ANNEX 4

Access to Information Section – information about the right to information and how to exercise it[1]

(Comparative Results from Audits performed by the Access to Information Programme covering 566 in 2017, 567 in 2018 and 564 Institutional Web Sites in 2019.
Results from the 2019 Audit by Type of Public Body.)

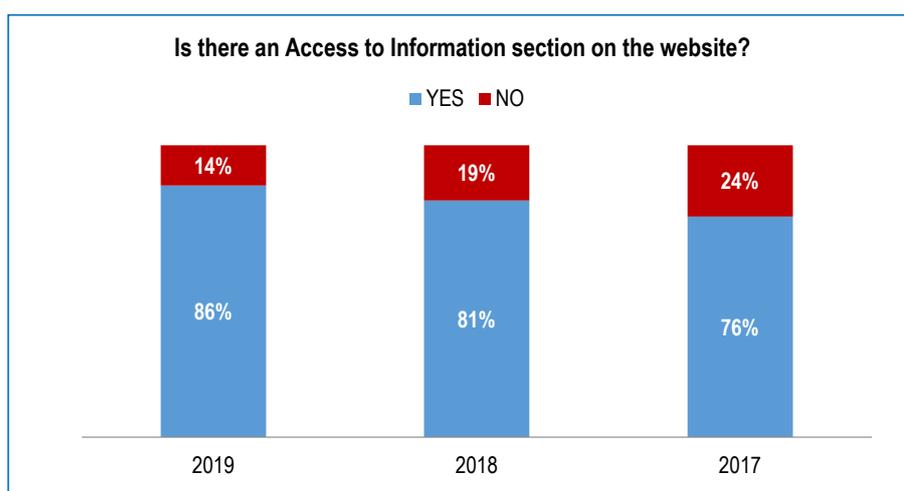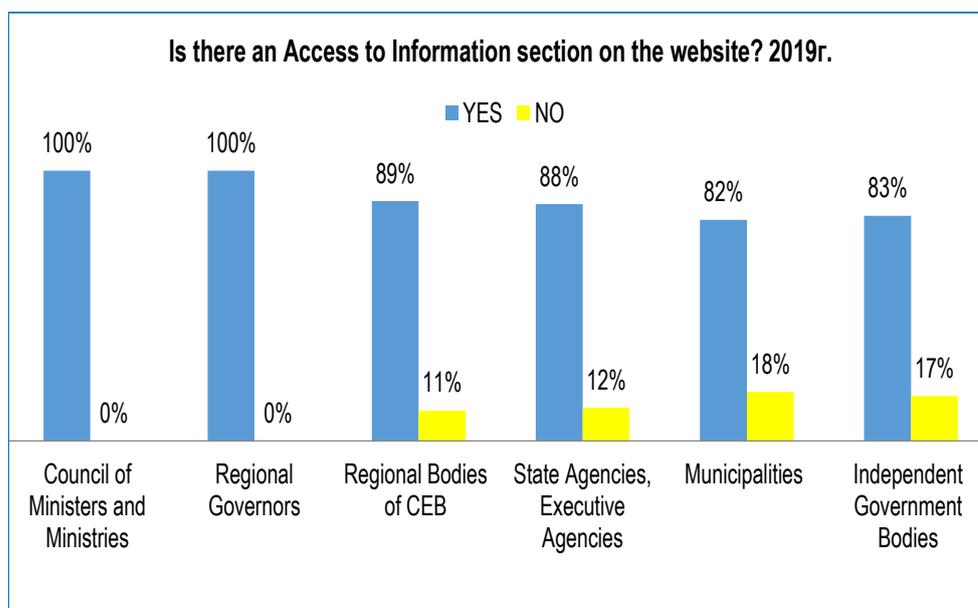Chart 1. Is there an Access to Information Section on the website?

Is there an Access to Information section on the website?

■ YES ■ NO

	2019	2018	2017
NO	14%	19%	24%
YES	86%	81%	76%

Chart 2. Is there an Access to Information Section on the website?
         (2019 by type of Public Body)

Is there an Access to Information section on the website? 2019г.

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	100%	100%	89%	88%	82%	83%
NO	0%	0%	11%	12%	18%	17%

_____

[1] The visualized data encompass three successive years of implementation of new obligations introduced with the APIA amendments as of December 2015.

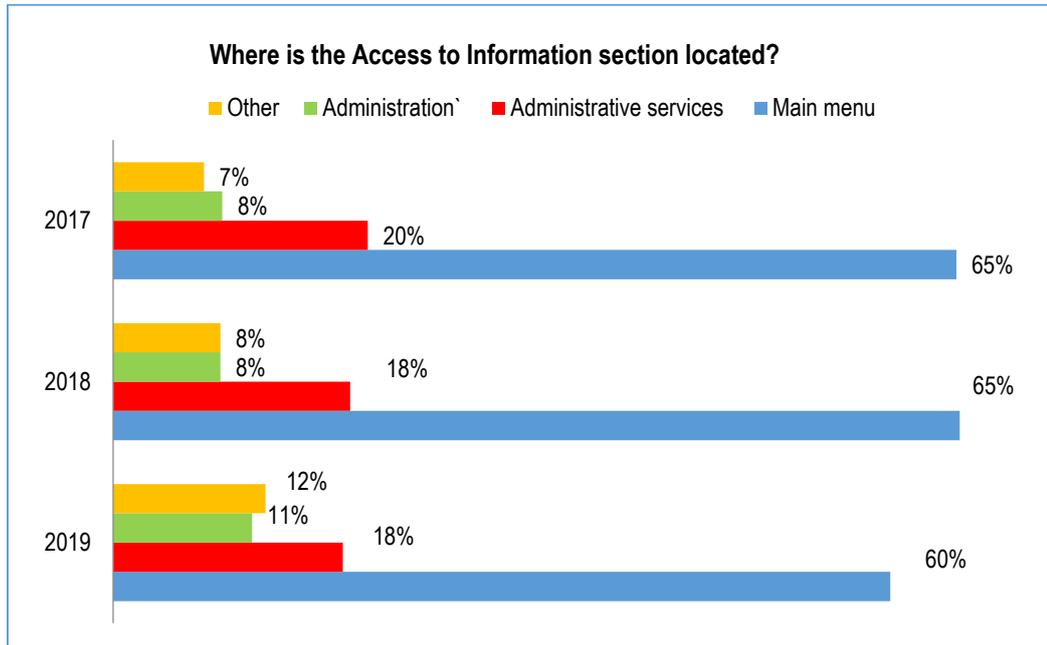Chart 3. Where is the Access to Information Section located?

Where is the Access to Information section located?

Legend: Other · Administration` · Administrative services · Main menu

2017
- Other: 7%
- Administration`: 8%
- Administrative services: 20%
- Main menu: 65%

2018
- Other: 8%
- Administration`: 8%
- Administrative services: 18%
- Main menu: 65%

2019
- Other: 12%
- Administration`: 11%
- Administrative services: 18%
- Main menu: 60%

Chart 4. Where is the Access to Information Section located?
(2019 by type of Public Body)

Where is the Access to Information section located?

Legend: Main menu · Administrative services · Administration` · Other

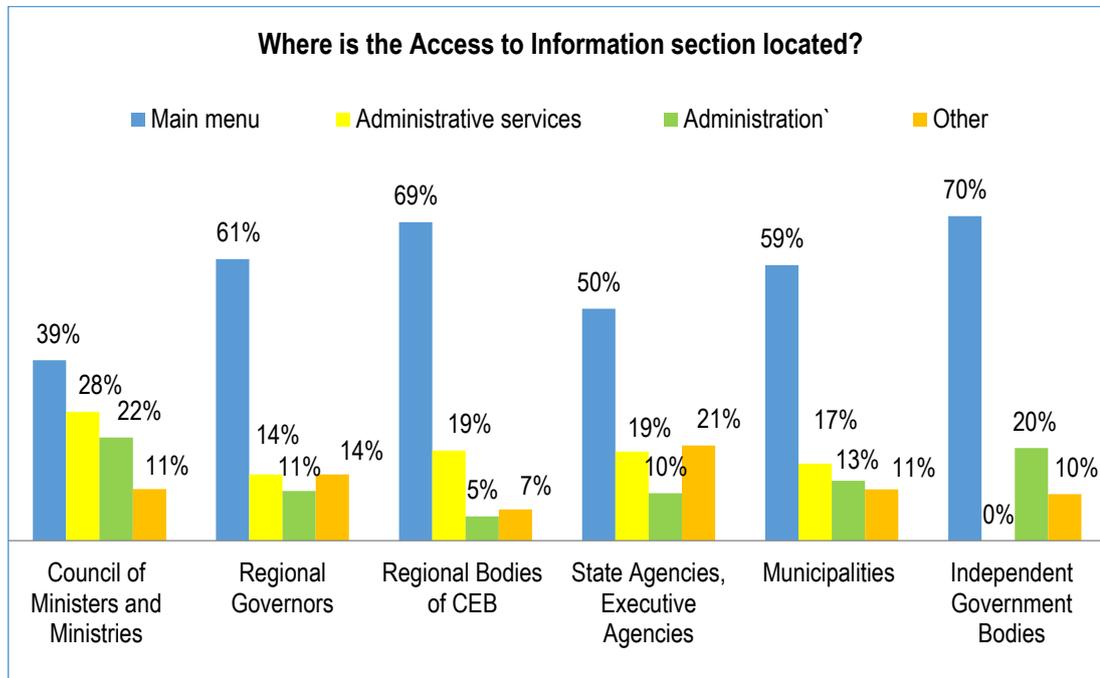| Type of Public Body	Main menu	Administrative services	Administration`	Other
Council of Ministers and Ministries	39%	28%	22%	11%
Regional Governors	61%	14%	11%	14%
Regional Bodies of CEB	69%	19%	5%	7%
State Agencies, Executive Agencies	50%	19%	10%	21%
Municipalities	59%	17%	13%	11%
Independent Government Bodies	70%	0%	20%	10%

Chart 5. Is there information about the department responsible for access to information?

Is there information about the office/department responsible for accepting access to information requests?

■ NO ■ YES

Year	NO	YES
2017	37%	63%
2018	32%	68%
2019	30%	70%

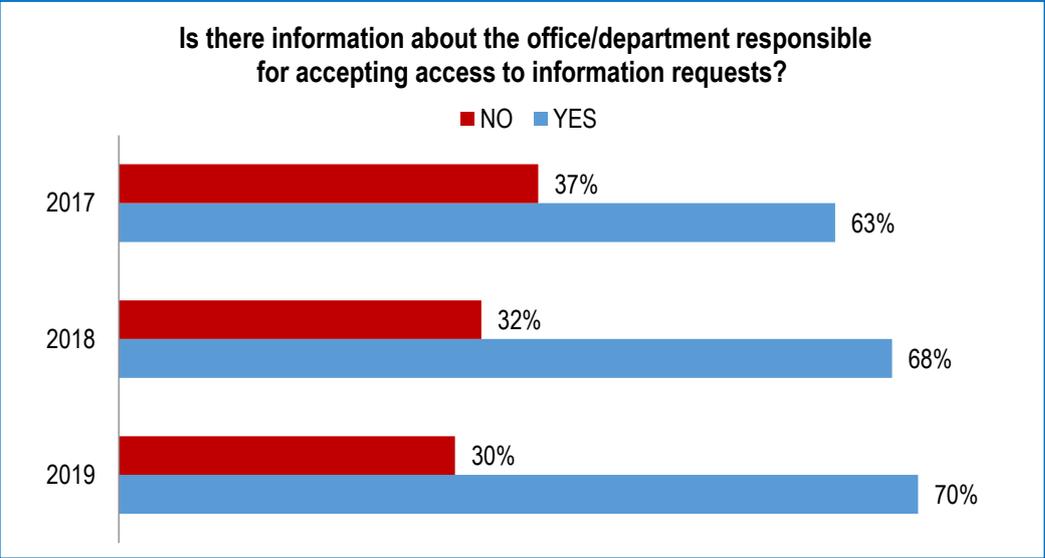Chart 6. Is there information about the department responsible for access to information? (2019 by type of Public Body)
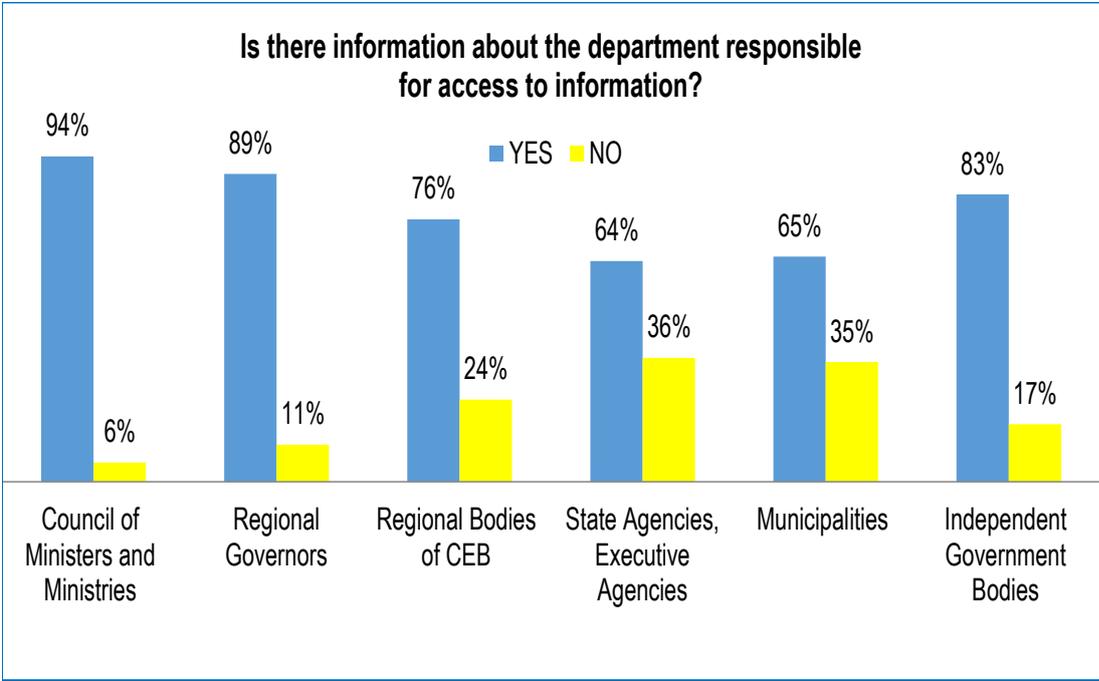
Is there information about the department responsible for access to information?

■ YES ■ NO

Type	YES	NO
Council of Ministers and Ministries	94%	6%
Regional Governors	89%	11%
Regional Bodies of CEB	76%	24%
State Agencies, Executive Agencies	64%	36%
Municipalities	65%	35%
Independent Government Bodies	83%	17%

Chart 7. What type of information is online available?

What type of information is online available?

