

**OPEN GOVERNMENT PARTNERSHIP**

**End of Term Self-Assessment Report on the Third Action Plan   
of the Republic of Armenia (2016-2018)**

December 2018

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| **INTRODUCTION** |

One of the challenges for governments in the 21st century is to form a stable, transparent, accountable, constructive, effective and innovative system of governance.

The Open Government Partnership (OGP) initiative is a platform where reforms are implemented within governments of the world and beyond those governments.   
[In his letter of 17 October 2011,](http://www.opengovpartnership.org/country/armenia) the Minister of Foreign Affairs of the Republic of Armenia noted that Armenia welcomes the idea of the Open Government Partnership, which must lead to the creation of a unified platform for countries, establishing governments that best address peoples' needs. Armenia is decisively going through a period of reforms, having assumed serious tasks that are on the agenda for the development of the country, among which are also the reforms in the sector of public administration and the application of innovative technologies. These objectives derive from the 2015 constitutional amendments of the Republic of Armenia, the plan of the current Government, as well as from universal and   
sector-specific strategy papers, for the implementation of which target measures and projects are being undertaken.

Since being a member of the Open Government Partnership, a new culture of governance is being formed step-by-step in Armenia, where the principles of transparency, accountability and more active civic participation are strengthening year after year. These principles are considered the cornerstones   
of the OGP, and Armenia is fully integrating them in its reform programmes implemented in the sector of governance.

As it is known, 193 countries joined and adopted the 2030 Agenda. The OGP Steering Committee also welcomed it and delivered a unified report[[1]](#footnote-1).

Since 2017, the process of nationalisation of the Sustainable Development Goals has been launched in Armenia. During implementation of the process, the Inter-agency Commission on SDGs **was guided by the experience and ideology of OGP/Armenia** as regards**,** in particular, the application of the models   
of co-operation and dialogue between the public sector, civil society, private sector and individual citizens.Non-governmental organisations, academic institutions, the private sector and citizens were free to decide on and participate in their preferred group of the four sub-groups formed within the scope of the process of nationalisation of the SDGs.

Around 20 commitments have been implemented within the scope of the two OGP/Armenia action plans. The development, implementation and results of each action plan significantly differ from the previous OGP National Action Plans. During 2011-2016, within the scope of the Open Government Partnership, Armenia implemented significant reforms in sectors of importance to the State such as   
law-making, reforms in the field of public procurements, freedom and accessibility of information, healthcare, education, local self-governance and mining. We can proudly note that two important processes were initiated and promoted within the scope of the Open Government Partnership Second Action Plan[[2]](#footnote-2):

1. Armenia became **a candidate member of the Extractive Industries Transparency Initiative (EITI)[[3]](#footnote-3)**.Firstly, this membership triggered a separate, independent process of improvement of transparency and accountability; secondly, the entire archive of the Republican Geological Fund was digitalised and made available to the public through an interactive map[[4]](#footnote-4).

2.Participation of the public in law-making process has been promoted. A unified website for publishing draft legal acts — e-draft — has been introduced[[5]](#footnote-5).Through introduction of the unified website, an online platform has been created, enabling government agencies to present draft legal acts to the public, organise online public discussions and ensuring, as a result, **active participation of the representatives of civil society in law-making activities**. The website also provides its visitors with an opportunity to see the published drafts, search drafts, follow their further development, see the submitted recommendations on the drafts and, after registration on the website, submit their own recommendations, see the summaries regarding the submitted recommendations, accepted recommendations and the justifications for non-acceptance thereof.

The fact that the efforts of our country are being noticed and appreciated both by the civil society of Armenia and the international community is inspiring. In particular, in September 2015, during the 13th Golden Key and Rusty Lock annual award ceremony initiated by Freedom of Information Centre non-governmental organisation, the Staff of the Government of the Republic of Armenia was granted [the Golden Key award](http://www.foi.am/en/awards-winners/) for best implementation of the commitments of the National Action Plan of Armenia within the scope of the Open Government Partnership international initiative. The results of the annual international award ceremony for the initiative were summed up within the scope of the OGP Global Summit held in Mexico City, United Mexican States, in October 2015. During the Global Summit, Armenia, then a first-time particpant received a high award, winning first place and receiving   
the so-called [Regional Champion title](https://www.opengovawards.org/2015results) in the region (Asia-Pacific). During the award ceremony, Armenia introduced the Creation and introduction of community governance information systems within community administrations of the Republic of Armenia initiative. The initiative was referred to as “Smart Municipality” during the event. The project is aimed at increasing effectiveness of the activities of local   
self-government bodies in Armenia and improving, through open governance, the public services provided by them to the communities’ populations.

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| **National Action Plan Process** |

**Participation and joint process within the scope of the OGP**

In 2016, Armenia undertook the Open Government Partnership (OGP) Third Action Plan. The OGP/Armenia Third Action Plan (hereinafter referred to as "the Plan") was launched and developed on the basis of the achievements and failures of the previous action plan.

**Call for Ideas and Open Tender**

The development stage of the Plan started back in January 2016 when the order and timeline of the steps towards developing the Plan were defined in advance[[6]](#footnote-6). It was also presented and discussed during the February 15 extended meeting of the Working Group coordinating the works related to the initiative in Armenia (hereinafter referred to as “the Working Group”). As a result, the day after the session, the agreed [timeline](http://ogp.am/u_files/file/2016_2018APDev_Timeline.pdf) was sent to the parties engaged in this process and posted on the website at [www.ogp.am](http://www.ogp.am/) at the same time[[7]](#footnote-7). Then, the defined format for submitting commitments and the Armenian version of the guideline on the main [criteria](http://ogp.am/u_files/file/Manual%20for%20AP%20commitments_Final.pdf) to be followed in developing the Action Plan commitments were published. The guideline contained information on the four fundamental OGP principles and SMART standards. It was also announced that, in addition to compliance with the OGP principles in developing the Open Government Partnership/Armenia Third Action Plan, preference would be given to recommendations which, besides complying with the specified Open Government Partnership principles, would also be targeted at implementation of the [Sustainable Development Goals](https://sustainabledevelopment.un.org/?menu=1300) approved by the United Nations and would be in conformity with the [Anti-Corruption Strategy](http://gov.am/u_files/file/xorhurdner/korupcia/1141_1k_voroshum.pdf) of the Republic of Armenia.

The guideline initially stated that recommendations the implementation of which would require drafting and adopting new laws, as well as making amendments to existing laws *(the fulfilment of such a requirement is beyond the scope of powers of the Government of the Republic of Armenia)* would not be included in the Action Plan.

All the recommendations not included in the Action Plan were discussed with the authors individually. As a result of a discussion held by the Staff of the Government, possible solutions were given thereto, organising discussions with sectoral and interested parties.

**Participation and joint process during the OGP/Armenia Third Action Plan**

For the purpose of developing the Plan, calls for recommendations were sent electronically to civil society representatives who are members of the Working Group, and a relevant assignment was given to government agencies. The NGOs actively engaged in the process shared the draft and the call for submission of recommendations with other partnering NGOs and citizens.

The Government of the Republic of Armenia, with the support of [Kolba Innovations Lab](http://kolba.am/hy/) of the UN Development Programme, developed a new online [crowdsourcing](http://ogp.am/en/news/item/2016/04/22/3rdAPmeetings/) tool for the purpose of providing potentially wider circles — such as citizens, businesspeople, companies, regardless of their legal and organisational form — with an opportunity to submit their recommendations with regard to the OGP Plan. As a result, an open call for ideas was made, and 18 recommendations were submitted through this tool[[8]](#footnote-8).

In April 2016, for the first time in the history of the OGP process in Armenia, the Government also organised [regional meetings](http://ogp.am/hy/news/item/2016/04/22/regions/) in marzes with a view to engaging regional and specialised non-governmental organisations, as well as raising awareness about the OGP initiative and development of the Third Action Plan outside of the capital, and within the capital — at the UN House in Yerevan.

New ideas have been generated in the form of ambitious commitments during meetings and discussions organised with experts from different fields.

