria.

**Standard application form to apply for an administrative service - available**

### **Ways to apply for a service**

Application could be filed at a desk at the Sofia Metropolitan Directorate of the Interior, the Regional Directorates of the Interior, the local police stations of residence, at the Bulgarian Identity Documents Directorate, as well as electronically via the MoI Gate for Electronic Administrative services.

If the application is filed at a desk, it is generated by a MoI information system and the data is filled in automatically. The applicant should check the data and supplement or correct it if necessary and certify their authenticity by a signature. It is not necessary for the applicant to fill in an application form in advance.

Bulgarian nationals residing abroad could apply for a passport at a diplomatic or consular representation of the Republic of Bulgaria abroad.

An application for a passport could also be filed electronically through the automated information system for electronic services of the Ministry of Interior for Bulgarian nationals residing abroad – by using their valid qualified electronic signature.

### **Provision of the service via electronic means; level of provision of the service; internet address**

An application for issuance of passport can be also submitted electronically through the Portal for provision of e-administrative services of the MoI– <https://e-uslugi.mvr.bg/ESP.Web.Portal/Services/Index>.

When the application for issuance of passport is submitted electronically, the applicant must meet the following criteria:

- To be Bulgarian national who is 18 years old;
- To have a valid permanent address of residence in the Republic of Bulgaria;
- To be holder of issued Bulgarian identity document following an application submitted in person within 59 days prior to submitting the electronic application and to have his/her biometric data captured;
- Prior to the electronic submission of the application, there shall not be another application of the same type for issuance of document;
- There is no change of names, the unique registration number, sex, nationality or substantial or enduring facial image change;
- Not to be under judicial disability.

An application for issuance of passport can be also submitted electronically through the automated information system for e-services of the Ministry of Foreign Affairs – for Bulgarian nationals residing abroad with the valid qualified electronic signature he/she holds; the Ministry of Foreign Affairs sends confirmation or refusal for issuance of passport to the electronic address of the applicant indicated in the application; the confirmation states that the document shall be issued by the MoI upon payment of state fee via electronic means through the automated information system for e-services of the MoFA, while the delivery shall be in the consular service indicated by the applicant.

Level – on-line information for the administrative service – methods and places to request the services, time limits and fees; online access to templates of electronic applications; request and delivery of e-services including online submission of data and documents and/or e-processing of

applications (e-forms) and electronic personal identification of users; transactions including on-line payment.

### Validity of document

Passports are issued for a period of 5 years.

Where the capture of biometric data is not possible – fingerprints of the person due to temporary physical disability, a passport valid for a period of 12 months is possible to issue.

### Fees

<b>PASSPORT</b>	<b>STANDARD SERVICE UP TO 30 DAYS–Art. 32, Item. 1, b. „a“-„d“ from the Fee</b>	<b>ACCELERATED SERVICE UP TO 3 WORK DAYS–Art. 35, Para. 1 from the Fee</b>	<b>EXPRESS SERVICE UP TO 8 WORK HOURS– Art. 35, Para. 2 from the Fee</b>
<b>First passport of persons up to 14 years old</b>	<b>10 BGN</b>	<b>20 BGN</b>	<b>50 BGN</b>
<b>Subsequent passport of persons up to 14 years old</b>	<b>20 BGN</b>	<b>40 BGN</b>	<b>100 BGN</b>
<b>Passport of persons between 14 and 58 years old</b>	<b>40 BGN</b>	<b>80 BGN</b>	<b>200 BGN</b>
<b>Passport of persons between 58 and 70 years old</b>	<b>20 BGN</b>	<b>40 BGN</b>	<b>100 BGN</b>
<b>Passport of persons over 70 years old</b>	<b>10 BGN</b>	<b>20 BGN</b>	<b>50 BGN</b>
<b>Passports of persons with a permanently disability or type and level of disability 50 and above 50%</b>	<b>3 BGN</b>	<b>6 BGN</b>	<b>15 BGN</b>

The rate of fees collected for issuance of Bulgarian identity documents is defined based on approved by the Minister of Interior “Methodology for calculation of single fees for Bulgarian identity documents, residence and driving licenses”.

### Authority overseeing the activities of the body providing the service

Directors of the Metropolitan Police of the Ministry of Interior and the Regional Directorates of the MoI, the Director of the Bulgarian Identity Documents Directorate.