■ Responsible official ■ Working hours ■ Telephone ■ E-mail ■ Adress ■ Name of Department

2017
- 38%
- 74%
- 72%
- 76%
- 87%
- 94%

2018
- 30%
- 74%
- 73%
- 79%
- 85%
- 92%
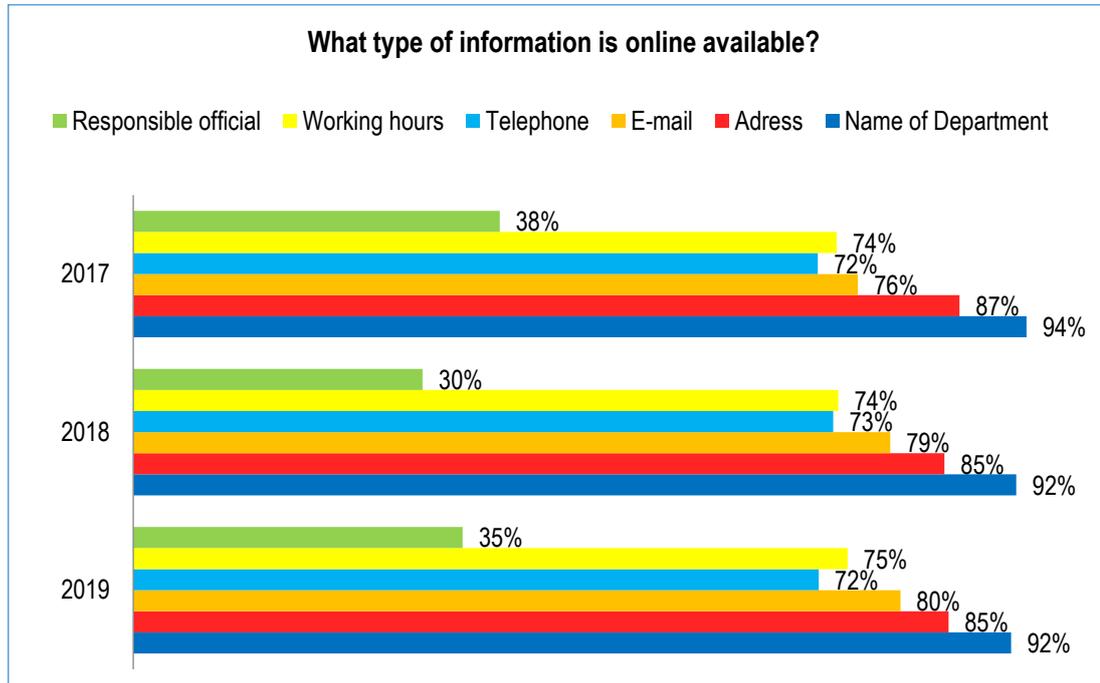
2019
- 35%
- 75%
- 72%
- 80%
- 85%
- 92%

Chart 8. Is there the name of department?
         (2019 by type of Public Body)

Is there the name of department?

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	94%	79%	93%	88%	92%	100%
NO	6%	21%	7%	12%	8%	0%
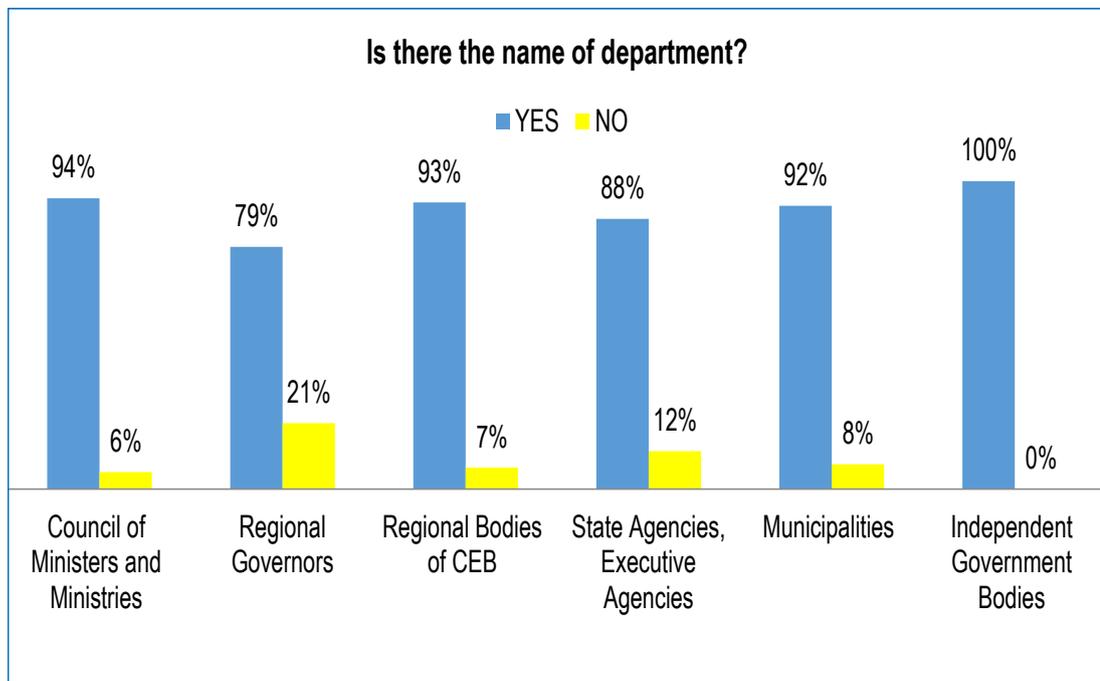
Chart 9. Is there the address? (2019 by type of Public Body)

Is there the adress?

■ YES ■ NO

Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES 89%	79%	92%	86%	79%	90%
NO 11%	21%	8%	14%	21%	10%
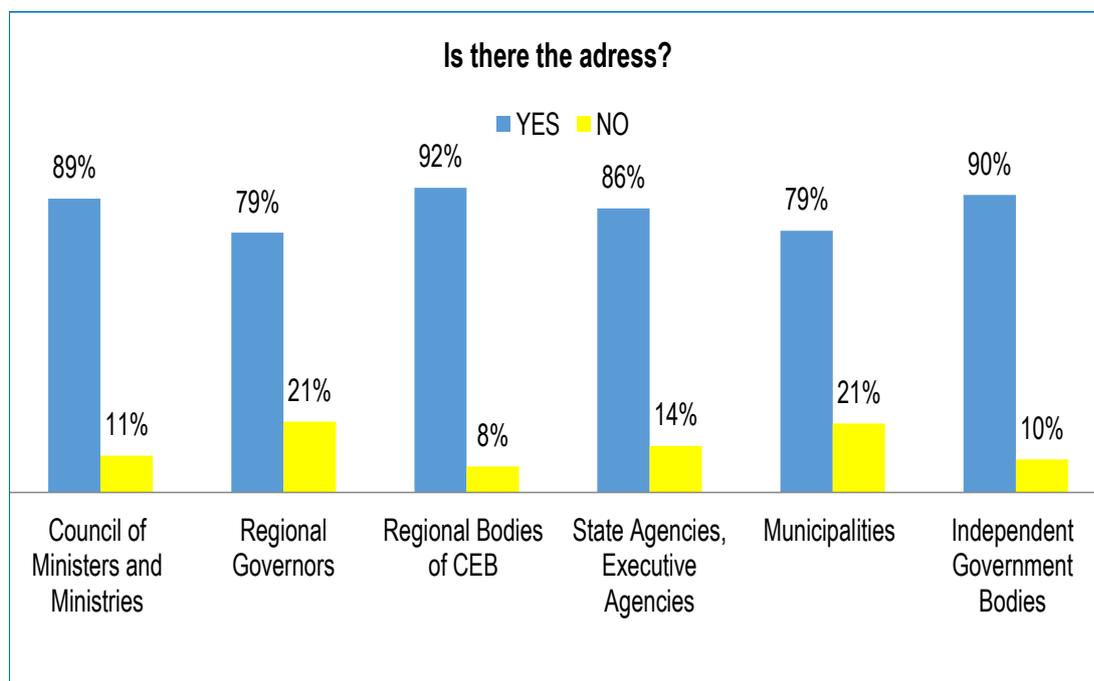
Chart 10. Is there the e-mail?
(2019 by type of Public Body)

Is there the e-mail?

■ YES ■ NO

Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES 83%	75%	87%	79%	75%	90%
NO 17%	25%	13%	21%	25%	10%

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Chart 11. Is there the telephone number?
(2019 by type of Public Body)

Is there the telephone number?

■ YES ■ NO

Type of Public Body	YES	NO
Council of Ministers and Ministries	67%	33%
Regional Governors	75%	25%
Regional Bodies of CEB	71%	29%
State Agencies, Executive Agencies	81%	19%
Municipalities	67%	33%
Independent Government Bodies	80%	20%
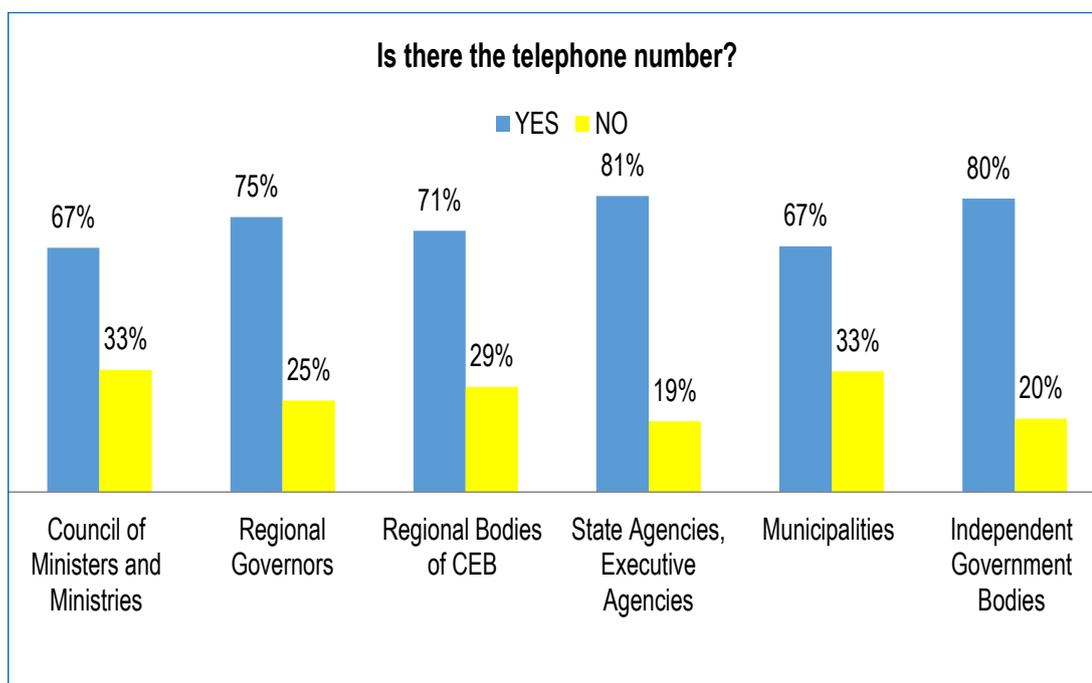
Chart 12. Are there the working hours?
(2019 by type of Public Body)

Are there the working hours?

■ YES ■ NO

Type of Public Body	YES	NO
Council of Ministers and Ministries	78%	22%
Regional Governors	82%	18%
Regional Bodies of CEB	77%	23%
State Agencies, Executive Agencies	68%	32%
Municipalities	72%	28%
Independent Government Bodies	90%	10%
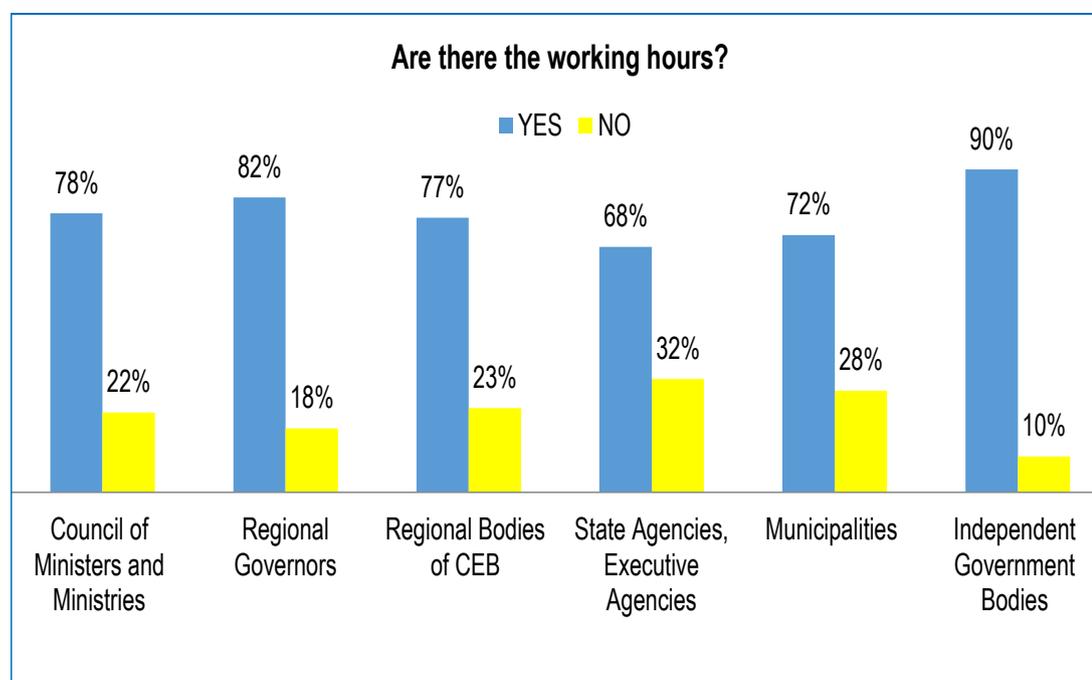
Chart 13. Is there the responsible official (2019 by type of Public Body)?

Is there the responsible official?

■ YES ■ NO

Type of Public Body	YES	NO
Council of Ministers and Ministries	33%	67%
Regional Governors	36%	64%
Regional Bodies of CEB	34%	66%
State Agencies, Executive Agencies	32%	68%
Municipalities	35%	65%
Independent Government Bodies	30%	70%
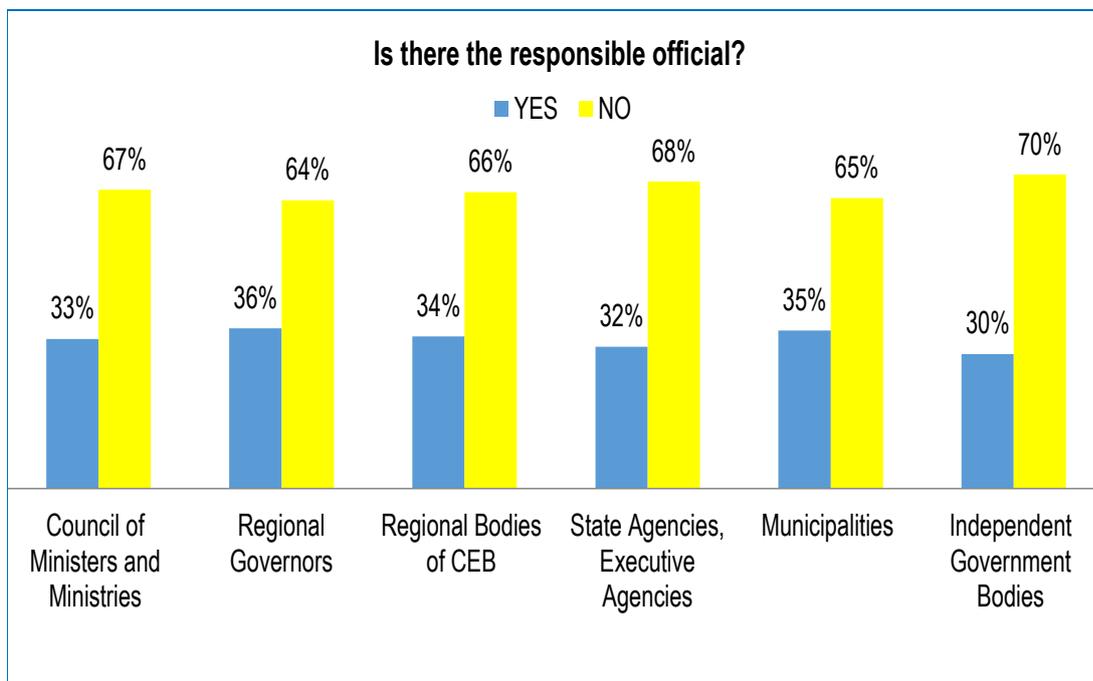
Chart 14. Is there explanatory information on how to exercise one's right to information?