As a result, more than 70 recommendations were received and processed. The Staff of the Government of the Republic of Armenia submitted the summarised package of recommendations to the members of the Working Group for discussion. The received recommendations were discussedin several stages. First, the vast majority of those recommendations were circulated among government agencies for the purpose of obtaining expert opinions. Then, the Staff of the Government of the Republic of Armenia organised a number of meetings and discussions with the authors of these recommendations and the representatives of relevant government agencies. The recommendations of agencies were also discussedseperately.

On 11-12 June 2016, the Working Group held an extended off-site meeting under the title *Workshop on the OGP Action Plan for 2016-2018* in Aghveran with the support of the UNDP.For the purpose of discussingthe recommendations, the participants were divided into two sub-groups comprising representatives of civil society and state bodies. Each group discussedthe package of recommendations separately. Each group drew up a shortlist they considered acceptable. Then, these shortlists were compared, and one joint *shortlist* was unanimously adopted. The recommendations that were included in the shortlist of only one of the sub-groups were also discussed, and some of them were also added to the consolidated shortlist.

It should be noted that, in addition to the members of the Working Group, representatives of other non-governmental organisations, international organisations, representatives of government agencies who were not members of the Working Group, as well as highly reputable experts from a number of sectors, were also participating in the activities of the sub-groups and in the meeting in general.

The final version of the draft Plan was discussedand approved during the extended meeting of the Working Group held on 20 June.

Overall, **about 70 recommendations were submitted, 8 of which were selected,** which were in compliance with the OGP principles and format. Each commitment included in the Plan is target-oriented and was selected after comprehensive discussions. Why has been chosen 8 out of 70? According to OGP working group members those commitments:

1. Are not implemented and are not included in other programs and initiatives
2. Comply with OGP principles of transparency, accountability and participatory process
3. Are targeted a clear, realistic and narrow goals
4. Financially are realizable.

When developing the OGP Third Action Plan, the Government of the Republic of Armenia was guided by the principle of incorporating relevant commitments aimed at overcoming the OGP challenges, by the OGP principles and the action plan development format available at [www.opengovpartnership.org](http://www.opengovpartnership.org/) as well as by the Sustainable Development Goals approved by the United Nations and in the National Anti-corruption Strategy.

A summary regarding submitted recommendations not included in the Plan was prepared, stating the reasons and explanations as to why they were not included in the Plan. The summary was sent to the members of the Working Group and posted on the website (<http://www.gov.am/u_files/file/OGP/ampopatert.pdf>), ensuring its availability to the public.

The Government of the Republic of Armenia highly appreciates the efforts of all the parties, particularly the representatives of government agencies, civil society, international organisations and the private sector, as well as experts and citizens, engaged in the process of developing the OGP Third Action Plan.

**Participation in the OGP/Armenia Third Action Plan implementation, monitoring and reporting, and joint process**

The OGP/Armenia Third Action Plan was approved by the Government of the Republic of Armenia on 11 August 2016. It should be mentioned that the Prime Minister of the Republic of Armenia resigned in September 2016, and a new Government was formed in October. The activity of the OGP/Armenia Working Group could not remain unaffected by these changes, more particularly on group's regular and frequent meetings and discussions. The Government Staff is the OGP Coordinating Secretariat. The group has been set up to implement the OGP-Armenia Third Action Plan. The group consists of 26 members, 15 of which are representatives from Government staff and ministries, and 11 are civil society and private sector representatives.

Representatives from ministries are responsible for the commitments under the program (OGP-Armenia Third Action Plan). It should be noted that some members from OGP-Armenia Second Action Plan are still in the group, as some commitments from previous program continue to extend and expand the scope of their goals regardless of the completion of the program (OGP-Armenia Second Action Plan). Thus, the process and impact of the previous commitments become more controllable. Unlike the previous working group, besides the members of the civil society, there is also a private sector representative (<https://www.e-gov.am/decrees/item/16513/>, amended decision <https://www.e-gov.am/decrees/item/17379/> ):

The group convened its first meeting **on** **16 November 2016**, at the Staff of the Government of the Republic of Armenia.

**On** **25 January 2017**, on the initiative of the Government of the Republic of Armenia and Freedom of Information Center, the working discussion of the Open Government Partnership titled "5-year Co-operation between the Government and the Civil Society" took place.

**On 16 May 2017**, the extended meeting of the Working Group coordinating the works of the OGP Third Action Plan took place.

**On September 2017**, the Government published OGP-Armenia Midterm Self-Assesment Report for 2-16-2018 AP.

**On 19 September 2017**, the OGP-Armenia delegation participated in the **72nd** United Nations **General Assembly**.OGP's event, “Rebuilding **Trust in Government**” session.

**On 24 November 2017**, the extended meeting of the Working Group coordinating the works of the OGP Third Action Plan took place. During the meeting were discussed the process of implementation of Third Action Plan and [work flow](https://context.reverso.net/%D0%BF%D0%B5%D1%80%D0%B5%D0%B2%D0%BE%D0%B4/%D0%B0%D0%BD%D0%B3%D0%BB%D0%B8%D0%B9%D1%81%D0%BA%D0%B8%D0%B9-%D1%80%D1%83%D1%81%D1%81%D0%BA%D0%B8%D0%B9/work+flow) TOR’s points.

**On February 19, 2018** at the Government Staff of RA was held the OGP-Armenia working group’s meeting. Agenda was included the [announcment of the call for ideas’](http://ogp.am/en/news/item/2018/02/26/4rd/) of OGP-Armenia Fourth Action Plan and the actions timetable. The Government published OGP Principles, Guidance and the Formate for development of the new NAP.

All Stakeholders, NGOs and Citizens could send OGP proposals to the Government Staff by the [**ogp@gov.am**](mailto:ogp@gov.am) email.

**On March 30, 2018** Open Government Partnership-Armenia (OGP) team launched OGP Fourth Action Plan’s awareness-raising campaign. The team visited [Gyumri, Armavir, Vanadzor, Lernapat and Ijevan.](http://www.ogp.am/hy/news/item/2018/04/11/regions/)

The representatives of the OGP-Armenian team, met regional NGOs, educational and media organizations’ at “The A.D.Sakharov Armenian Human Rights Protection Center’’ in Gyumri and at “Armavir Development Center” in Armavir. The OGP-Armenia team presented the Open Government Partnership initiative’s mission and achievements in Armenia.

The Prime Minister’s Staff (Government Staff transformed into Prime Minister’s Staff) launched and circulated the call for proposals within the State Agencies and as a result has got 42 proposals from milestone Ministries.

**On 7-11 May 2018**, 75 member countries of the OGP celebrated [Open Government Week](https://www.opengovweek.org/) through which events devoted to the issues of open governance, transparency, accountability and participatory governance were held. On 10 May, a meeting [with students of the Faculty of Journalism at Yerevan State University](http://www.ogp.am/hy/news/item/2018/05/11/opengovweek_university/) was jointly organised with Freedom of Information Center (FIC) within the scope of the Open Government Week international initiative. The aim of the meeting was to present the experience that Armenia has gained and the achievements that it has made as a member of the Open Government Partnership international initiative for the past 7 years and provide information about the launch of the new Action Plan. On 22 June, the [working group held a discussion](http://www.ogp.am/hy/news/item/2018/06/22/CSOmeeting_2018/) organised by the FIC. The aim of the discussion was to consolidate the forces of civil society in the stage of elaboration of the new Forth OGP Armenia Action Plan, as well as consider the new formats for the civil society-government partnership.

**On 30 June, 2018** the [OGP working group held a session](http://www.ogp.am/hy/news/item/2018/06/30/OGP_WGnew/) during which the First Deputy Prime Minister (the co-ordinator in Armenia) and members of civil society discussed and reaffirmed the process of implementation of the OGP-Armenia Actions.

**On 9 July, 2018** the [OGP working group](http://www.ogp.am/hy/news/item/2018/07/09/Meeting_OGP/) met with Deputy CEO of the Open Government Partnership initiative Joseph Powell and Asia Pacific Lead Shreya Basu, who were on a working visit to Armenia, [and discussed the mechanisms for achieving more effective co-operation](http://www.ogp.am/hy/news/item/2018/07/10/Meeting_Experts/) ahead of the drafting of the new Plan.