### Order, including periods allowed for appeal of the activities of the body providing the service

Pursuant to the Administrative Procedures Code.

### Ways of delivery of service

The issued passport is received in person, and in exceptional cases – by a proxy upon presenting certified by a notary authorization, or by a person whose data are indicated by the applicant in the application upon its submission before the staff member.

### Specificities of passport delivery:

Passports of children are delivered to a parent, guardian or custodian and in exceptional cases to a proxy upon presenting a certified by a notary authorization or to a person whose data are indicated by a parent, guardian or custodian upon submission of the application.

A passport issued following the submission of an application at the diplomatic and consular representations of the Republic of Bulgaria abroad is received at the respective representation or at the Bulgarian Identity Documents Directorate upon specifying this circumstance.

Where the application is submitted electronically, the passport is received in person at a Bulgarian Identity Documents unit at the address of residence. Upon delivery of the ready passport the applicant shall present the original documents whose scanned copies are attached to the application. Upon delivery of the new passport the applicant shall return the previous passport.

A passport issued under an application filed through the automated information system for electronic services of the Ministry of Interior – to Bulgarian nationals residing abroad, could be received at the Consular Service indicated by the applicant.

#### **4. Name of the administrative service**

“Issuance of Bulgarian Identity Documents to foreign nationals granted special protection from the Republic of Bulgaria” - № 2270

Foreign nationals granted refugee status, humanitarian status or asylum, who are 14 years old, are issued Bulgarian Identity Documents upon submitting an application form at the Regional Directorates of the Ministry of Interior at the address of residence of the applicant.

Travel Document of a refugee, foreign national granted humanitarian status or asylum /certificates for foreign travel/ are issued to persons who are under 14 years old.

#### **Legal grounds**

Law on the Bulgarian Identity Documents art.14 para. 1 items 1-3, 5-7

#### **Authority providing the administrative services**

Bulgarian Identity Documents Units at the Sofia Metropolitan Directorate of Interior and the Regional Directorates of Interior.

#### **Administrative units providing services related to submission of documents or provision of information on the case**

- Blagoevgrad Regional Directorate of Interior – address: 3VladkoChernozemski Str., email [blagoevgrad@mvr.bg](mailto:blagoevgrad@mvr.bg), tel. 073 867 500, working hours from 08:30 - 17:30 h.
- Burgas Regional Directorate of Interior – address: 15GeorgiKirkov Str., email [press.burgas@mvr.bg](mailto:press.burgas@mvr.bg), tel. 056 856 197, working hours from 8:30 – 17:30 h.
- Varna Regional Directorate of interior – address: 2 Tsar Kaloyan Str., email [varna@mvr.bg](mailto:varna@mvr.bg), tel. 052 652 097, working hours from 08:30 – 17:30 h.
- VelikoTarnovo Regional Directorate of Interior – address: 4 Belyakovsko shoes Str., email [velikotarnovo@mvr.bg](mailto:velikotarnovo@mvr.bg), tel. 062 662 052, working hours from 08:30 – 17:30 h.
- Vidin Regional Directorate of Interior – address: 87 Tsar Simeon Veliki Str., email [vidin@mvr.bg](mailto:vidin@mvr.bg), tel. 094 694 293, working hours from 08:30 – 17:30 h.
- Vratsa Regional Directorate of Interior – address: 10 Pop KostoBuyukliyski Str., email [Vratza@mvr.bg](mailto:Vratza@mvr.bg), tel. 092 692 342, working hours from 08:30 – 17:30 h.
- Gabrovo Regional Directorate of Interior – address: 50 Orlovska Str. email [gabrovo@mvr.bg](mailto:gabrovo@mvr.bg), tel. 066 826 528, working hours from 08:30 – 17:30 h.
- Dobrich Regional Directorate of Interior – address: 12 Maksim Gorki Str., email [Dobrich@mvr.bg](mailto:Dobrich@mvr.bg), tel. 058 658 482, working hours from 08:30 – 17:30 h.
- Kardjali Regional Directorate of Interior – address: 1 Despot Slav Str., email [kardjali@mvr.bg](mailto:kardjali@mvr.bg), tel. 036 169 208, working hours from 08:30 – 17:30 h.
- Kyustendil Regional Directorate of Interior – address: 12 Tsar Osvoboditel Str., email [ODMVR\\_KN@mvr.bg](mailto:ODMVR_KN@mvr.bg), tel. 078 557 355, working hours from 08:30 – 17:30 h.
- Lovech Regional Directorate of Interior – address: 2 Stefan Karadja Str., email [lovech@mvr.bg](mailto:lovech@mvr.bg), tel. 068 668 355, working hours from 08:30 – 17:30 h.