Is there explanatory information on how to exercise one's right to information?

■ NO ■ YES

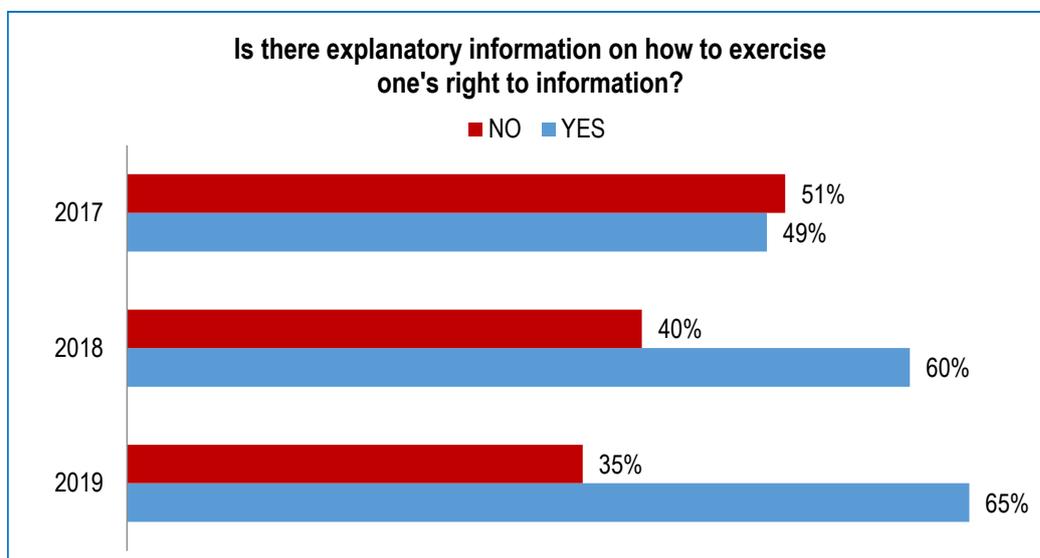| Year	YES	NO
2017	49%	51%
2018	60%	40%
2019	65%	35%

Chart 15. Is there explanatory information on how to exercise one's right to information?
(2019 by type of Public Body)

Is there explanatory information on how to exercise one's right to information?

YES ■ NO ■

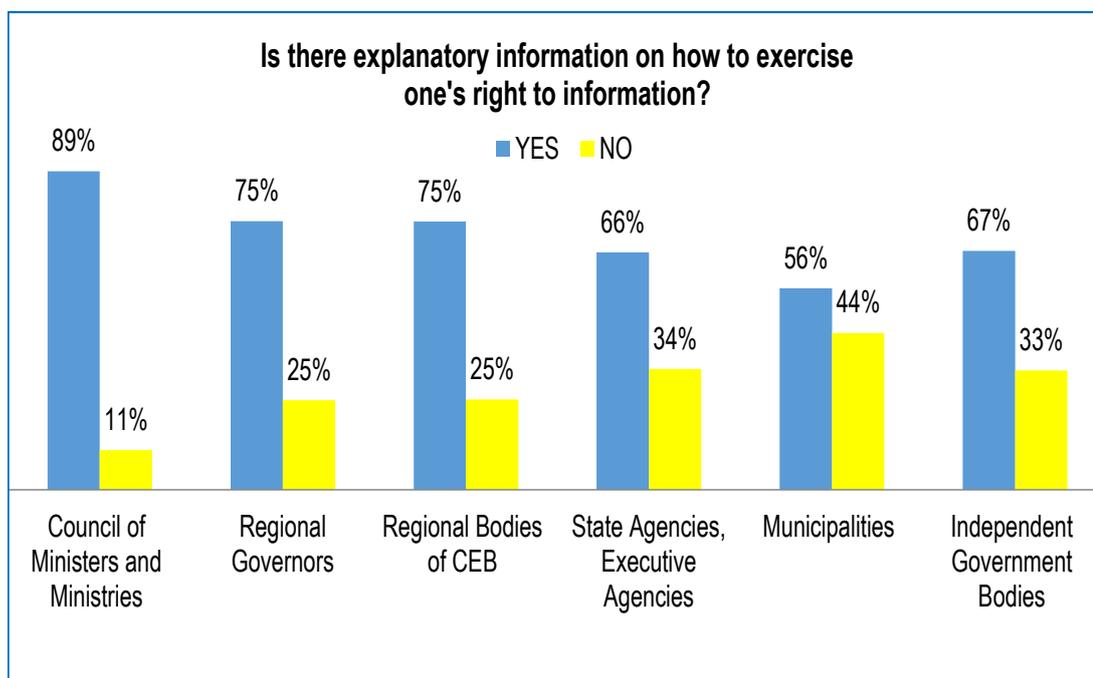|	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	89%	75%	75%	66%	56%	67%
NO	11%	25%	25%	34%	44%	33%

Chart 16. Is information about the procedure and the conditions for the re-use of public sector information published?

Is information about the procedure and the conditions for the re-use of public sector information published?

NO ■ YES ■

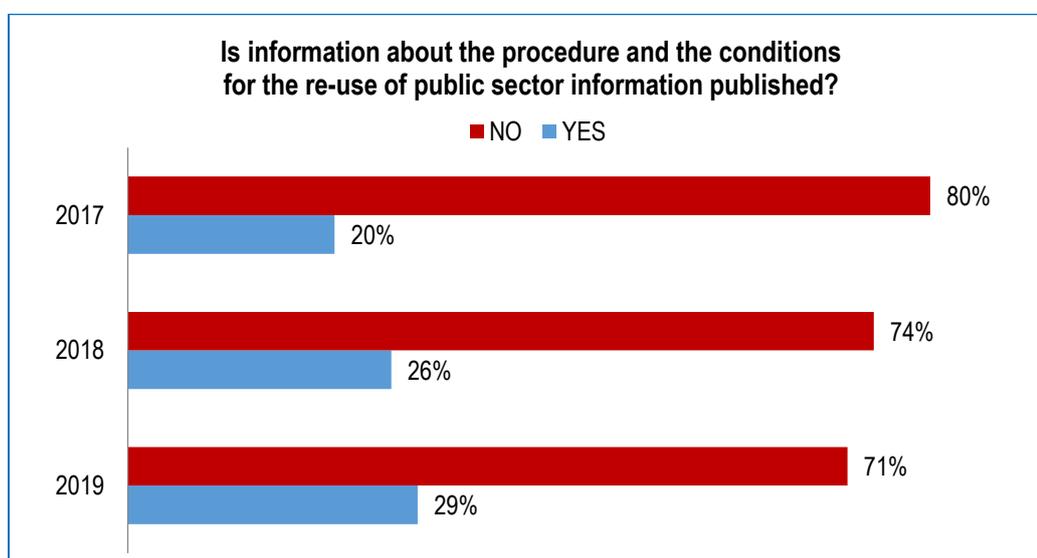|	NO	YES
2017	80%	20%
2018	74%	26%
2019	71%	29%

Chart 17. Is information about the procedure and the conditions for the re-use of public sector information published? (2019 by type of Public Body)
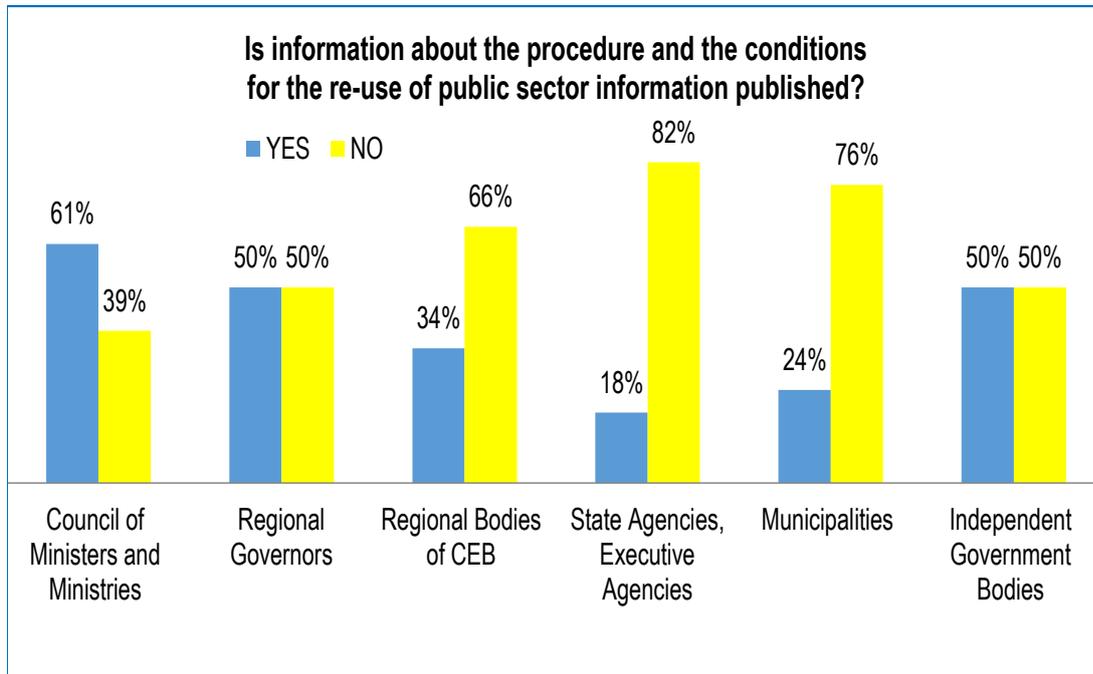
Is information about the procedure and the conditions for the re-use of public sector information published?

■ YES   ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	61%	50%	34%	18%	24%	50%
NO	39%	50%	66%	82%	76%	50%

Chart 18. Is information about the charges for the re-use of public sector information published?

Is information about the charges for the re-use of public sector information published?

■ NO   ■ YES

Year	NO	YES
2017	91%	9%
2018	84%	16%
2019	78%	22%

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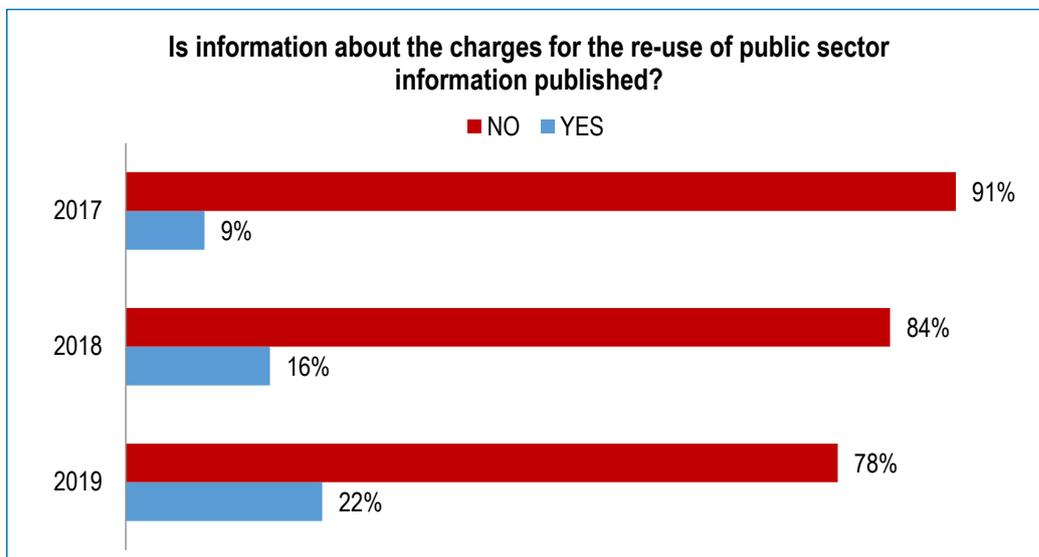
Chart 19. Is information about the charges for the re-use of public sector information published? (2019 by type of Public Body)

Is information about the tariffis of charges for the re-use of public sector information published?

■ YES ■ NO

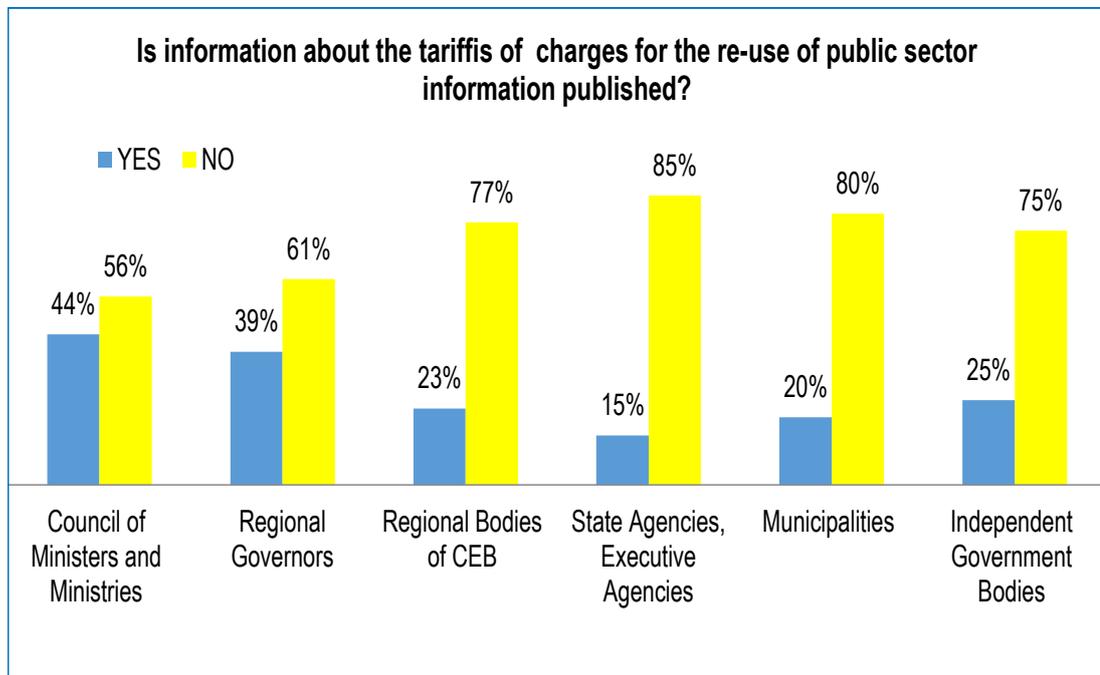| Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES 44%	YES 39%	YES 23%	YES 15%	YES 20%	YES 25%
NO 56%	NO 61%	NO 77%	NO 85%	NO 80%	NO 75%

Chart 20. Is information about the charges for access to information published?

Is information about the charges for access to information published?