The Government of the Republic of Armenia, with the support of civil society partners, is calling for ideas to replenish the Forth Action Plan of Open Government Partnership (OGP). [Through the tool of crowdsourcing](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/), all citizens could submit proposals, irrespective of restrictions on profession and age. To disseminate the process among circles of public servants and collect more in-depth proposals, upon the initiative of the Staff of the Prime Minister, [the tool](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/) was also circulated and disseminated among the public servants of the subdivisions of all public administration bodies.

Regional meetings were also held, and they were organised with the support of the Staff of the Prime Minister, Freedom of Information Center NGO and Armavir Development Center NGO.

Freedom of Information Center NGO;

The OGP process was presented during meetings with local NGO representatives, pedagogues and active citizens in Tavush, Lori, Aragatsotn and Ashtarak.

**From 17 to 18 September 2018**, an [outgoing working session](http://www.ogp.am/hy/news/item/2018/09/19/AP_coCreation/) was held with the participation of members of the OGP group and international experts in Aghveran.

Armavir Development Center NGO;

Meetings were held with local NGOs and intellectuals, as well as 12 meetings with the public servants of state institutions were held in the 10 Marzes (Provinces) of the Republic of Armenia. A total of 170 participants took part in the [town hall](http://infotun.armavirdc.org/1303.html)  meetings held in [4 Marzes of the Republic of Armenia - Armavir, Ararat, Aragatsotn, Kotayk and in the capital of Yerevan](http://www.ogp.am/hy/news/item/2018/09/15/ADC_2018/). There were [4 sector-specific proposals that were discussed](http://infotun.armavirdc.org/1302.html), as a result of which the advice and proposals received through feedback helped improve the goals of the commitments.

Meetings were held to sum up the proposals collected from public administration bodies (42) and [received through crowdsourcing](http://www.ogp.am/hy/news/item/2018/08/01/OnLine_4th/) (47)[, as a result of which the proposals were classified according to the values of the OGP:](http://infotun.armavirdc.org/1300.html)

1. Non complying

2. Less ambitious

3. Improving (efficiency/quality/productivity in the relevant field)

4. Ambitious

The commitments of the Forth OGP-Armenia Action Plan were discussed and approved during the session of the OGP working group held on 17 October 2018. On 15th November, 2018 Cabinet meeting approved the OGP 4th NAP and 6 out of 11 commitments are the proposals which were delivered by NGOs and International Organizations.

**On 17 October, 2018** the commitments of the Forth OGP-Armenia Action Plan were discussed and approved during the session of the OGP working group held on 17 October 2018. On 15th November, 2018 Cabinet meeting approved the OGP 4th NAP and 6 out of 11 commitments are the proposals which were delivered by NGOs and International Organizations.

The End of term self-assessment report on OGP/Armenia was elaborated by the Prime Minister’s Staff.

The draft report was submitted for discussions and recommendations to the OGP/Armenia Working Group by electronic correspondence. Parallely, the document was available for [public two week discussion](http://ogp.am/hy/news/item/2018/12/05/Report_3rd/) on the OGP/Armenia website.

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| **Independent Reporting Mechanism Researcher’s Recommendations** |

Based on the recommendations made in the Independent Reporting Mechanism (hereinafter referred to as “the IRM”) Researcher Report on the OGP/Armenia Second Action Plan, the Government of the Republic of Armenia introduced significant corrections in the process of developing the Plan. Thus, for example, the timeline for developing the Plan and the guide on the criteria for commitments in the Plan were drafted and published; more NGOs and, for the first time, citizens, were engaged; several regional awareness campaigns and meetings were held; several discussions of interest were organised, and experts from various sectors and representatives of the private sector were engaged.

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| **IRM Recommendations** | **Government steps** |
| 1. The government can promote OGP through a well-designed national public awareness campaign, including the use of print media, radio and television, and targeted at a wide range of civil society stakeholders and citizens. | For the purpose of raising the level of public awareness about the process of developing the Plan, a [TV programme](https://www.youtube.com/watch?v=Sj6DVVsI0gs) was filmed and broadcast. The listed materials have been posted on and are available at [www.ogp.am](http://www.ogp.am) . |
| 2. To reach out to a broader base of regional CSOs, government could organize meetings and have an equal distribution of consultative sessions of the OGP working group across the country. | In April 2016, the Government also organized [regional meetings](http://ogp.am/hy/news/item/2016/04/22/regions/) in Gyumri, Vanadzor, Dilijan, Armavir and Goris, according to the previously announced timeline for the purpose of engaging regional and specialized non-governmental organizations, as well as raising awareness about the OGP initiative and development of the Third Action Plan outside of the capital as well.  In addition to the members of the working group, representatives of civil society and international partnering organizations also participated in the meetings.  Government kicked off the new NAP from [regional meetings](http://www.ogp.am/hy/news/item/2018/04/11/regions/) and invite local media for spreading awareness of the process in the region.  Eventually the Government and the OGP member NGOs organized [14 regional meeting](http://www.ogp.am/hy/news/item/2018/09/19/AP_coCreation/), 5 meetings in Yerevan and a [Townhall](http://www.ogp.am/hy/news/item/2018/09/15/ADC_2018/) (for 4 proposals). |
| 3. To ensure meaningful participation in the development and implementation of the action plan, the government should prepare and present a timetable of OGP events necessary to ensure the transparent and participatory development and implementation of the action plan. | 1. In February 2016 during the wide-format session of the working group, the Government of the Republic of Armenia announced the start of the Plan development process. As a result, the day after the session, the agreed [timeline](http://ogp.am/u_files/file/2016_2018APDev_Timeline.pdf) was sent to the parties engaged in this process and posted on [www.ogp.am](http://www.ogp.am).  2. The Government of the Republic of Armenia, with the support of [Kolba Innovations Lab](http://kolba.am/en/) of the UN Development Programme, developed a new [crowdsourcing](http://ogp.am/en/news/item/2016/04/22/3rdAPmeetings/) online tool for the purpose of providing the opportunity of making proposals with regard to the OGP Plan to potentially wider circles such as citizens, businesspeople, companies, regardless of their legal and organizational form.  As a result, an open call for ideas was announced, and 18 proposals were submitted through this tool(<http://ogp.am/hy/news/item/2016/04/13/3AP_contest/>) |
| 4. The government may adopt more holistic approach by including commitments that are addressing more comprehensive reforms in areas such as public procurement and elections. | In framework of OGP-Armenia Second Action Plan was launched “Broadcasting State Procurement Appeals Board sessions” commitment. More relevant information is available by the following link:  <https://www.e-gov.am/gnumner/> |
| 5. Ensure that commitments from each iteration of action plan are implemented within a specific time-frame to avoid excessive carry-over, or in certain cases, the loss of commitments as a result of non-implementation. In this regard the government should re-commit to fully implement the program budgeting commitment from the first action plan by 2018. |  |

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| **Commitment completion process** |