- Montana Regional Directorate of Interior – address: 2 AleksandarStamboliyski Blvd., email [montana@mvr.bg](mailto:montana@mvr.bg), tel. 096 396 355, working hours from 08:30 – 17:30 h.
- Pazardjik Regional Directorate of Interior – address: 3 Saedinenie Square, email [pazardjik@mvr.bg](mailto:pazardjik@mvr.bg), tel. 034 434 356, working hours from 08:30 – 17:30 h.
- Pernik Regional Directorate of Interior – address: 1Samokov Str., email [pernik@mvr.bg](mailto:pernik@mvr.bg), tel. 076 676 374, working hours from 08:30 – 17:30 h.
- Pleven Regional Directorate of Interior – address: 3 San Stefano Str., email [pleven@mvr.bg](mailto:pleven@mvr.bg), tel. 064 864 613, working hours 08:30 – 17:30 h.
- Regional directorate of interior in town Plovdiv – address: street “Volga” № 70, email [Press-Plovdiv@mvr.bg](mailto:Press-Plovdiv@mvr.bg), tel. 032 932 863, work time 08:30 – 17:30 h.
- Razgrad Regional Directorate of Interior – address: 8 KiriliMetodiy Str., email [od\\_razgrad@mvr.bg](mailto:od_razgrad@mvr.bg), tel. 084 622 331, working hours from 08:30 – 17:30 h.
- Ruse Regional Directorate of Interior – address: 49 Skobelev Blvd., email [odmvruse@mvr.bg](mailto:odmvruse@mvr.bg), tel. 082 882 361, working hours from 08:30 – 17:30 h.
- Silistra Regional Directorate of Interior – address: 144 Makedoniya Blvd., email [silistra@mvr.bg](mailto:silistra@mvr.bg), tel. 086 886 229, working hours from 08:30 – 17:30 h.
- Sliven Regional Directorate of Interior – address: 2 DoktorMirkovich Str., email [sliven@mvr.bg](mailto:sliven@mvr.bg), tel. 044 644 355, working hours from 08:30 – 17:30 h.
- Smolyan Regional Directorate of Interior – address: 67 Bulgaria Blvd., email [smolyan@mvr.bg](mailto:smolyan@mvr.bg), tel. 030 135 345, working hours from 08:30 – 17:30 h.
- Sofia Regional Directorate of Interior – address: 71 Geo Milev Blvd., email [odmvr-sofia@mvr.bg](mailto:odmvr-sofia@mvr.bg), tel. 02 98 25 294, working hours from 08:30 – 17:30 h.
- Stara Zagora Regional Directorate – address: 16 Graf Ignatiev Str., email [stara\\_zagora@mvr.bg](mailto:stara_zagora@mvr.bg), tel. 042 665 598, working hours from 08:30 – 17:30 h.
- Targovishte Regional Directorate of Interior – address: 36 SpiridonGramadov, email [targovishte@mvr.bg](mailto:targovishte@mvr.bg), tel. 060 160 425, working hours from 08:30 – 17:30 h.
- Haskovo Regional Directorate of Interior – address: 85 Bulgaria Blvd., email [haskovo@mvr.bg](mailto:haskovo@mvr.bg), tel. 038 640 355, working hours from 08:30 – 17:30 h.
- Yambol Regional Directorate of Interior – address: 40 Preslav Str., email [yambol@mvr.bg](mailto:yambol@mvr.bg), tel. 046 680 355, working hours from 08:30 – 17:30 h.
- Bulgarian Identity Documents Unit at Sofia Metropolitan Directorate of Interior - address: 48Knyaginya Maria Luiza Blvd., email [sdvr@mvr.bg](mailto:sdvr@mvr.bg), tel. 02 98 23 316, working hours from 08:30 – 17:30 h.
- Shumen Regional Directorate of Interior – address: 2 San Stefano Str., email [shumen@mvr.bg](mailto:shumen@mvr.bg), tel. 054 854 449, working hours from 08:30 – 17:30 h.