■ NO ■ YES

Year	NO	YES
2017	47%	53%
2018	40%	60%
2019	32%	68%

Chart 21. Is information about the charges for access to information published?
        (2019 by type of Public Body)

**Is information about the charges for access
to information published?**

■ YES ■ NO
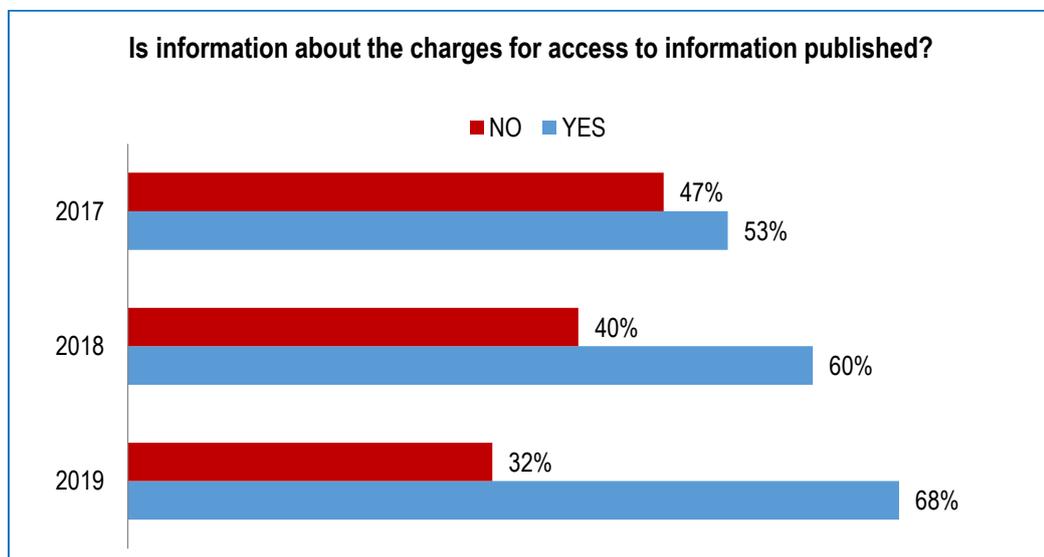
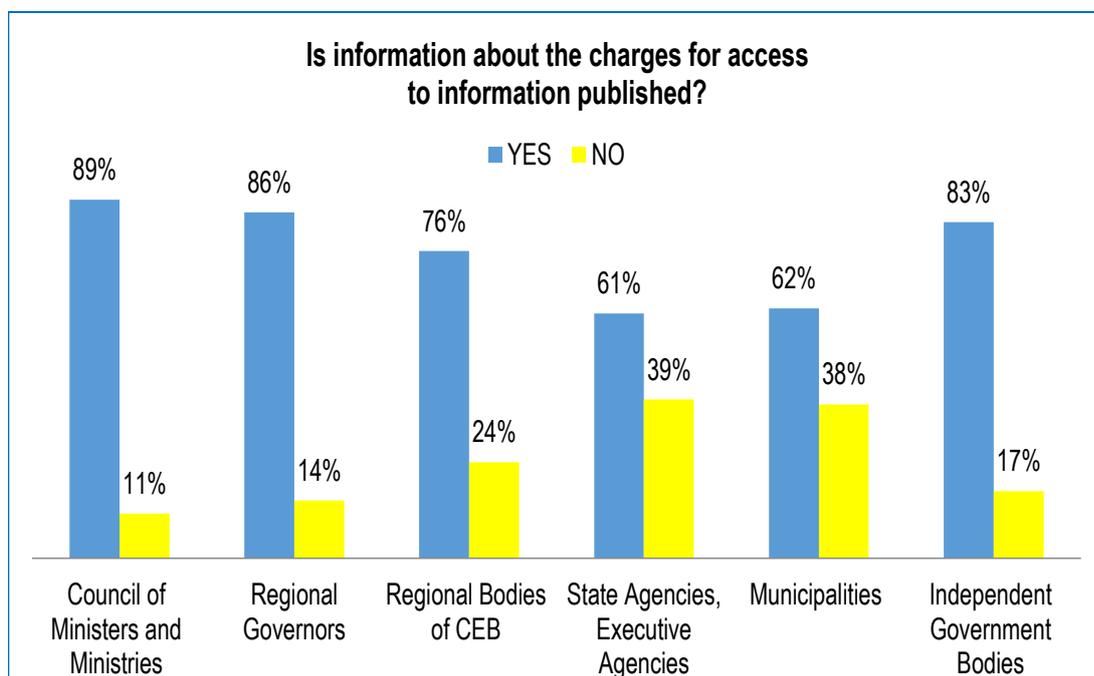| Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
89%	86%	76%	61%	62%	83%
11%	14%	24%	39%	38%	17%

Chart 22. Are the APIA implementation internal rules published?

Are the APIA implementation internal rules published?

■ NO ■ YES

Year	NO	YES
2017	29%	71%
2018	26%	74%
2019	22%	78%
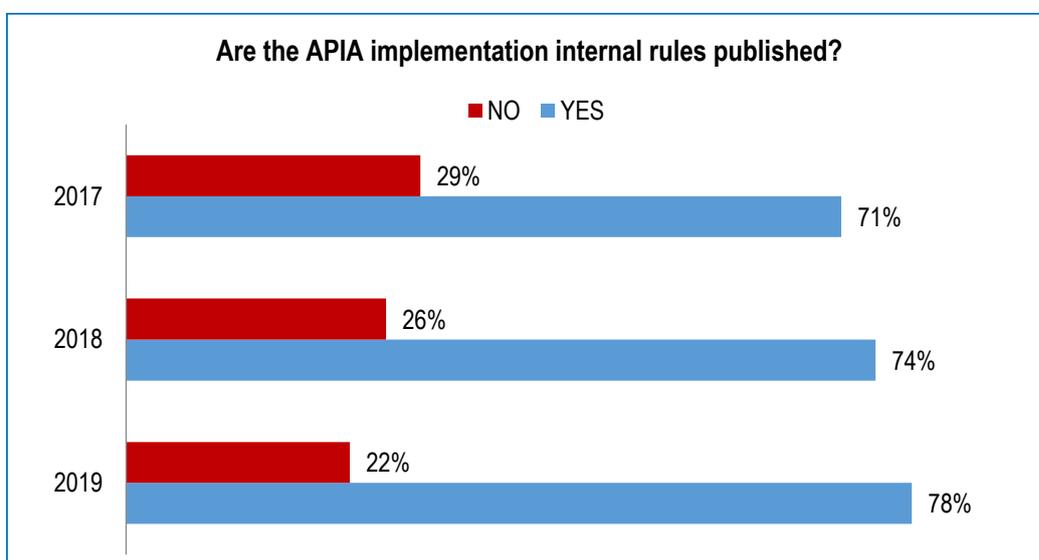
Chart 23. Are the APIA implementation internal rules published?
(2019 by type of Public Body)

Are the APIA implementation internal rules published?

■ YES ■ NO

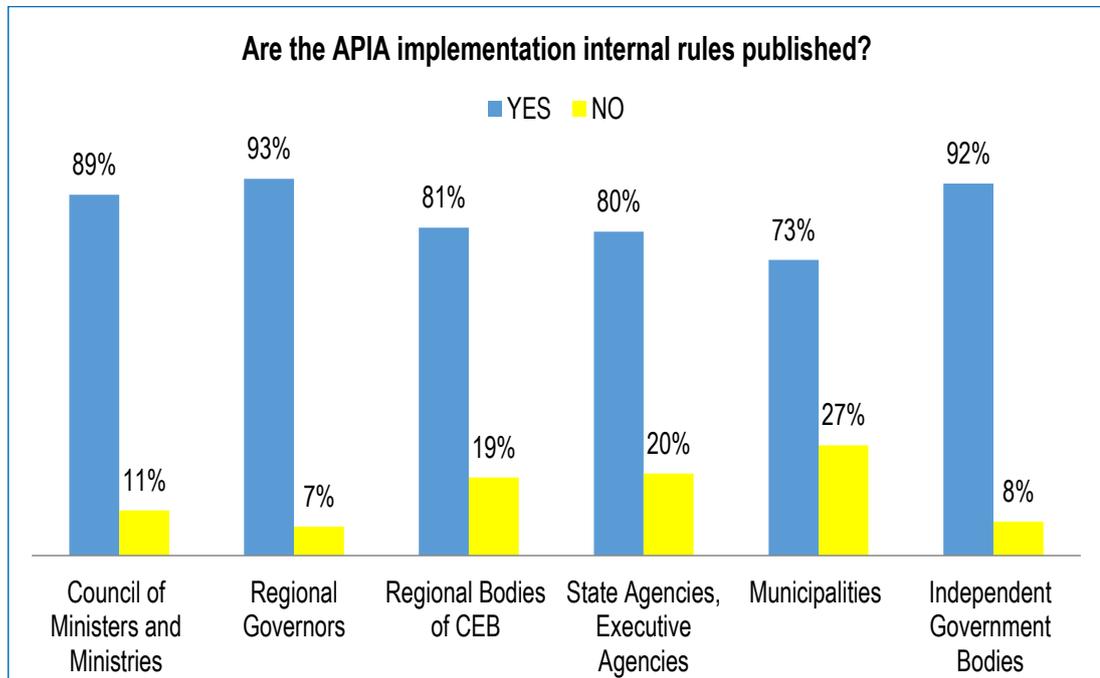| Council of Ministries and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
89% / 11%	93% / 7%	81% / 19%	80% / 20%	73% / 27%	92% / 8%

Chart 24. Are the Internal Rules updated in line with the APIA amendments as of December 2015?

Are the Internal Rules updated in line with the APIA amendments as of December 2015?

■ NO ■ YES

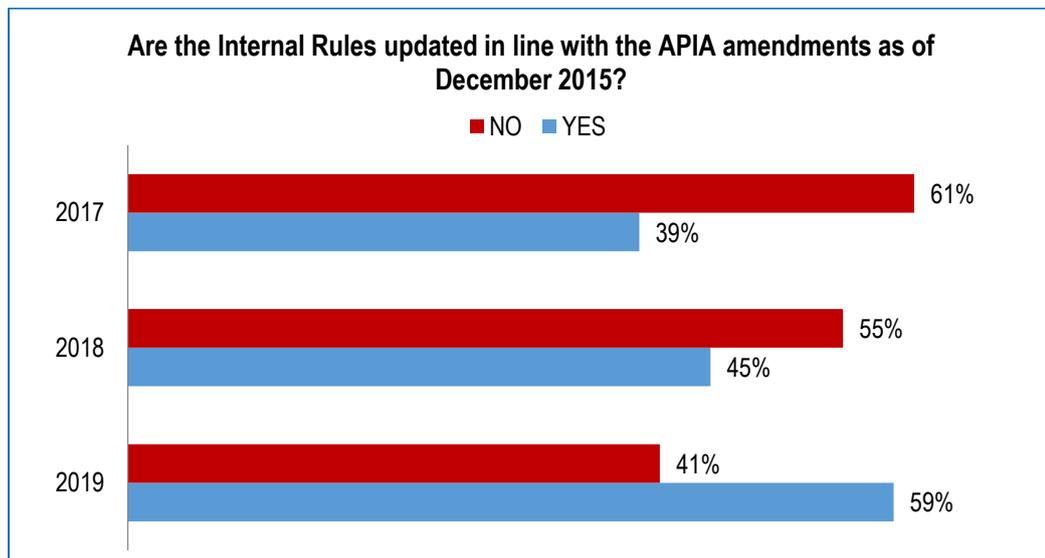| Year	NO	YES
2017	61%	39%
2018	55%	45%
2019	41%	59%

Chart 25. Are the Internal Rules updated in line with the APIA amendments as of December 2015? (2019 by type of Public Body)

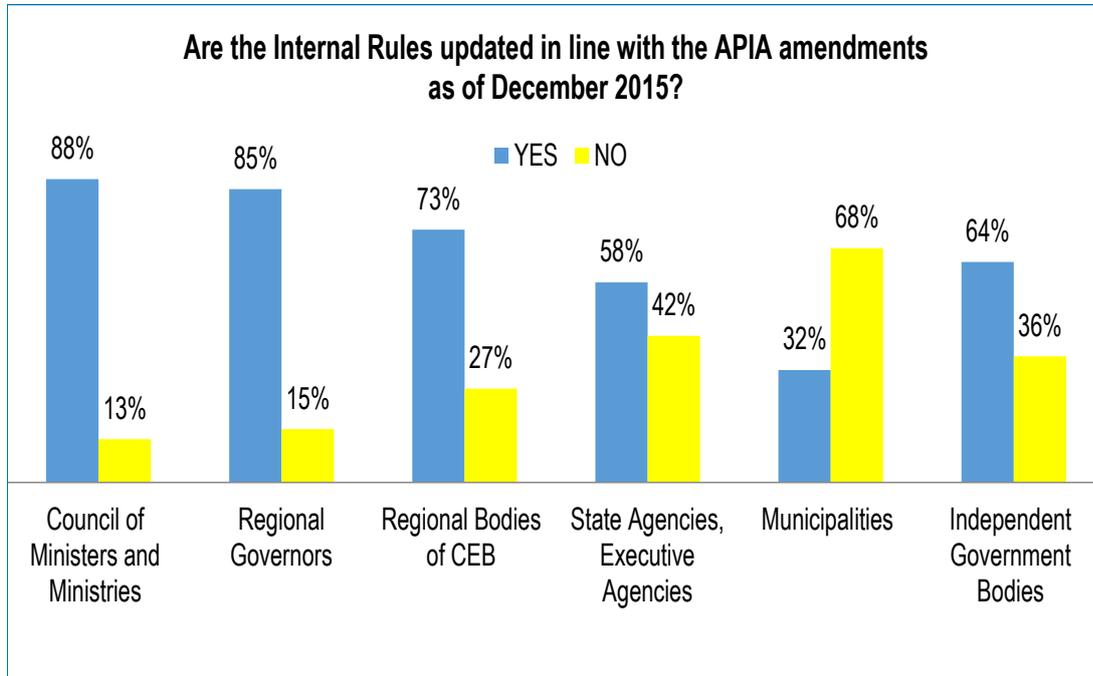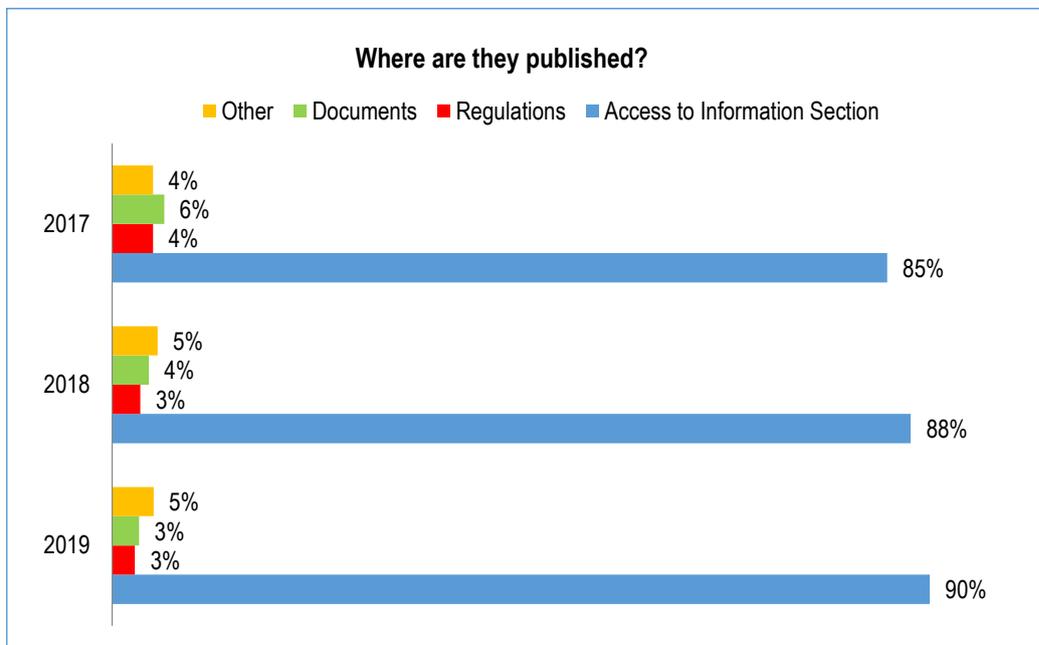**Are the Internal Rules updated in line with the APIA amendments as of December 2015?**

■ YES ■ NO

Type of Public Body	YES	NO
Council of Ministers and Ministries	88%	13%
Regional Governors	85%	15%
Regional Bodies of CEB	73%	27%
State Agencies, Executive Agencies	58%	42%
Municipalities	32%	68%
Independent Government Bodies	64%	36%

Chart 26. Where are they published?