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| **1. Responsible official trips: Ensuring transparency and accountability of official trips of representatives of republican executive bodies and territorial administration bodies** | | | | | |
| Commitment Start and End Date  September 2016 – October 2017 | | | | | |
| Lead implementing agency and persons responsible from  implementing agency | | Ministry of Justice of the Republic of Armenia  Diana Ghazaryan | | | |
| Commitmentdescription | | | | | |
| What is the public problem that the commitment will address? | | Decision of the Prime Minister of the Republic of Armenia No 1087-N of 26 November 2013 "On international official trips of representatives of republican executive bodies and territorial administration bodies" defines the procedures for receiving the permission of the Prime Minister  of the Republic of Armenia for international official trips of heads, deputy heads or other officials of republican executive bodies or territorial administration bodies and for submitting to the Staff of the Government of the Republic of Armenia reports on the results of the trips after returning from the travel. Said reports must contain information on the purpose of the trip, on the inviting party, topics discussed, speeches, meetings, decisions made, documents signed, expected outcomes, etc.  However, reports on the results of the international official trips are not published on the website  of the Government of the Republic of Armenia at [www.e-gov.am](http://www.e-gov.am/). | | | |
| What is the commitment? | | A unified platform featuring a search function will be created based on the "open data" principle for posting the reports on the international official trips of officials. | | | |
| How will the commitment contribute to solve the public problem? | | Raising the level of efficiency and accountability  of the funding allocated from the State Budget  of the Republic of Armenia for the purpose of sending heads, deputy heads and other officials of republican executive bodies or territorial administration bodies on official trips; ensuring transparency of the activities of the Government of the Republic of Armenia. | | | |
| Why is this commitment relevant to OGP values? | | More efficient management of public resources  **transparency**  Making the reports on the results of the official trips public will help to provide citizens with access to information which previously remained undisclosed and will raise the level of public accountability.  **transparency**  **accountability** | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | In 2017 was amended and supplemented the legal acts defining the procedure for permissions to official trips of officials. According to the amendments from May of the dated year the high ranking officials' who travel by state budget provide reports of their trips, which are publicable and do not contain non-proclaiming information.  Adoption of the Decision of the Prime Minister  of the Republic of Armenia "On making amendments to Decision of the Prime Minister of the Republic  of Armenia No 1087-N of 26 November 2013  'On international official trips of representatives of republican executive bodies and territorial administration bodies'".  After the adoption of the new decision, in Government Staff website, especially in the high ranking officials trips’ section was made the corresponding technical changes. The reports became available for all RA citizens. Already 148 reports have been published since May of this year (<https://www.e-gov.am/trips/page=8/> ). | | | |
| Next steps | | 1. The searchable system is designed for the new [www.e-gov.am](http://www.e-gov.am) portal and a new portal is scheduled to launch in 2019.  2. It is also intended to include information on financial flows in travel reports. | | | |
| Milestone status | | | Start date | Completion date | Completion level |
| 1. Drafting of amendments and supplements to legal acts defining the procedure for permissions for international official trips of officials, and discussion thereon with interested representatives of civil society. | | | September 2016 | January 2017 | completed |
| 2. Harmonisation of draft legal acts with interested government agencies and adoption thereof. | | | January 2017 | April 2017 | completed |
| 3. Creation of a user-friendly unified information platform for publishing decisions and reports on international official trips of heads, deputy heads or other officials of republican executive bodies or territorial administration bodies. | | | May 2017 | October 2017 | completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Justice of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Diana Ghazaryan | | | |
| Title, Department | | Deputy Head of the Department for Development of Anti-Corruption and Penitentiary Policies of the Staff of the Ministry of Justice of the Republic of Armenia | | | |
| E-mail, Phone | | [diana-ghazaryan@yahoo.com](mailto:diana-ghazaryan@yahoo.com)  (+37410)594157 | | | |
| Other actors involved | Other state actors involved | Staff of the Government of the Republic of Armenia, Ministry of Finance of the Republic of Armenia, Ministry of Foreign Affairs of the Republic of Armenia | | | |
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| Civil society, private sector | Helix Consulting LLC (with consent), Armenian Lawyers' Association NGO (with consent) | | | |
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| Additional Information | | | | | |
| Reports on international official trips of officials sent on official trips starting from May 2017 are published on the website [www.e-gov.am/trips/page=8/](http://www.e-gov.am/trips/page=8/) in the section "Reports on Official Trips". | | | | | |

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| **2. Accountability for grants of the Government: Ensuring transparency and accountability of allocation of grants from the State Budget of the Republic of Armenia** | | | | | |
| Commitment Start and End Date  September 2016 - June 2017 | | | | | |
| Lead implementing agency and persons responsible from implementing agency | | Ministry of Justice of the Republic of Armenia  Diana Ghazaryan | | | |
| Commitmentdescription | | | | | |
| What is the public problem that the commitment will address? | | The processes for allocating grants from the State Budget of the Republic of Armenia are regulated by the Law  of the Republic of Armenia “On the State Budget”, the Law of the Republic of Armenia “On procurement”, Decision of the Government of the Republic of Armenia No 1937-N of 24 December 2003 “On approving the procedure for allocating subsidies and grants from the State Budget of the Republic of Armenia to legal persons” and Decree of the President of the Republic of Armenia NH-118-N of 19 May 2008 “On approving the procedure for allocating in the form of grants the funds allocated to the Staff to the President of the Republic of Armenia from the State Budget of the Republic of Armenia”.  However, the procedures for release of information with regard to organisations having participated and having been recognised as winners in competitions organised for the provision of grants by the authorised agency, those for submission of reports by the organisations implementing grant projects and publication of these reports by the authorised agency are not defined by legislation. | | | |
| What is the commitment? | | Publication on the official website of the respective government agency the list of organisations having participated and having been recognised as winners in the competition for obtaining grants from the State Budget, as well as the reports on projects implemented under the grants. | | | |
| How will the commitment contribute to solve the public problem? | | Raising the level of effectiveness of using grants allocated from the State Budget of the Republic of Armenia, improving access to information on procedures for allocating grants and on projects implemented under the grants, the target of grants, accountability and transparency of the field. | | | |
| Why is this commitment relevant to OGP values? | | More efficient management of public resources, increasing public confidence  **Transparency**  Publication of reports on projects implemented under grants having been provided from the State Budget will promote public accountability, which will contribute to raising the level of effectiveness of spending and targeted use of funds of the State Budget.  **Accountability**  Publication of the list of organisations having participated and having been recognised as winners in the competition for obtaining grants from the State Budget will lead to increase in the level of access to information.  **transparency**  **accountability** | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | Adoption of Decision of the Government of the Republic of Armenia No 579-N of 1 June 2017 "On making supplements to Decision of the Government of the Republic of Armenia No 1937-N of 24 December 2003".  State Agencies publish information about the organizations which win the tenders and get grants on their official websites. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | Completion date | Completion level |
| 1 Drafting amendments and supplements to legal acts defining the procedures for provision of grants, and discussion thereon with interested representatives of civil society. | | | September 2016 | December 2016 | Completed |
| 2 Coordination of draft legal acts with interested governmental agencies and adoption thereof. | | | January 2017 | May 2017 | Completed |
| 3 Publication of reports of organisations having obtained grants on the official websites of the lead implementing agencies providing grants. | | | June 2017 | Ongoing | Completed |
| 4 Posting the list of organisations having participated and having been recognised as winners in competitions for provision of grants from the State Budget of the Republic of Armenia on the official websites of the lead implementing agencies providing grants. | | | June 2017 | Ongoing | Completed |
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| Contact details | | | | | |
| Lead implementing agency | | Ministry of Justice of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Diana Ghazaryan | | | |
| Title, Department | | Deputy Head of the Department for the Development of Anti-corruption and Penitentiary Policies of the Staff of the Ministry of Justice of the Republic of Armenia | | | |
| E-mail, Phone | | [diana-ghazaryan@yahoo.com](mailto:diana-ghazaryan@yahoo.com)  (+37410)594157 | | | |
| Other actors involved | Other state actors involved | Staff of the Government of the Republic of Armenia, Ministry of Finance of the Republic of Armenia, Ministry of Foreign Affairs of the Republic of Armenia | | | |
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| Civil society, private sector | Armavir Development Center NGO (upon consent) | | | |
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| Additional Information | | | | | |
| For completing the commitment we have taken the obligation in OGP-Armenia Fourth Action to determine grant competition as a must for all organizations. | | | | | |