**Procedure for submission of the administrative service; issuance and required documents:**

1. Filing an application – foreign nationals can apply at a desk at the Sofia Metropolitan Directorate of Interior and at the Regional Directorates of the Ministry of Interior at the address of residence. The application is generated by the information system of the Ministry of Interior. Part of

the data is automatically filled in. Applicants shall check the data, add or correct information, where necessary, and verify the data by signing the application. It is not necessary for the applicants to fill in an application in advance.

2. Required documents (present/enclose)

- An official document for granted refugee or humanitarian status or asylum. An original and a copy should be presented, the copy is enclosed to the application.
- Previous Bulgarian identity document of a foreigner granted protection by the Republic of Bulgaria /if available/.
- A national travel document used by the person to enter Bulgaria /not required if the foreign national has entered the country without documents/.
- Certificate for entry into the register of population at the address of residence.
- A document for paid state tax.
- For minors, accommodated at specialized institutions, is required an original and a copy of the court decision and a positive statement by the Social Support Directorate.
- In cases of lost, stolen, damaged or destroyed Bulgarian identification document, the person is obliged to file a written declaration within 3 days regarding the situation at the nearest local police station, the Regional Directorates of the Interior and the Bulgarian Identity Documents Directorate.
- In case of changes in the civil status, official documents or verified copies thereof should be enclosed to the application, testifying to the new circumstances.

3. Checking the completeness of the submitted documents: upon receipt of the documents an official of the Bulgarian Identity Documents Unit checks if the enclosed documents are complete and correct. In case of irregularities, instructions are given to the applicant.

**Sample application for the administrative service:**

“Application for issuance of identity and residence documents to foreign nationals in the republic of Bulgaria” - the sample is for information only.

The application is filled in and printed at the desk.

**How to apply for the service:**

1. The application for identity documents of foreign nationals granted special protection in the Republic of Bulgaria is filed in person.
2. The application for a travel certificate of a refugee, a travel certificate of a foreign national with a humanitarian status, a travel document of a foreigner granted asylum and of persons aged under 14, is filed by a parent or a guardian thereof, who should sign the application.
3. The application for minors and persons under judicial disability is filed in person and in the presence of a parent or an authorized representative of the municipality, who should sign the application.
4. The application for minors accommodated and bred at specialized institutions is filed in person and in the presence of the director of the specialized institution where the child is accommodated.

**The administrative services IS NOT provided electronically.**

### **The term of validity of documents**

- For foreign nationals granted humanitarian status – up to 3 years.
- For foreign nationals granted refugee status – between 3 and 5 years.
- For foreign nationals granted asylum – up to 5 years.

### **Fees, methods for payment and grounds for provision**

For issuance of Bulgarian Identity Document to a foreign national granted special protection the following fees (standard service – 30 calendar days) are collected:

- Refugee card – 30 lv.
- Card of foreign national with humanitarian status – 30 lv.
- Card of foreign national granted asylum – 40 lv.
- Certificates for travel abroad of a foreign national with refugee status – 50 lv.
- Certificates for travel abroad of a foreign national with humanitarian status – 50 lv.
- Certificates for travel abroad of a foreign national granted asylum – 55 lv.

Accelerated service /10 work days/ - the fee is double.

The fees are determined in Tariff № 4 for the fees collected at the Ministry of Interior.

### **Service can be paid by:**

- A bank transfer
- In cash, at a desk at an administrative service unit
- By a bank card, at a desk at an administrative service unit.

### **Bodies exercising control over the activities of the service provider:**

The directors of: the Sofia Metropolitan Police Directorate and the Regional Directorates of the Interior; the director of the Bulgarian Identity Documents Directorate“.

### **Order and terms for appealing the acts of the authority providing the service:**

Pursuant to the terms and stipulations envisaged in the Administrative Procedure Code.

### **Email address for proposals**

[int.151@mvr.bg](mailto:int.151@mvr.bg)

### **How to receive feedback on the service:**

The applicant shall receive their identity document in person or through their proxy, authorized representative or director of the specialized institution from the Bulgarian Identity Documents Unit where the application was filed, depending on the type of the requested service (regular or quick) and paid state tax. Applicants must return their previous documents /if available/ upon the receipt of the new document.