Where are they published?

■ Other ■ Documents ■ Regulations ■ Access to Information Section

Year	Other	Documents	Regulations	Access to Information Section
2017	4%	6%	4%	85%
2018	5%	4%	3%	88%
2019	5%	3%	3%	90%

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Chart 27. Where are they published?
         (2019 by type of Public Body)

Where are they published?

■ Access to Information Section ■ Regulations ■ Documents ■ Other

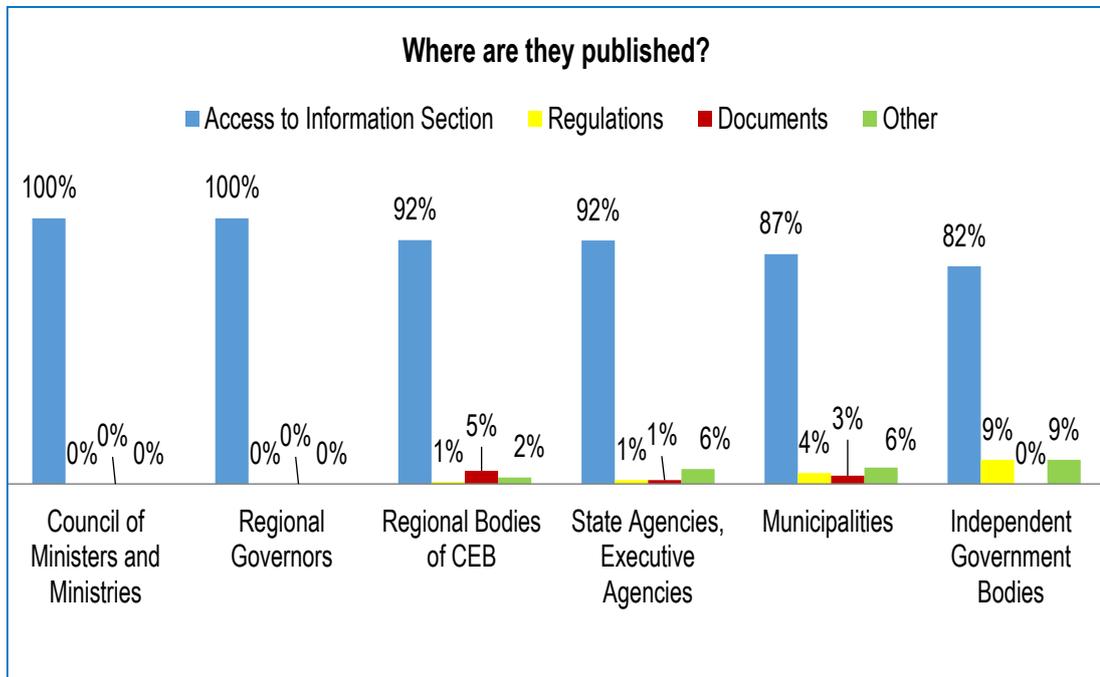| Type of Public Body	Access to Information Section	Regulations	Documents	Other
Council of Ministers and Ministries	100%	0%	0%	0%
Regional Governors	100%	0%	0%	0%
Regional Bodies of CEB	92%	1%	5%	2%
State Agencies, Executive Agencies	92%	1%	1%	6%
Municipalities	87%	4%	3%	6%
Independent Government Bodies	82%	9%	0%	9%

Chart 28. Is the annual report on the APIA implementation published?

Is the annual report on the APIA implementation published?

■ NO ■ YES

Year	NO	YES
2017	54%	46%
2018	31%	69%
2019	21%	79%
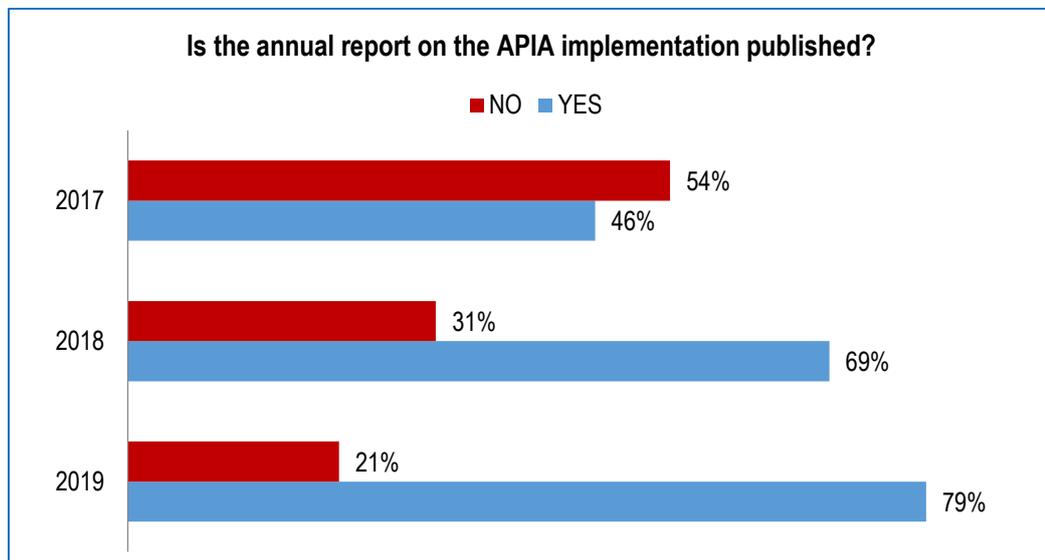
Chart 29. Is the annual report on the APIA implementation published?
(2019 by type of Public Body)

Is the annual report on the APIA implementation published?

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	100%	96%	88%	72%	73%	83%
NO	0%	4%	12%	28%	27%	17%
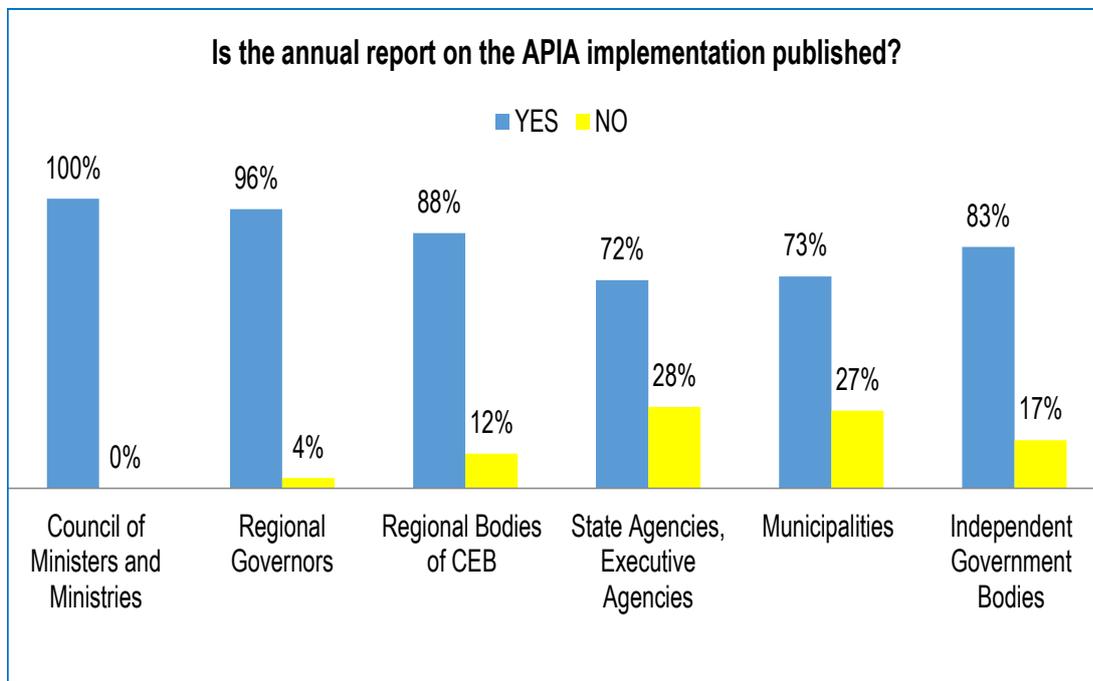
Chart 29.1. Does it contain data about registered requests?

Does it contain data about registered requests?

■ NO ■ YES

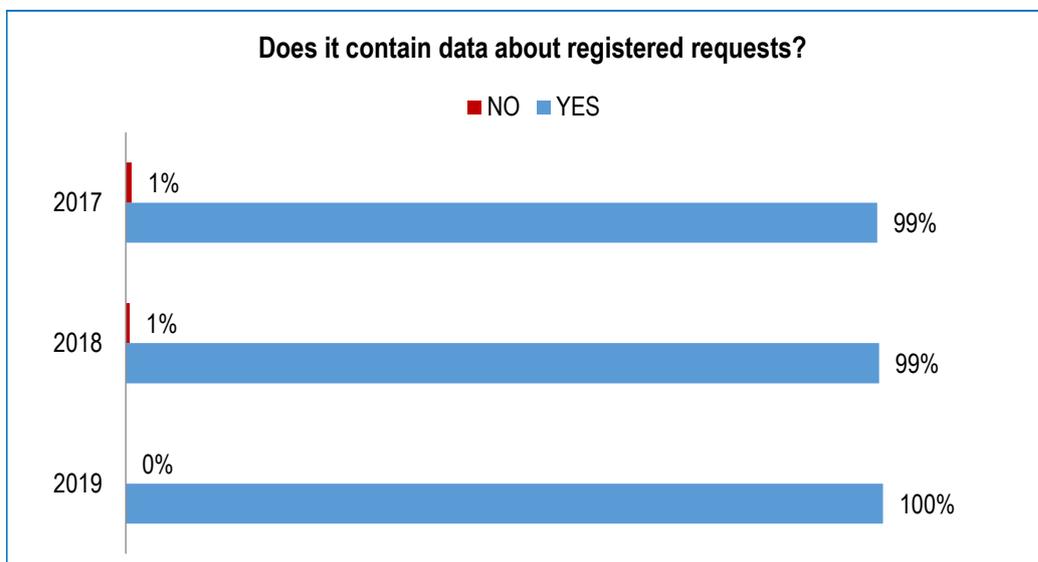| Year	NO	YES
2017	1%	99%
2018	1%	99%
2019	0%	100%

Chart 29.2. Does it contain data about registered requests? (2019 by type of Public Body)

Does it contain data about registered requests?

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	100%	100%	100%	100%	100%	100%
NO	0%	0%	0%	0%	0%	0%
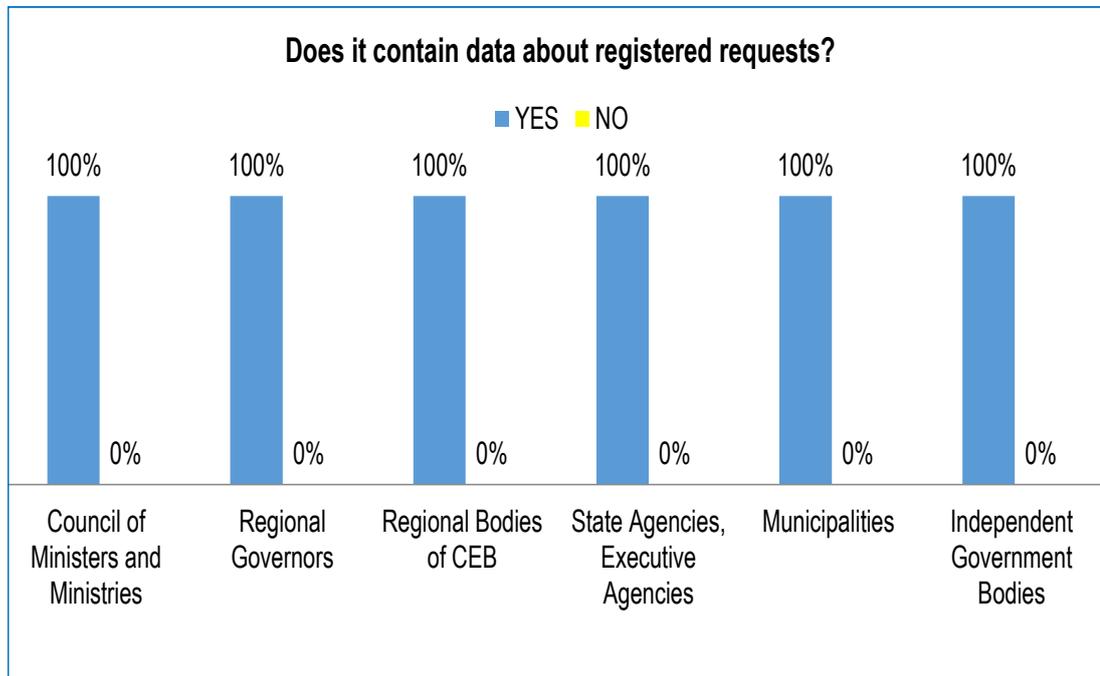
Chart 29.3. Does it contain data about issued refusals?

Does it contain data about issued refusals?

■ No, there is no such data ■ Yes, no refusals are issued

Year	No, there is no such data	Yes, no refusals are issued	(blue)
2017	4%	65%	32%
2018	3%	71%	27%
2019	4%	71%	25%

Chart 29.4. Does it contain data about issued refusals? (2019 by type of Public Body)
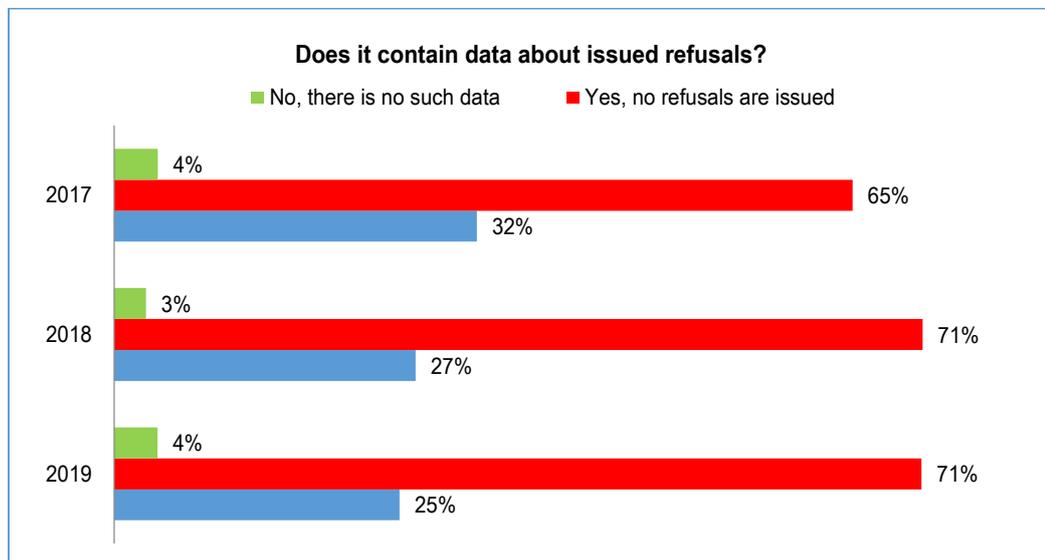
Does it contain data about issued refusals?