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| 3. **"A more interactive budget": Ensuring transparency of the State Budget through application of the "public data" principle** | | | | | |
| (October 2016 - June 2018) | | | | | |
| Lead implementing agency and persons responsible from  implementing agency | | Ministry of Finance of the Republic of Armenia  Head of Operations Department of the Staff of the Ministry of Finance of the Republic of Armenia Zhirayr Titizyan | | | |
| Commitmentdescription | | | | | |
| What is the public problem that the commitment will address? | | Currently, the citizens of the Republic of Armenia have the opportunity to get acquainted with the structure of the State Budget of the Republic of Armenia, as well as the estimated and actual expenditures as of the functional classification, via online electronic interactive budget posted on the websites of the Government of the Republic of Armenia and the Ministry of Finance  of the Republic of Armenia.  The disadvantage of the system is that even though it provides users with the above-mentioned information on the State Budget of the Republic of Armenia, it is not built upon the "public data" principles. The system does not provide users with an opportunity to download the information and process it for own purposes. | | | |
| What is the commitment? | | Improvement of the level of transparency of the State Budget based on the "public data" principle. | | | |
| How will the commitment contribute to solve the public problem? | | In addition to the expenditure part, improvement of the interactive electronic budget system will provide an opportunity to interactively indicate not only the estimated revenues, but also the actual revenues as of the sources of generation, to make the search for particular data possible by applying relevant advanced instruments (for example, the distribution of expenditures of the State Budget among state bodies of the Republic of Armenia, etc.), as well as to make the information machine-readable for further processing by users. It will make sure the information on the State Budget of the Republic of Armenia is user-friendly and will improve transparency of information on actual expenditures and collected revenues of the State Budget of the Republic of Armenia. | | | |
| Why is this commitment relevant to OGP values? | | * Improvement of the electronic “interactive budget” system will make sure the information on the State Budget of the Republic of Armenia is  user-friendly and will improve **transparency** of information on actual expenditures and collected revenues of the State Budget of the Republic of Armenia. * Application of the "public data" principle will allow making the State Budget of Armenia more available and perceivable for analysts, journalists and citizens; hence, the commitment complies with **public participation.** * Interactive online presentation of the revenue and expenditure items of the State Budget through application of the "public data" principle will contribute to increase in availability and **accountability**, through the use of innovation and technologies. | | | |
| Additional Information | | For the purpose of improvement of the electronic “interactive budget” system and online presentation of the revenue and expenditure items of the State Budget through application of the "public data" principle, in 2017, AMD 4.8 million has been envisaged at the expense of the State Budget of the Republic of Armenia.  A contract has already been concluded with the relevant company. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | A contract has been concluded between the Ministry of Finance of the Republic of Armenia and  LSOFT LTD. | | | |
| Next steps | | * Making sure the electronic “interactive budget” system is finally available. * Achieving the final result by March 2018. | | | |
| Milestone status | | | Start date | Completion date | Completion level |
| * Discussions with private companies and civil society aimed at clarifying the scope of activities. | | | October 2016 | January 2017 | Completed |
| * Drafting terms of reference and implementing procurement | | | February 2017 | June 2017 | Completed |
| * Improvement of the "interactive budget" system based on the "public data" principle also with the opportunity of presenting actual revenues as of the sources of generation thereof. | | | July 2017 | June 2018 | Completed |
| Contact details | | | | | |
| Lead implementing agency | | Ministry of Finance of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Zhirayr Titizyan | | | |
| Title, Department | | Head of Operations Department of the Staff of the Ministry of Finance of the Republic of Armenia | | | |
| E-mail, Phone | | [zhirayr.titizyan@minfin.am](mailto:zhirayr.titizyan@minfin.am)  (+37411)910406 | | | |
| Other actors involved | Other state actors involved |  | | | |
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| Civil society, private sector | Helix Consulting LLC (upon consent), “Compass” Research, Training and Consultancy Centre" NGO (upon consent) | | | |
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| Additional Information | | | | | |
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| **4. "Public data" in official declarations: Improving the electronic system of declarations on property, income and affiliated persons of high-ranking officials** | | | | | |
| Commitment Start and End Date  **September 2016 - June 2018** | | | | | |
| Lead implementing agency and persons responsible from implementing agency | | Ethics Commission of High-Ranking Officials (upon consent), Armen Khudaverdyan, Deputy Chairperson of the Ethics Commission of High-Ranking Officials | | | |
| Commitmentdescription | | | | | |
| What is the public problem that the commitment will address? | | The Law of the Republic of Armenia "On public service" requires from the Ethics Commission of High-Ranking Officials to publish the declarations on the property, income of high-ranking officials and affiliated persons under the procedure and within the scope of the data prescribed by the Government of the Republic of Armenia.  Since 2012, the declarations on property, income and affiliated persons of high-ranking officials have been published by the Commission in PDF format, in compliance with the requirements of Decision of the Government of the Republic of Armenia No 1835-N of 15 December 2011. Nevertheless, in the "Registry of Declarations" section of the website of the Commission at [www.ethics.am](http://www.ethics.am/), the search for declarations is carried out based on the characteristics on the part of the official such as "Name, Surname", "Position" and "Year". There are problems in respect of not only ensuring availability and accessibility of data of declarations, but also of further processing of such data. In terms of selecting data required from declarations, *i.e.* receiving and analysing the stream of data (dynamics) as of specific characteristics, separate years, the "Registry of Declarations" section is still not available for users, particularly for investigative journalists and those conducting research on the data of declarations.  At the same time, in 2015, the Commission set up a system of reports within the electronic system of declarations, which enables to receive information on persons having failed to submit declarations within the specified time limit, as well as persons having submitted declarations at a later date.  It is not connected to the website of the Commission at [www.ethics.am](http://www.ethics.am) yet, and users have no access thereto. As a result, receiving information, under the existing system, on declarants having failed to submit declarations within the time limit prescribed by the Law of the Republic of Armenia "On public service" or those having submitted declarations at a later date is extremely difficult and does not enable users to export it in the form of summary lists. | | | |
| What is the commitment? | | Compliance of the format of declarations of high-ranking officials with the “public data” principle, improvement of the processing, analysis and search system thereof.  Data on declarants having failed to submit declarations within the time limits specified by law should be made available and accessible for the civil society, and an opportunity should be given to receive the data subject to publication from the system through an interactive method and in an open electronic format. | | | |
| How will the commitment contribute to solve the public problem? | | It is expected to have an impact, assisted by the civil society, on the process of performance by the declarants of their duty of submitting declarations by improving the statistics on declarations having not been submitted within the time limit specified by law and those having been submitted at a later date. Moreover, as a result of introducing the declarations registry interactive instrument, the Commission expects to receive from the interested groups of civil society more argumented recommendations and applications in relation to restrictions on the activities defined by the Law of the Republic of Armenia "On public service", or cases of conflict of interests, or prima facie violations of the rules of ethics on the part of any high-ranking official, or risks recorded in that regard. | | | |
| Why is this commitment relevant to OGP values? | | Publication of declarations of high-ranking officials based on the “public data” principle will contribute to availability and accessibility of information (**transparency and public participation**), as well as will ensure a higher level of public accountability. | | | |
| Additional Information | | Budget funds envisaged for commitment implementation are included within the scope of measures of the "Third Public Sector Modernization Project for Armenia" of the World Bank.  The commitment is closely related to the Anti-corruption Strategy of the Republic of Armenia and its Implementation Action Plan for 2015-2018. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | The Commission has discussed with the representatives of Investigative Journalists (“Hetq”) and "Transparency International" non-governmental organisations the content of the commitment within the scope of the first measure of the 4th commitment undertaken and has received recommendations on implementation thereof.  At the same time, together with the Armenian Lawyers' Association and Freedom of Information Center  non-governmental organisations, with the participation of representatives of interested civic groups and mass media, the issues of enhancing transparency of the system for declaration and making it more interactive within the scope of the ""Public Data" in official declarations: Improving the electronic system of declarations on property, income and affiliated persons of high-ranking officials" commitment were discussed in the city of Vanadzor on 12 October 2016 <http://www.ethics.am/hy/events/item/2016/10/13/news5/>.  On commitments "Publication of the lists of persons having failed to submit declarations in 2016 and persons having submitted declarations at a later date" part the list of officials who did not submit an annual and taking position declaration was published on the Commission’s website http://ethics.am/u\_files/file/news/2016%20list%20of%20official%20report.pdf  In 2018 the Commission continued publishing the list of officials who did not submit a declaration and submitted later than the deadline.  On 18 of May, 2018 Commission published list of officials who took position from 2017 July 1 to 2018 February 10 and submitted late declarations: [http://ethics.am/en/news/item / 2018/05/18 / news106 /](http://ethics.am/en/news/item%20/%202018/05/18%20/%20news106%20/).  On 24 of May, 2018 Commission published list of officials who didn’t submit declarations: <http://ethics.am/hy/news/item/2018/05/24/news107/>  On 25 of July, 2018 Commission published list of officials who didn’t submit declarations on the moment of taking position: <http://ethics.am/hy/news/item/2018/07/25/news115/>  On 6 of November, 2018 Commission published list of officials who didn’t submit declarations on taking and resign the position:  (<http://ethics.am/hy/news/item/2018/11/06/news123/>) | | | |
| Next steps | | * Within the scope of the "Third Public Sector Modernization Project for Armenia" of the World Bank, submission of a new draft of terms of reference for modernisation of the electronic system of declarations on property, income and affiliated persons of high-ranking officials to the Government of the Republic of Armenia (in case of availability of a political decision on the launch of the project) * The commitment is in OGP-Armenia Fourth Action plan. During the proposal periude for the new Action Plan 3 NGOs sent suggestions related to this commitment. Edited version is accepted by the Government and is included in the OGP-Armenia Fourth Action plan. | | | |
| Milestone status | | | Start date | Completion date | Completion level |
| 1. Presenting the recommendation regarding the commitment to the interested civic groups, receiving opinions therefrom, organising discussions, summarising results with regard to publication of the lists of persons having failed to submit declarations within the time limit specified by law and software development by making the "Registry of Declarations" section of the Commission’s website interactive for users. | | | September 2016 | December 2016 | Completed |
| 2. Posting on the Commission’s website the lists of persons having failed to submit declarations in 2016 and persons having submitted declarations at a later date. | | | December 2016 | March 2017 | Completed |
| 3. Upgrading the search engine of the "Registry of Declarations" section of the Commission’s website at [www.ethics.am](http://www.ethics.am/), ensuring its interactive accessibility for users, software development and installation. | | | March 2017 | June 2018 | Not started |
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| Contact details | | | | | |
| Lead implementing agency | | Ethics Commission of High-Ranking Officials (upon consent) | | | |
| Persons responsible from implementing agency | | Armen Khudaverdyan | | | |
| Title, Department | | Deputy Chairperson of the Ethics Commission  of High-Ranking Officials of the Republic of Armenia | | | |
| E-mail, Phone | | [armen.khudaverdyan@ethics.am](mailto:armen.khudaverdyan@ethics.am)  (+37410)588795 | | | |
| Other actors involved | Other state actors involved | Staff of the Government of the Republic of Armenia | | | |
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| Civil society, private sector | Hetq (upon consent), Transparency International NGO (upon consent) | | | |
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| Additional Information | | | | | |
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| **5. Portal for community decisions: Creation of a unified legal information system for decisions of council of elders and heads of communities** | | | | | |
| **Commitment Start and End Date**  September 2016 – ongoing | | | | | |
| Lead implementing agency/actor | | Ministry of Territorial Administration and Development of the Republic of Armenia, Ashot Giloyan | | | |
| **Commitment Description** | | | | | |
| What is the public problem that the commitment will address? | | Before the start of this commitment, the decisions of councils of elders and heads of communities were electronically posted in PDF format on various official websites, particularly on the websites of relevant marzpetarans of the Republic of Armenia. The name of the link of a legal act mainly indicated the number and date of adoption of the legal act, which made it impossible to use the search engine with other parameters. There was no single unified platform for publishing the above-mentioned decisions electronically. This made it difficult for users to find the legal acts they needed. | | | |
| What is the commitment? | | Ensuring **accessibility** of the decisions of councils of elders and heads of communities, providing a search function, ensuring **usability**, increasing **transparency** of the activities of communities. | | | |
| How will the commitment contribute to solve the public problem? | | Publication of the regulatory legal acts adopted by councils of elders and heads of communities based on the “public data” principle conveys new quality to the introduction and persistent enhancement of the value of public accountability in terms of information accessibility. | | | |
| Why is this commitment relevant to OGP values? | | The commitment is relevant to the following:   * transparency, as the implementation thereof promotes accessibility of the information necessary for the public and the right thereto; * public participation, as it promotes and improves public awareness, strengthening of public impact on decision-making, creates favourable conditions for the civil society; * accountability, as the publication of legal acts makes local self-government bodies more accountable to the public. | | | |
| Additional Information | | As a result of preliminary discussions held with regard to implementation of the commitment, it was considered more reasonable to add those decisions to the database of legal acts "Armenian Legal Information System (ARLIS) (**www.arlis.am**)" that is already functioning and has a range of operational capacities than to create a separate portal, and proper implementation of the former will also lead to achievement of the objective prescribed by the commitment without the introduction of additional resources. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | Within the framework of co-operation between the Ministry of Territorial Administration and Development of the Republic of Armenia and "Official Bulletin" CJSC of the Ministry of Justice of the Republic of Armenia running the ARLIS, the regulatory legal acts adopted by LSGB’s within the period between 2003 and 2017 are fully posted on the "LSGB Acts" section of the website [www.arlis.am](http://www.arlis.am/). | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 1 Discussion with representatives of civil society and private organisations on possible technical solutions for the creation of a single unified electronic platform for publishing the decisions of councils of elders and heads of communities. | | | September 2016 | November 2016 | Completed |
| 2 Creation of a single unified electronic platform with search function for publishing the decisions of councils of elders and heads of communities | | | December 2016 | June 2018 | Substantialy  Completed |
| 3 Organisation and conduct of training courses for community servants | | | July 2017 | December 2017 | Completed |
| 4 Creation of a repository for previously adopted decisions of councils of elders and heads of communities | | | January 2018 | Ongoing |  |
| **Contact information** | | | | | |
| Lead implementing agency | | Ministry of Territorial Administration and Development of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Ashot Giloyan | | | |
| Title, Department | | Head of Local Self-Government Department | | | |
| E-mail and Phone | | [a.giloyan@mta.gov.am](mailto:a.giloyan@mta.gov.am)  (+374 10) 511 342 | | | |
| Other actors involved | Other state actors involved | Marzpetarans (regional governors’ offices) of the Republic of Armenia | | | |
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| Civil society, private sector | Information System Development and Training Center NGO (upon consent), Armavir Development Center NGO (upon consent) | | | |
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| Additional Information | | | | | |
| Commitment prescribed that a single unified electronic platform for publishing the decisions of councils of elders and heads of communities had to be created. However, the technical capacities of the website [www.arlis.am](http://www.arlis.am/) were considered, and "LSGB Acts" section was introduced on the website. This action helped save time to find financial means and created an opportunity to implement the commitment earlier than the specified time period.  It should be noted that all the legal acts of the Republic of Armenia are posted on the website [www.arlis.am](http://www.arlis.am/). | | | | | |