- ■ Yes, there are issued refusals
- ■ Yes, no refusals are issued
- ■ No, there is no such data

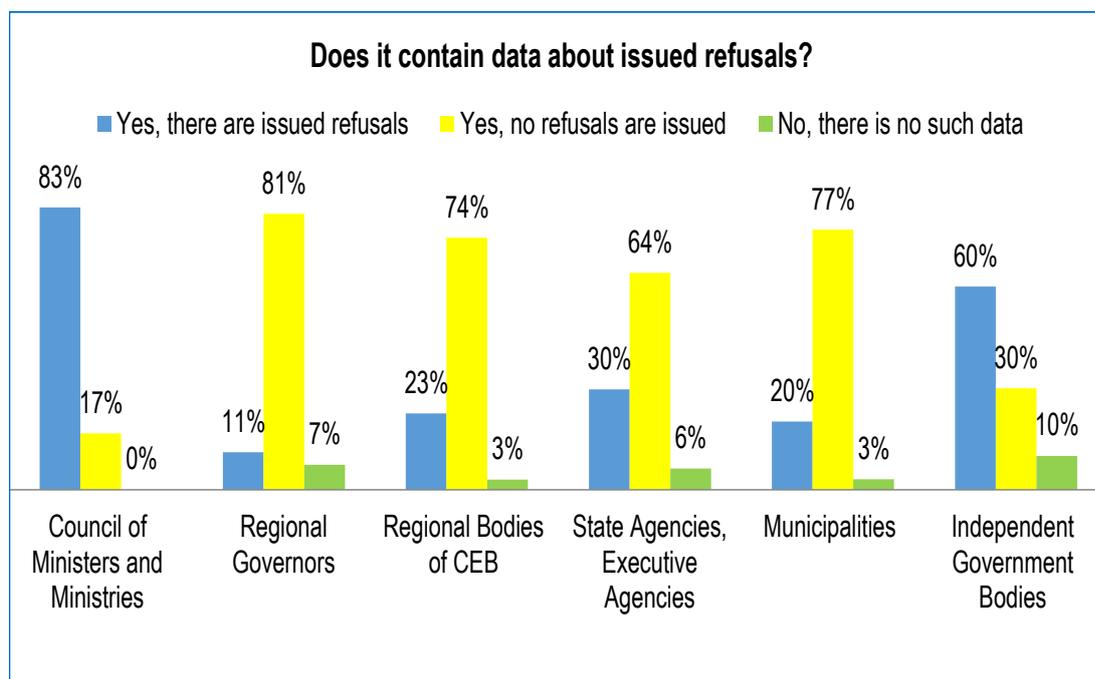|	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
Yes, there are issued refusals	83%	11%	23%	30%	20%	60%
Yes, no refusals are issued	17%	81%	74%	64%	77%	30%
No, there is no such data	0%	7%	3%	6%	3%	10%

Chart 30. Is there a description of the procedure for access to the public registers maintained by the respective institution?

Is there a description of the procedure for access to the public registers maintained by the institution?

- ■ NO ■ YES

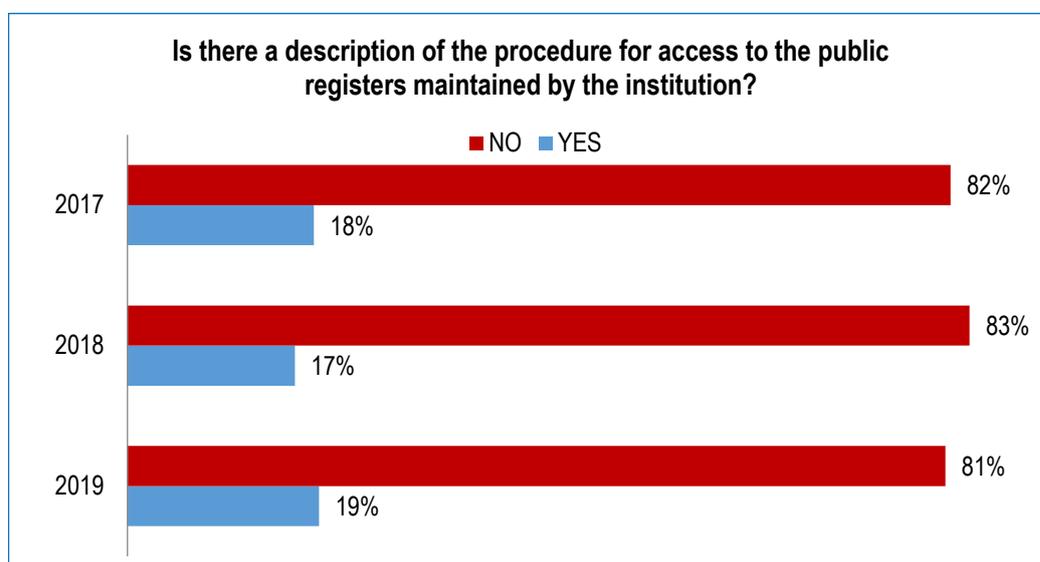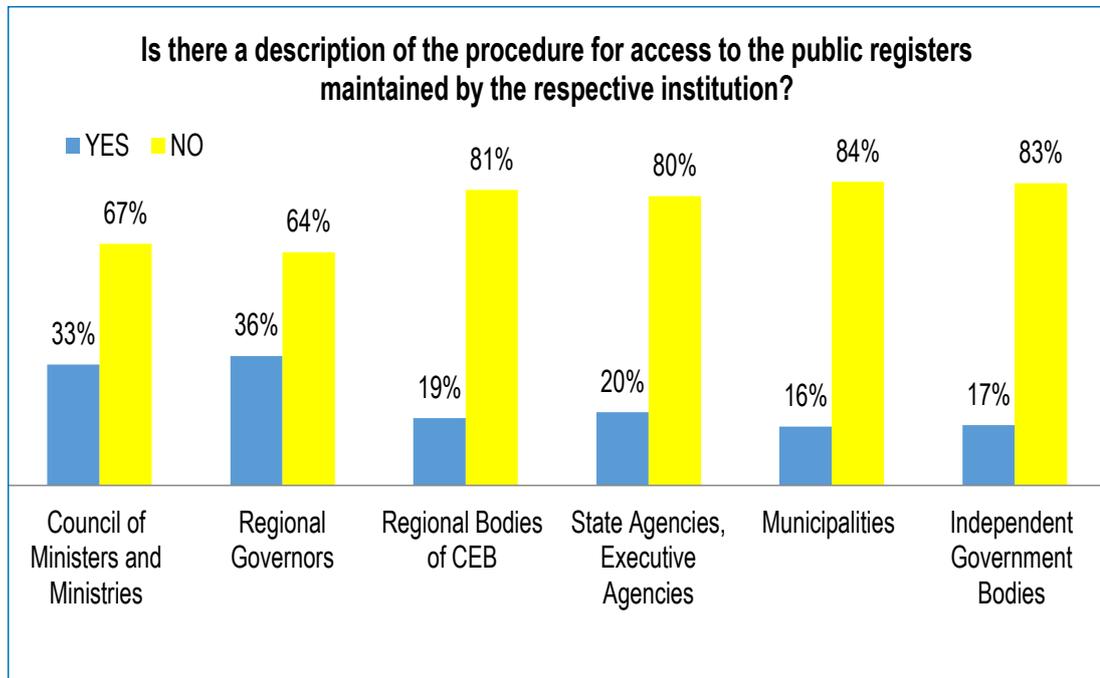|	NO	YES
2017	82%	18%
2018	83%	17%
2019	81%	19%

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Chart 31. Is there a description of the procedure for access to the public registers maintained by the respective institution? (2019 by type of Public Body)

Is there a description of the procedure for access to the public registers maintained by the respective institution?

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	33%	36%	19%	20%	16%	17%
NO	67%	64%	81%	80%	84%	83%

Other Types of Information Necessary for the Exercise of the Right of Access to Information

Chart 32. Is a list of the categories of information classified as official secret published on the website?
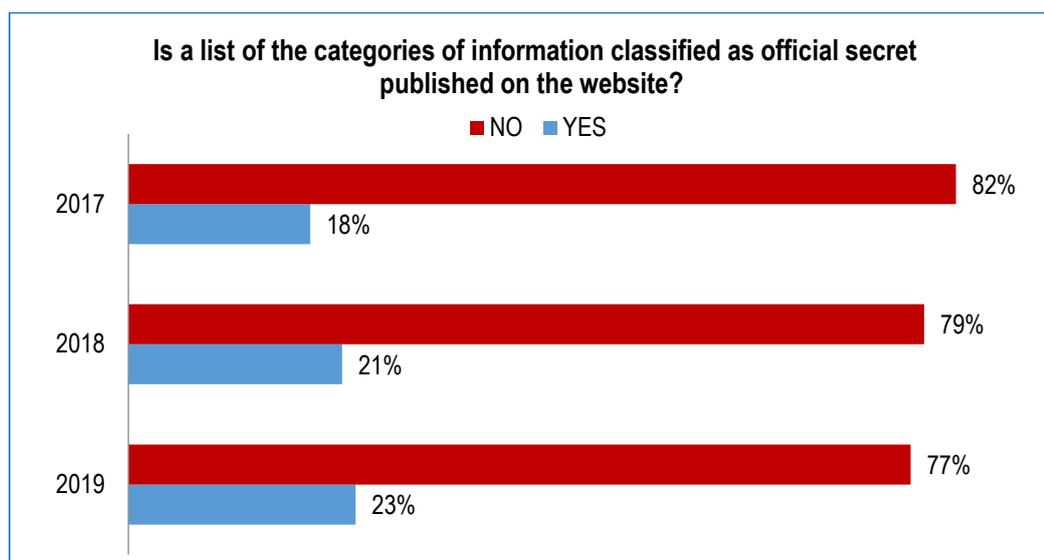
Is a list of the categories of information classified as official secret published on the website?

■ NO ■ YES

	NO	YES
2017	82%	18%
2018	79%	21%
2019	77%	23%

Chart 33. Is a list of the categories of information classified as official secret published on the website? (2013 by type of Public Body)
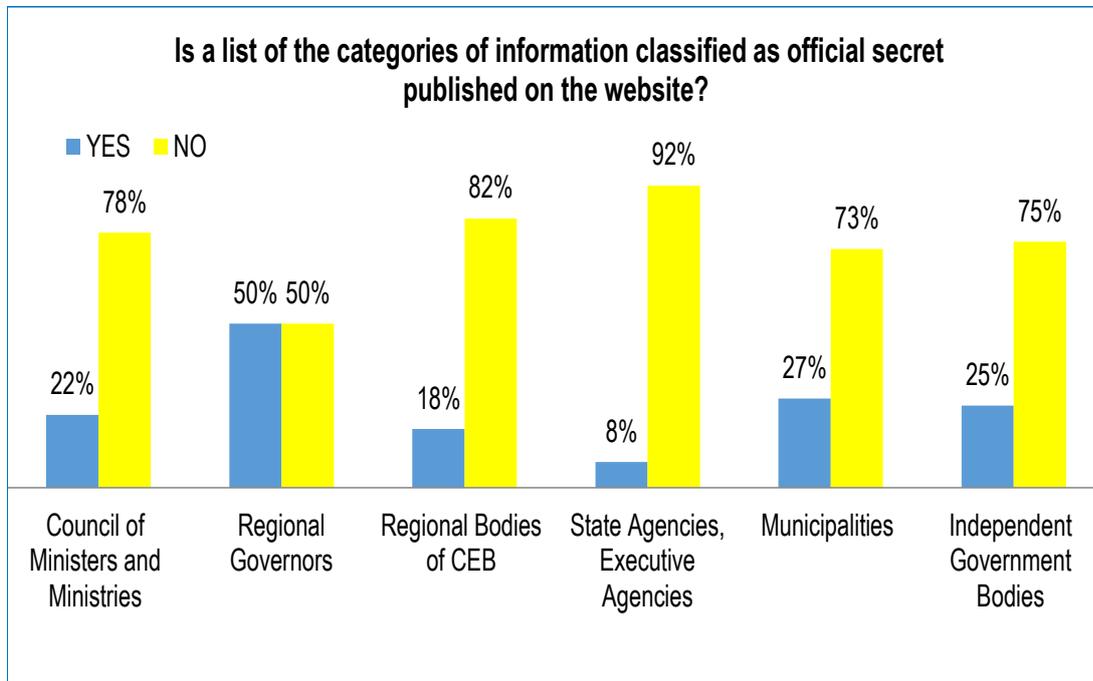
Is a list of the categories of information classified as official secret published on the website?

■ YES ■ NO

Type of Public Body	YES	NO
Council of Ministers and Ministries	22%	78%
Regional Governors	50%	50%
Regional Bodies of CEB	18%	82%
State Agencies, Executive Agencies	8%	92%
Municipalities	27%	73%
Independent Government Bodies	25%	75%

Chart 34. Is a list of documents declassified under § 9 of the Protection of Classified Information Act published?

Is a list of documents declassified under § 9 of the Protection of Classified Information Act published?

■ NO ■ YES

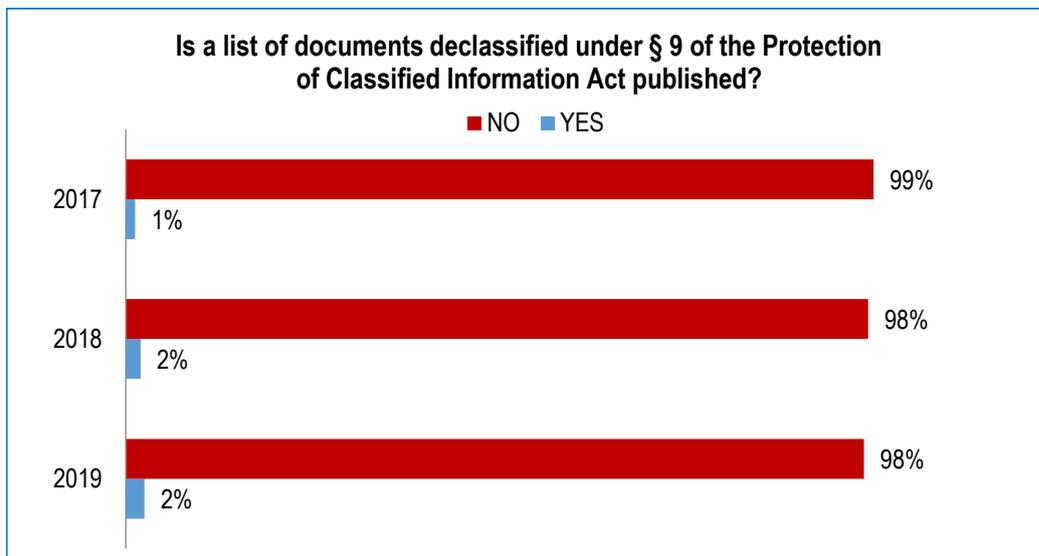| Year	NO	YES
2017	99%	1%
2018	98%	2%
2019	98%	2%

Chart 35. Is a list of documents declassified under § 9 of the Protection of Classified Information Act published? (2019 by type of Public Body)

Is a list of documents declassified under § 9 of the Protection of Classified Information Act published?

■ YES ■ NO

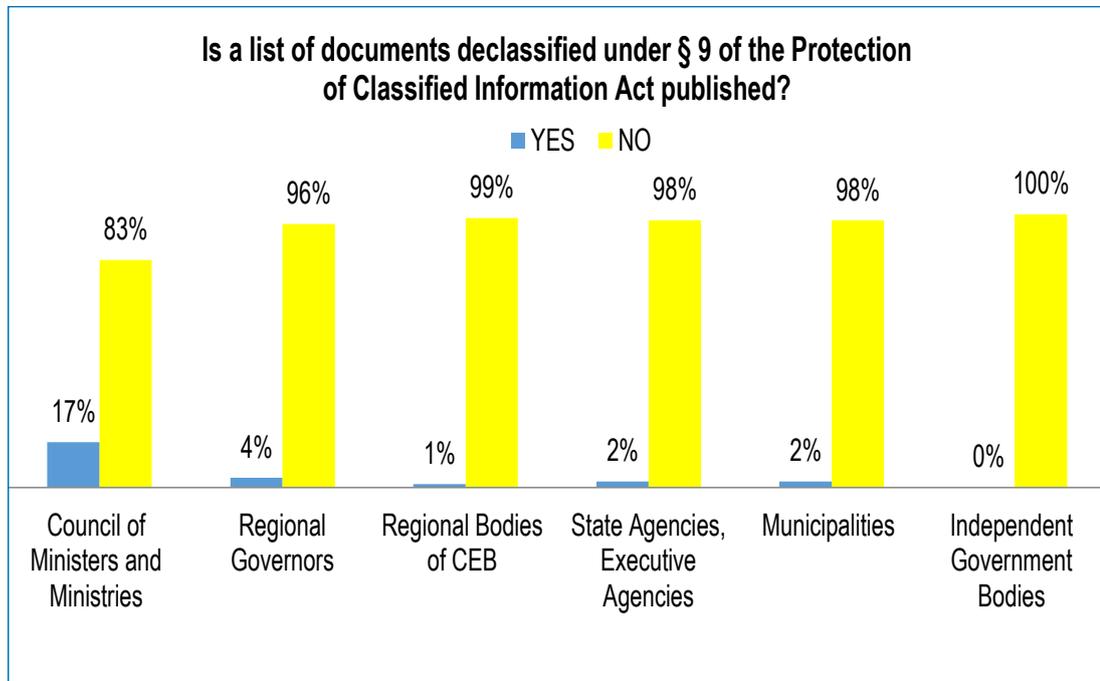|	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	17%	4%	1%	2%	2%	0%
NO	83%	96%	99%	98%	98%	100%

Chart 36. Is there a list of the categories of information, subject to publication online concerning the sphere of activity of the respective institution?
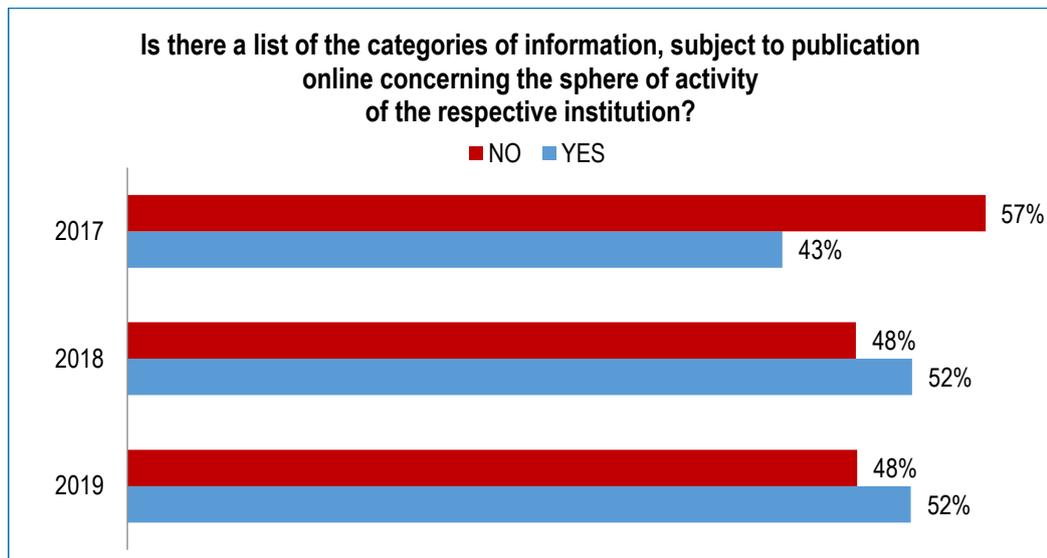
Is there a list of the categories of information, subject to publication online concerning the sphere of activity of the respective institution?

■ NO ■ YES

	NO	YES
2017	57%	43%
2018	48%	52%
2019	48%	52%

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Chart 37. Is there a list of the categories of information, subject to publication online concerning the sphere of activity of the respective institution? (2019 by type of Public Body)
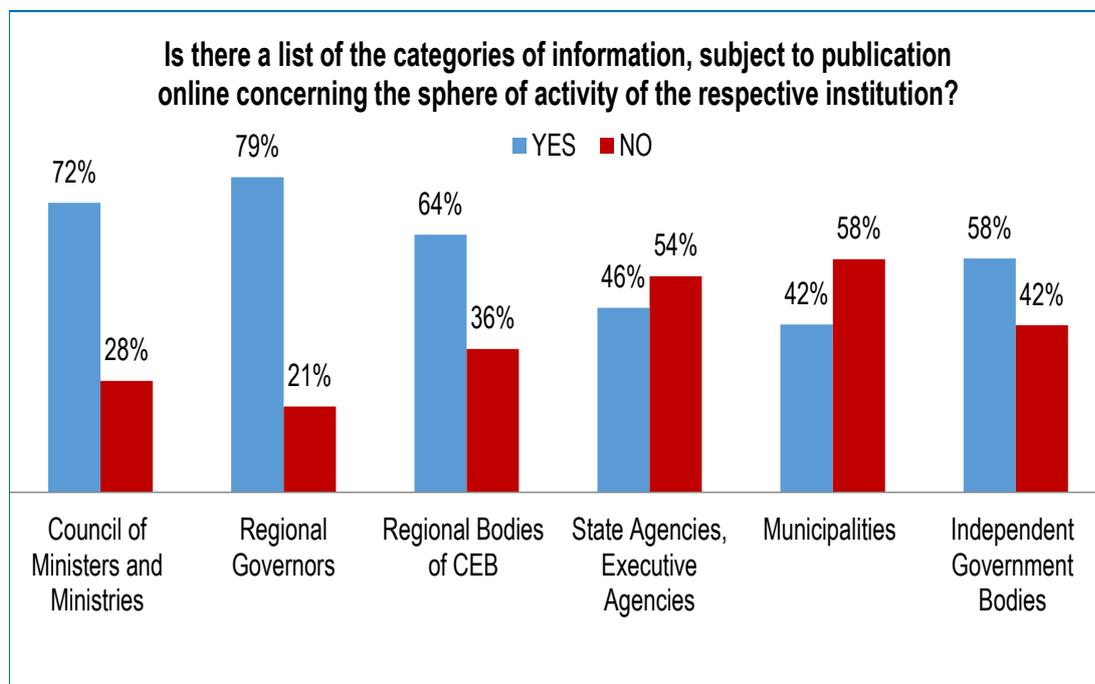
Is there a list of the categories of information, subject to publication online concerning the sphere of activity of the respective institution?

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	72%	79%	64%	46%	42%	58%
NO	28%	21%	36%	54%	58%	42%

Chart 38. Is there a section for information provided more than three times at a request?

Is there a section for information provided more that three times at a request?

■ NO ■ YES

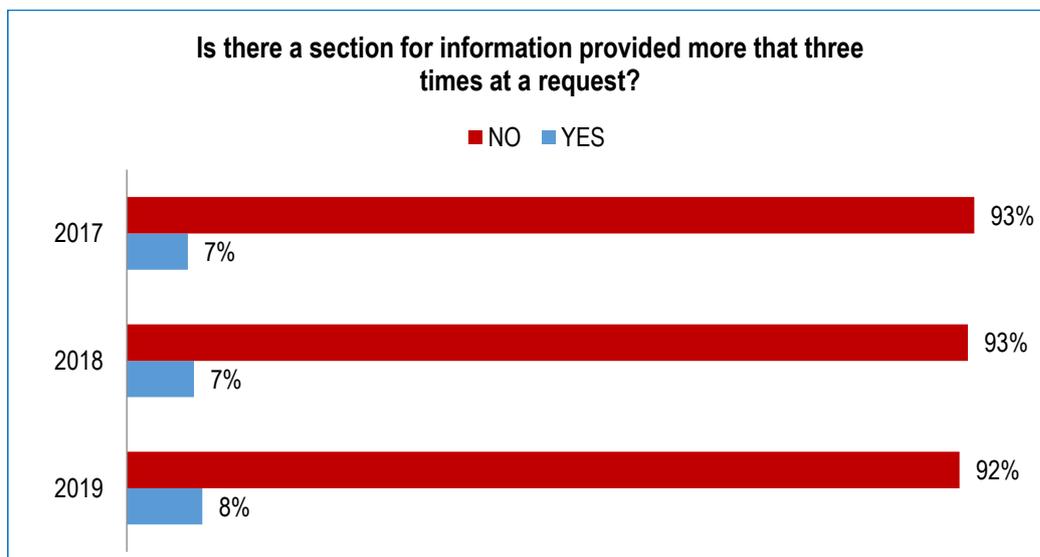|	NO	YES
2017	93%	7%
2018	93%	7%
2019	92%	8%

Chart 39. Is there a section for information provided more than three times at a request?
(2019 by type of Public Body)

Is there a section for information provided more that three times at a request?

■ YES   ■ NO

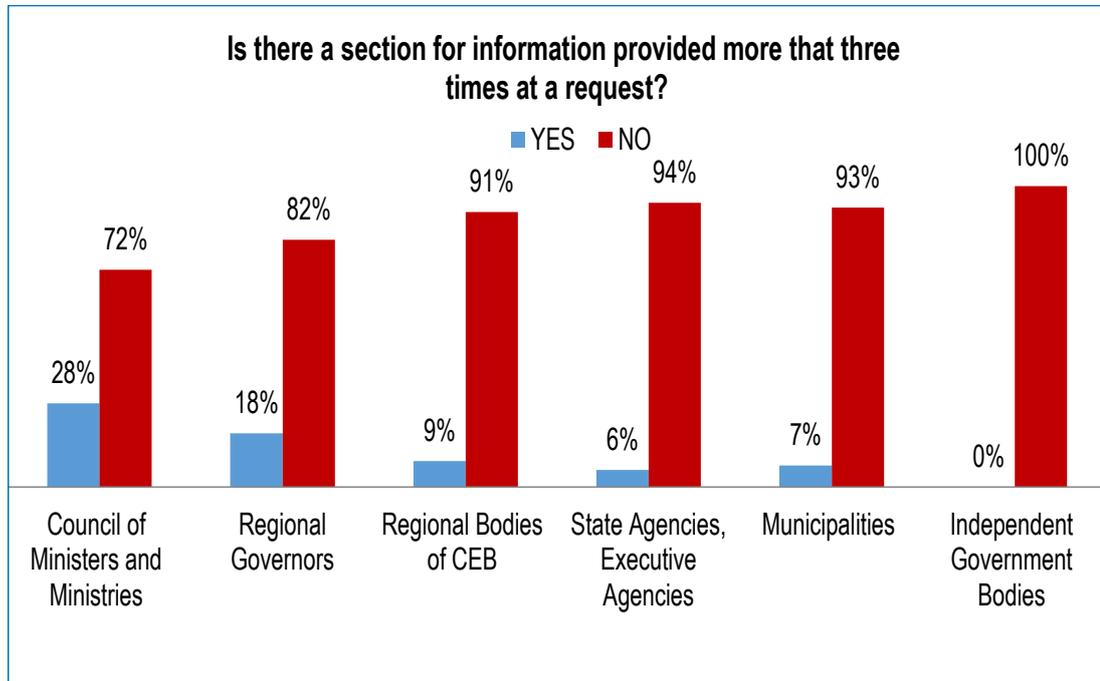|	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
YES	28%	18%	9%	6%	7%	0%
NO	72%	82%	91%	94%	93%	100%

Chart 40. Is the place for inspecting/reading the provided information signified?

Is the place for inspecting/reading the provided information signified?

■ NO   ■ YES

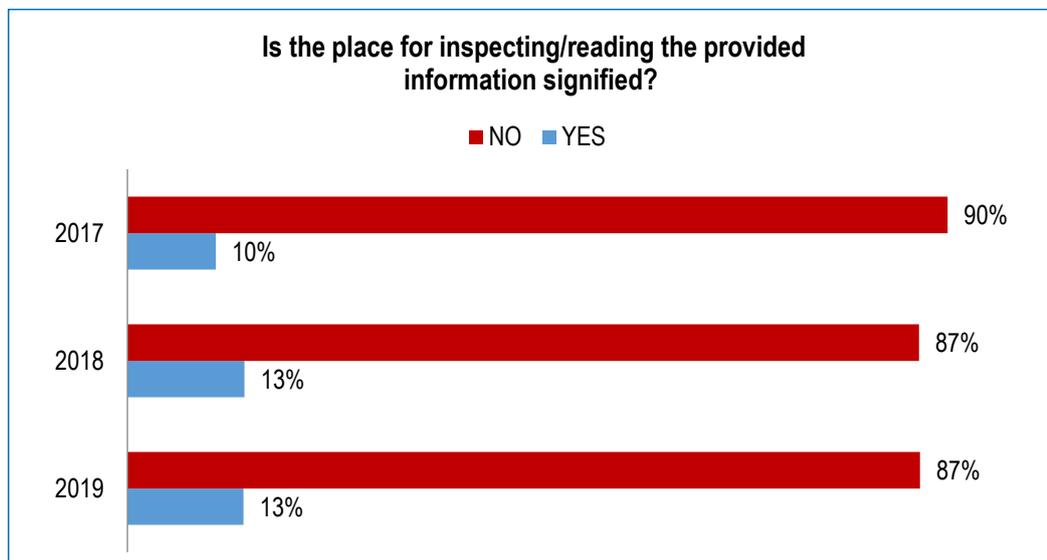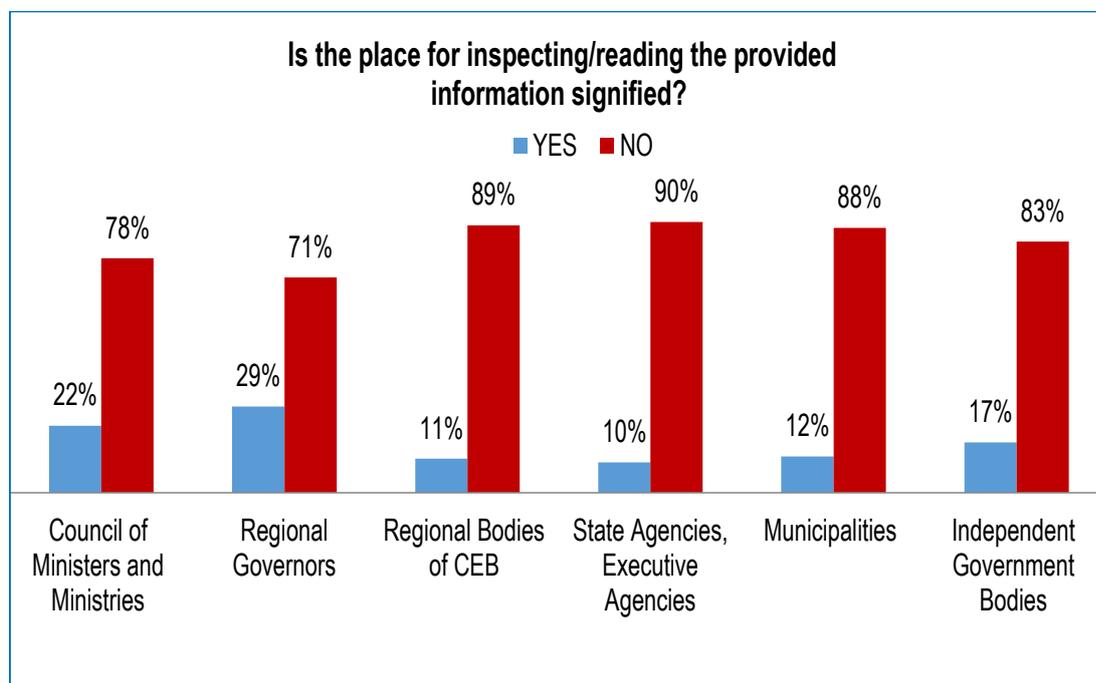|	NO	YES
2017	90%	10%
2018	87%	13%
2019	87%	13%

Chart 41. Is the place for inspecting/reading the provided information signified?
(2019 by type of institutions)

Is the place for inspecting/reading the provided information signified?