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| **6. Accountable licensing. Creation of a state unified electronic register of persons carrying out activities subject to licensing by state bodies and subject to notification** | | | | | |
| Commitment Start and End Date  August 2016 - April 2017 | | | | | |
| Lead implementing agency/actor | | Ministry of Justice of the Republic of Armenia  Diana Ghazaryan | | | |
| CommitmentDescription | | | | | |
| What is the public problem that the commitment will address? | | Currently, the Republic of Armenia has no unified register of licences, issued by state bodies, and persons carrying out activities subject to notification, and information on the existence, absence of a licence or its authenticity with the original is verifiable only through the use of hard copy information. Licences are posted on the respective official websites of issuing authorised bodies under the principle of random selection. At the same time, during tenders conducted or other measures implemented by state bodies, the process of verifying mandatory availability of a licence or its validity may be carried out more easily and effectively in case of existence of a unified electronic system. In particular, the verifying party may — by using the state unified electronic register of licences — verify the information on the availability of a licence and its validity by simply entering the number and the date of the licence. | | | |
| What is the commitment? | | Creation of a state unified electronic register of licences, issued by state bodies, and persons carrying out activities subject to notification, and digitisation of the licences issued. | | | |
| How will the commitment contribute to solve the public problem? | | Creation of a state unified electronic register of licences, issued by state bodies, and persons carrying out activities subject to notification will contribute to simplification of the process of issuing licences and administration related to activities subject to notification, as well as to reduction of potential corruption risks. | | | |
| Why is this commitment relevant to OGP values? | | Availability of a unified electronic register of licences, issued by state bodies, and persons carrying out activities subject to notification will, in terms of accessability of information, greately promote transparency of the field, public accountability and provision of public services.  **transparency**  **accountability** | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | Draft laws of the Republic of Armenia "On making amendments and supplements to the Law of the Republic of Armenia ‘On licensing’", "On making amendments and supplements to the Law of the Republic of Armenia ‘On notification of carrying out activities’", "On making amendments and supplements to the Law of the Republic of Armenia ‘On state duty’" were adopted by the National Assembly of the Republic of Armenia.  The Ministry of Justice of the Republic of Armenia studied the international practice and a Terms of reference was drafted. | | | |
| Next steps | |  | | | |
| Milestone status | | | Start date | End date | Completion level |
| 1 Studying the international practice. | | | August 2016 | October 2017 | Completed |
| 2 Drafting amendments to relevant legal acts. | | | September 2016 | November 2017 | Completed |
| 3. Developing a state unified electronic register of licences, issued by state bodies, and persons carrying out activities subject to notification, developing software and building an electronic website. | | | September 2016 | March 2017 | Completed |
| 4. Digitalising all the licences previously issued by state bodies and including them in the unified electronic register. | | | December 2016 | March 2017 | Ongoing |
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| Contact information | | | | | |
| Lead implementing agency | | Ministry of Justice of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Diana Ghazaryan | | | |
| Title, Department | | Deputy Head of the Department for the Development of Anti-corruption and Penitentiary Policies of the Staff of the Ministry of Justice of the Republic of Armenia | | | |
| E-mail and Phone | | [diana-ghazaryan@yahoo.com](mailto:diana-ghazaryan@yahoo.com)  (+37410)594157 | | | |
| Other actors involved | Other state actors involved | Staff of the Government of the Republic of Armenia, Ministry of Finance of the Republic of Armenia, Ministry of Foreign Affairs of the Republic of Armenia | | | |
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| Civil society, private sector | Harmonious Development NGO (upon consent) | | | |
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| Additional Information | | | | | |
| The violation of time limits for the commitment of licensing was conditioned by the amendments made to the relevant legal act. Currently, the website design has been developed, and in the near future, the website will operate and will be available for the public. | | | | | |

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| **7. Open&Social: Accessibility of integrated social services and awareness raising No 7** | | | | | |
| Commitment Start and End Date  (16 November 2016 - 18 June 2018) | | | | | |
| Lead implementing agency/actor | | National Institute for Labour and Social Research  of the Ministry of Labour and Social Affairs of the Republic of Armenia  Arman Sargsyan | | | |
| CommitmentDescription | | | | | |
| What is the public problem that the commitment will address? | | Nearly 80 state social protection programmes are being carried out within the scope of integrated social services in the Republic of Armenia, and the business procedures and rules for implementation thereof are complex and diverse. In this regard, there is a need to raise public awareness about the business procedures of social services in a more accessible manner and with suitable instruments, as well as make social services more accessible. This will also ensure increase of transparency and mutual confidence in  state-citizen relations. | | | |
| What is the commitment? | | The innovation instruments developed within the framework of the “Open&Social" commitment will ensure access to information on social services that is classified in detail and presented in an automated manner; participation of the public in the assessment of social services online; and finally, ensuring increase in accessibility and transparency of social services for the public. | | | |
| How will the commitment contribute to solve the public problem? | | Under this commitment, the quality of services provided by the State will be improved with the help of the processes ensuring public participation, and there will be more access to information and a higher level of public accountability.  Commitment: Brief description of 4 main actions  1 Introducing the "Open&Social" instrument at [http://www.esocial.am](http://www.esocial.am/) on-line information system of integrated social services for the purpose of ensuring access of the beneficiary to information on the social services that are available, ensuring automated provision of information on social services chosen by the beneficiary.  2 Posting reports on the results subject to publication with regard to the monitoring and assessment of services provided in the social protection sector that are regularly carried out by the Ministry of Labour and Social Affairs of the Republic of Armenia, at [www.elibsocial.am](http://www.elibsocial.am/) under the “Knowledge Management System” of the social protection sector.  3 Creating a platform where the public will be provided with an opportunity to give scores to the specific service and the organisation providing this service, and as a result of analysing these scores, such services and organisations functioning in the social protection sector will get a certain rating. Revision of services being provided based on opinions of the beneficiaries, simplification of working procedures and reduction of time.  4 Extending the scope of services provided by Nork Technological and Awareness Center for Social Services Foundation by way of transforming the Hot Line Service into a Call Center, conducting internal investigation with regard to complaints and alerts received from the citizens. | | | |
| Why is this commitment relevant to OGP values? | | The commitment is fully relevant to OGP value of **transparency**, as it directly promotes increase in accessibility and improvement of quality of information relating to social protection services for the public as a result of implementation of actions 1, 2 and 4 of the previous point.  The commitment is relevant to OGP value of **public participation** as it promotes increase in public impact on decision-making within the framework of reforms in the social protection sector, as a result of implementation of actions 2 and 3 of the previous point.  The commitment is relevant to OGP value of **accountability**, as it promotes improvement of mechanisms for accountability of the state servants of social protection sector to the public, as a result of implementation of actions 2 and 3 of the previous point. | | | |
| Additional Information | | In accordance with point 4.2 of Chapter 4 of Annex to Decision "Programme of the Government of the Republic of Armenia for 2017-2022" approved by Decision of the Government of the Republic of Armenia No 646-A of 19 June 2017, the commitment is linked to the government programme.  The commitment relates to the Sustainable Development Goals stated below:   * Goal 10. Reduce inequalities within and among countries; * Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable; * Goal 17. Strengthen the means of implementation and revitalise the global partnership for sustainable development. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
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| Description of the results | | The list of main legal acts, the provisions whereof must be included in “Open&Social” instrument, was drawn up within the framework of the first action. Certain detailed factor descriptions of services provided within the framework of state programmes in the field of employment were developed.  Within the framework of the second action, the monitoring and evaluation reports regarding the programmes of the social protection sector implemented during  2012-2016, as well as related materials were published in the electronic library of the online system [www.elibsocial.am](http://www.elibsocial.am/).  Within the framework of the third action, beneficiaries of social protection services were given an opportunity to assess, after visiting the territorial center of the relevant integrated social services and benefiting from social services, the personal and practical abilities and skills of receptionists in the relevant field[[9]](#footnote-9) in the online information system of integrated social services. "Socium" Information Center has also been designed, which is an information platform of services provided to persons with disabilities and wherein a tool for evaluation of organisations by beneficiaries is introduced, due to which these organisations will be rated continuously and automatically.  Within the framework of the fourth action, an online consultation service has been introduced, as well as a 24/7 working mode has been ensured through registration of applications. | | | |
| Next steps | | The activities will continue in accordance with the plan schedule. | | | |
| Milestone Status | | | Start date | End date | Completion level |
| Action 1 “Open&Social” instrument | | | November 2016 | June 2018 | Partly  Completed |
| Action 2 Publication of monitoring and assessment results | | | January 2017 | June 2018 | Partly  Completed |
| Action 3 Creation of an assessment platform | | | December 2017 | June 2018 | Partly  Completed |
| Action 4 Development of a call centre | | | July 2017 | June 2018 | Partly  Completed |
| Contact Information | | | | | |
| Lead implementing agency | | National Institute for Labour and Social Research of the Ministry of Labour and Social Affairs of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Arman Sargsyan | | | |
| Title, Department | | Director | | | |
| E-mail and Phone | | [ceo.arman.sargsyan@nilsr.am](mailto:ceo.arman.sargsyan@nilsr.am)  +374 10208344 | | | |
| Other actors involved | Other state actors involved | Nork Technological and Awareness Center for Social Services Foundation  USAID-Armenia | | | |
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| Civil society, private sector | [World Vision Armenia](http://www.wvarmenia.am/am) NGO (upon consent), Harmonic Society Armenian Association of Social Workers (upon consent), Apaven NGO (upon consent), Mission Armenia NGO (upon consent), Full Life NGO (upon consent), Bridge of Hope NGO (upon consent), Pyunik NGO (upon consent), Armenian Caritas NGO (upon consent), Armenian Association for the Disabled NGO (upon consent), Children's Support Center Fund (upon consent), Fund for Armenian Relief (FAR) (upon consent), Armavir Development Center NGO (upon consent). | | | |
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| Additional Information | | | | | |
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| **8. "One-stop-shop" in the Army. Introduction of "One-stop-shop" pilot project within military registration offices of the Republic of Armenia** | | | | | |
| Commitment start and end date is subject to clarification | | | | | |
| Lead implementing agency/actor | | Ministry of Defence of the Republic of Armenia | | | |
| CommitmentDescription | | | | | |
| What is the public problem that the commitment will address? | | * Reducing corruption risks and bureaucratic processes within the system * Increasing public confidence in the activities of military registration offices | | | |
| What is the commitment? | | * Limiting the scope of direct contact between military registration offices and citizens * Gradual clarification of reasonable time limits for provision of requested information (documents, statements, seals, etc.) | | | |
| How will the commitment contribute to solve the public problem? | | The introduction of a single unified service will make it possible to exclude — by narrowing, as much as possible, the scope of persons directly dealing with the public — drawbacks and problems that emerge during personal contact. | | | |
| Why is this commitment relevant to OGP values? | | Introduction of a single unified service at military registration offices will help to ensure the accessibility of information to the public more efficiently, narrow the scope of direct contact between military registration offices and citizens, as well as to reduce the corruption risks. | | | |
| Additional Information | | * The project implementation process is temporarily terminated by the changing of military policy. | | | |
| Completion level | | Not started | Limited | Substantial | Completed |
|  |  |  |  |
| Description of the results | | Possible limitation of contacts between the personnel of military registration offices and citizens and clarification of time limits for provision of requested information/documents | | | |
| Next steps | | ***Subject to consideration*** | | | |
| Milestone Status | | | Start date | End date | Completion level |
|  | | | ***Subject to review*** | | |
| Contact Information | | | | | |
| Lead implementing agency | | Ministry of Defence of the Republic of Armenia | | | |
| Persons responsible from implementing agency | | Lieutenant Colonel Aleksander Avetisyan | | | |
| Title, Department | | Head of the Center for Human Rights and Building Integrity at the Ministry of Defence of the Republic of Armenia | | | |
| Email and  Phone | | alik.avetisyan@mil.am  (010) 29-45-19 | | | |
| Other actors involved | Other state actors involved | --------------------------------- | | | |
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| Civil society, private sector | ------------------------------------ | | | |
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| Additional Information | | | | | |
| Taking into account the general logic of reforms undertaken at military registration offices, the issue of developing a model of a Unified System at military registration office No 1 (by analogy with Civil Status Acts Registration Agency) instead of introducing the "One-stop shop" is under consideration, within the framework whereof the necessary functions will be performed and services will be provided through Haypost. | | | | | |