■ YES ■ NO

Institution	YES	NO
Council of Ministers and Ministries	22%	78%
Regional Governors	29%	71%
Regional Bodies of CEB	11%	89%
State Agencies, Executive Agencies	10%	90%
Municipalities	12%	88%
Independent Government Bodies	17%	83%

Electronic Requests

Chart 42. Are electronic access to information requests accepted?

Are electronic access to information requests accepted?

■ NO ■ YES

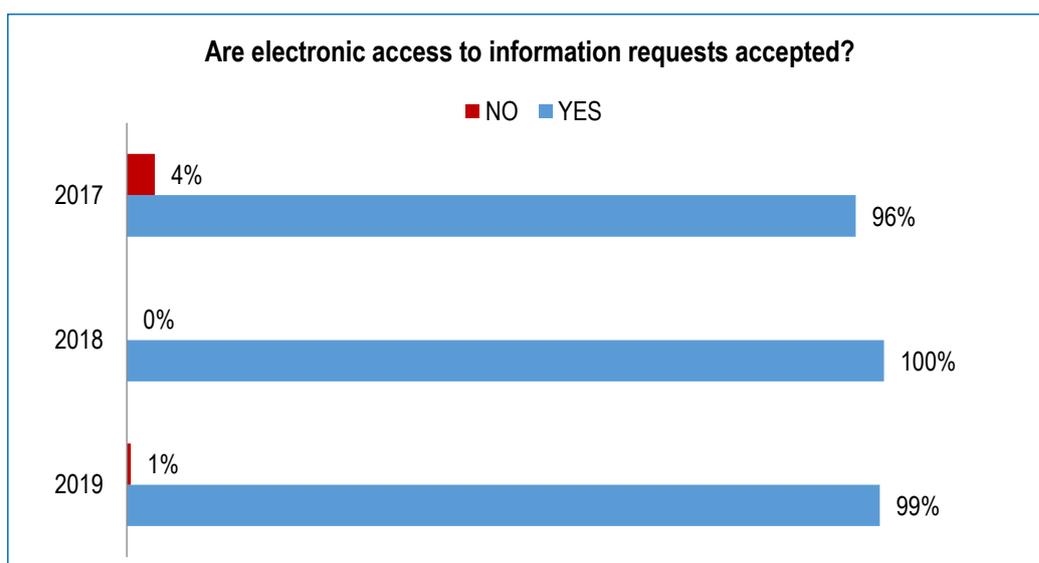| Year	NO	YES
2017	4%	96%
2018	0%	100%
2019	1%	99%

Chart 43. Are electronic access to information requests accepted?
        (2019 by type of Public Body)

Are electronic access to information requests accepted?

■ YES ■ NO

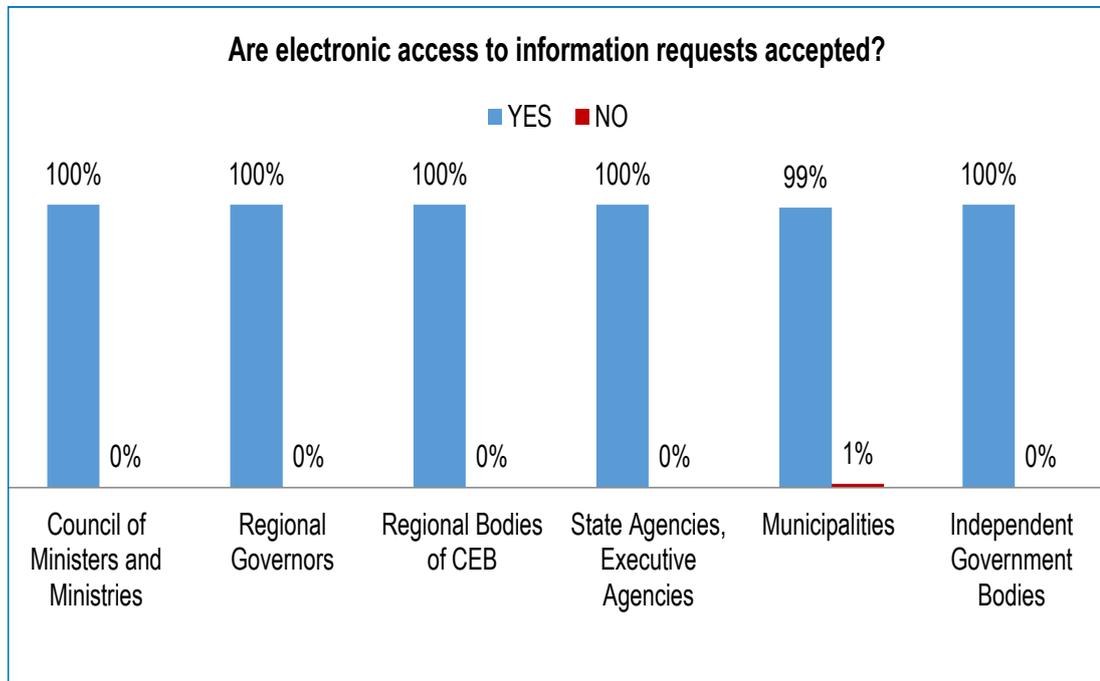| Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
100%	100%	100%	100%	99%	100%
0%	0%	0%	0%	1%	0%

Chart 44. Is an electronic signature required to submit an access to information request?

Is an electronic signature required to submit an access to information request?

■ NO ■ YES

Year	NO	YES
2017	100%	0%
2018	99%	1%
2019	100%	0%

Chart 45. Is an electronic signature required to submit an access to information request?
(2019 by type of Public Body)

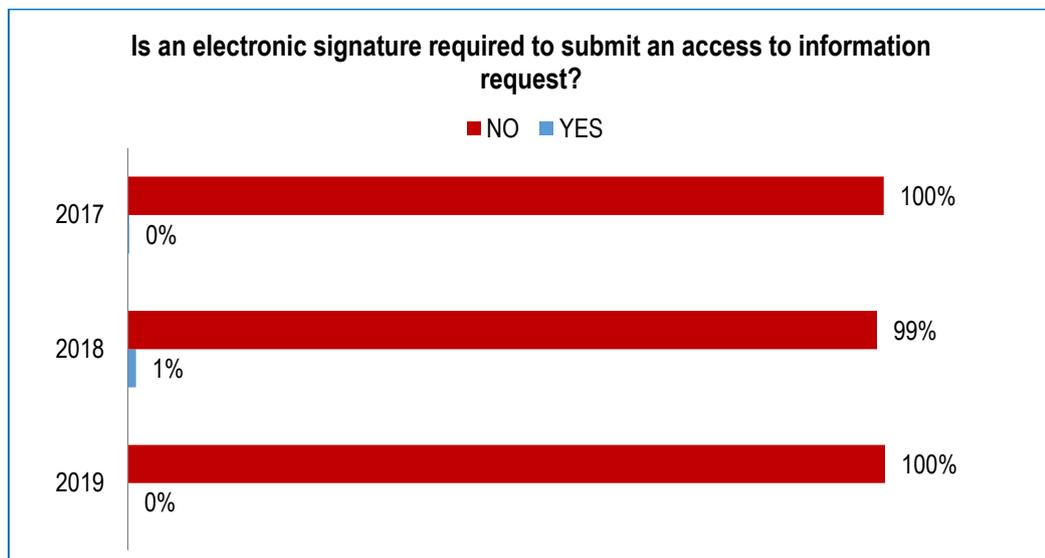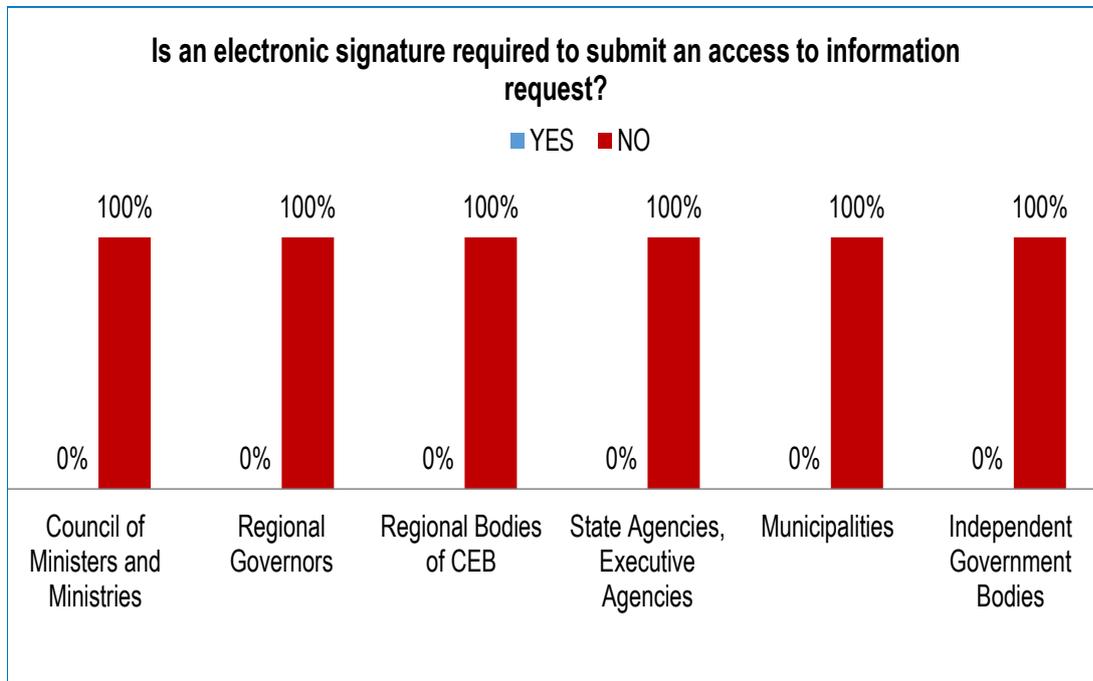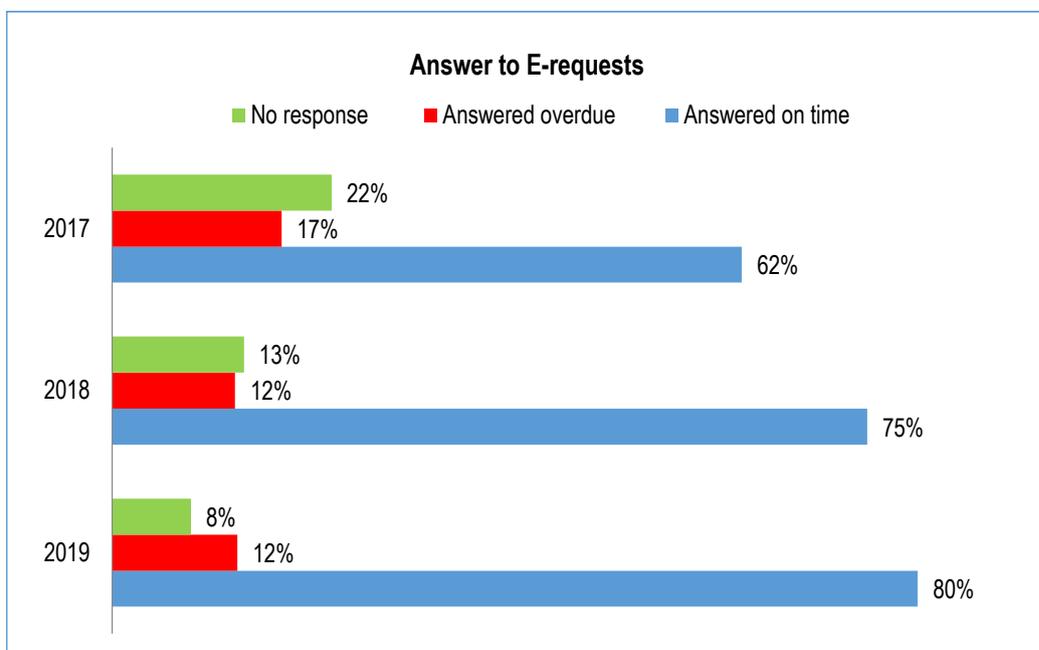**Is an electronic signature required to submit an access to information request?**

■ YES ■ NO

	Council of Ministers and Ministries	Regional Governors	Regional Bodies of CEB	State Agencies, Executive Agencies	Municipalities	Independent Government Bodies
NO	100%	100%	100%	100%	100%	100%
YES	0%	0%	0%	0%	0%	0%

Chart 46. Answer to E-requests

Answer to E-requests

■ No response ■ Answered overdue ■ Answered on time

Year	No response	Answered overdue	Answered on time
2017	22%	17%	62%
2018	13%	12%	75%
2019	8%	12%	80%

Chart 47. Response way to e-requests

Response Way

■ By post   ■ By e-mail

- 2017: By post 6%, By e-mail 94%
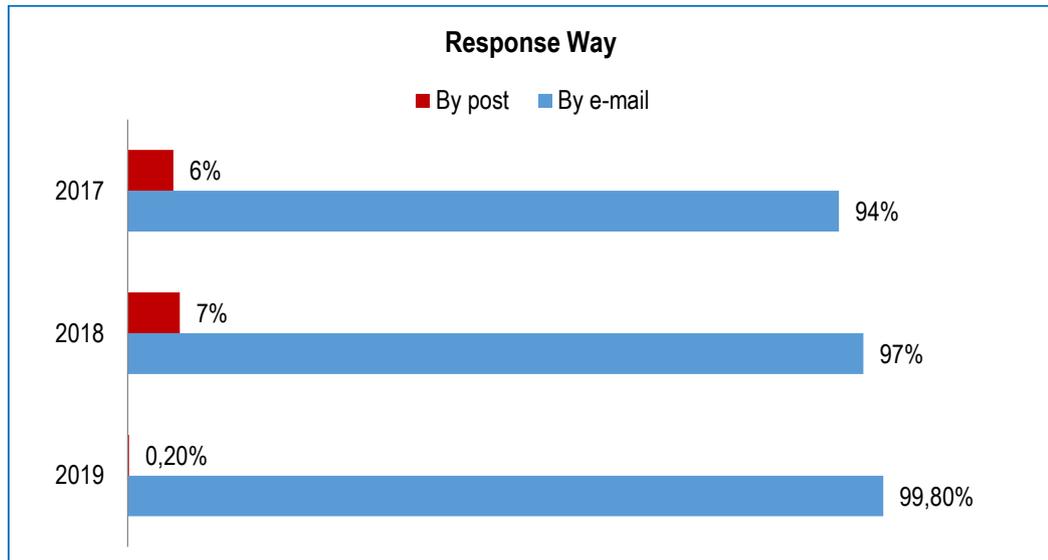- 2018: By post 7%, By e-mail 97%
- 2019: By post 0,20%, By e-mail 99,80%

Chart 48. Access to Requested Information

Access to Requested information

■ Denied   ■ Partial Access   ■ Full Access to Requested Information

- 2017: Denied 0%, Partial Access 7%, Full Access to Requested Information 93%
- 2018: Denied 3%, Partial Access 0%, Full Access to Requested Information 96%
- 2019: Denied 1%, Partial Access 0%, Full Access to Requested Information 99%

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