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| **Conclusion** |

The Open Government Declaration clearly specifies the principles, the implementation of which must be ensured by the participating countries. Despite the fact that the countries having acceded to the Declaration adopt these principles, each member country puts forth efforts for reforms based on national and political circumstances and the situation in the country, as well as the demands of the citizens.

Since joining the OGP initiative, Armenia has implemented a number of reforms within the framework of this process. The OGP initiative served as an incentive for the reforms in the sectors of state procurement, healthcare, law, freedom and accessibility of information, education, mining.

**Our challenges**

The main challenges in the OGP process include ongoing implementation of commitments assumed under the previous national action plan, assuming of commitments related to more vulnerable sectors and raising awareness of the wider public about the process.

**Other processes**

Following the end of the schedule provided for by the independent action plan, the commitments with regard to the above-mentioned problems and assumed by the OGP-Armenia Second Action Plan are ongoing, in particular the following of the OGP Second Action Plan:

**8. Awareness raising of the public of the law-making activities of state administration bodies —** Under this commitment, "e-draft" platform was created, wherein the legal acts drafted by agencies must be submitted for public consideration. According to the statistics, we can state that about 290 draft legal acts have been presented to the public.

**9. Ensuring transparency of the election of governing boards, as well as transparency of the annual budget planning and expenses of state general education institutions of the Republic of Armenia —** the commitment prescribed the following procedures:

1. For the purpose of ensuring the right proportion of governing boards of state general education institutions of the Republic of Armenia, a supplement was made to the procedure for the election of governing boards, pursuant to which persons who are included in the pedagogical staff of a given school shall not be nominated for the board from the parents’ council.

2. Ensuring transparency and accountability of budget planning (annual draft budget) of educational services provided in the field of general education and annual financial expenses on the websites of schools of general education and announcement boards of the institution.

The above-mentioned procedures were prescribed and included in Decision of the Government of the Republic of Armenia No 801-N of 6 July 2017 as a sample statute of "State General Education Institution of the Republic of Armenia" SNCO.

**10. Knowledge and capacity building of public servants in the fields of freedom of information and fight against corruption** — knowledge of 200 public servants prescribed by the commitment on fight against corruption, establishing integrity, as well as improvement of knowledge and skills on application of the legislation on freedom of information. In August 2017, due to co-operation between the Staff of the Government of the Republic of Armenia, the Ministry of Territorial Administration and Development of the Republic of Armenia and the Armenian Lawyers Association NGO, 180 public servants completed training courses, of which 82 were civil servants, 98 — community servants.

Training courses for public and civil servants were conducted in the marzes of the Republic of Armenia (Shirak, Lori, Gegharkunik, Syunik) and in Yerevan.

In March 2017, Armenia started the process of nationalisation of 17 SDG goals. In fact, most of the 17 goals are directly related to the OGP principles of transparency, accountability and further participation. In particular, SDG Goal 16[[10]](#footnote-10) (Peace, justice and strong institutions) assumes the following: promote peaceful and inclusive societies for sustainable development, provide access to justice for all and establish effective, accountable and inclusive institutions at all levels. The OGP second and third national action plans have these characteristics. OGT-Armenia initiative will serve as an instrument for implementation and nationalisation of the targets and indicators of Goal 16 in Armenia.

This initiative contributes to the implementation of this general process in the country by using one of the most important tools — the participation of citizens in reforms of the country and decision-making.

**Our next steps**

The peaceful uprising in May, 2018 and the victory of the Velvet Peaceful Revolution in Armenia demonstrated the strong determination of the Armenian society to fight against Corruption, make Justice Reforms and the Rule of Law, defend democracy and human rights and fundamental freedoms. Public protests showed society’s evolution to a higher level of political maturity and legal literacy in Armenia.

The changes were purely internal and clearly linked to current reality in Armenia. Revolution was realized by people for people and the main actors of the movement were women and youth.

Efforts to strengthen the Rule of Law and protect Human Rights in the country are accompanied by the active participation of Civil Society; this fact is a solid basis for strengthening democratic institutions and increasing public confidence in the country.

OGP-Armenia’s team next steps are:

1. raising awareness of OGP process for the large range of citizens.
2. OGP Initiative as succeeded participatory tool is a significant part for various international processes, so one of the biggest challenges for the OGP-Armenia team is the expansion and institutionalizationof cooperation in local and private levels.

1. <https://www.opengovpartnership.org/sites/default/files/attachments/OGP_declaration.pdf> [↑](#footnote-ref-1)
2. <http://www.ogp.am/u_files/file/OGP_AP2.pdf> [↑](#footnote-ref-2)
3. <http://www.gov.am/am/eiti/> [↑](#footnote-ref-3)
4. <https://www.geo-fund.am/hy/> [↑](#footnote-ref-4)
5. [www.e-draft.am](http://www.e-draft.am/) [↑](#footnote-ref-5)
6. <http://ogp.am/u_files/file/2016_2018APDev_Timeline.pdf> [↑](#footnote-ref-6)
7. <http://ogp.am/hy/news/item/2016/02/16/AP3/> [↑](#footnote-ref-7)
8. <http://ogp.am/hy/news/item/2016/04/13/3AP_contest/> [↑](#footnote-ref-8)
9. [http://esocial.am/am/login?next=%2Fam%2Fgnahatum\_form](http://esocial.am/am/login?next=/am/gnahatum_form) [↑](#footnote-ref-9)
10. <http://www.un.am/en/news/260> [↑](#footnote-ref-10)