



# **Open Government Partnership Action Plan Georgia**

**Approved at the 6<sup>th</sup> Session of the Open Government Georgia's  
Forum**

**2014-2015**

## I Introduction

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Transparency, accountability, citizen participation, technology and innovation – the core principles of Open Government Partnership (OGP) are key values of the Government of Georgia. With the use of advanced technologies, innovative and modern approaches to governance, Georgia aims at building integrity and public trust, increasing transparency, efficiency and effectiveness of Government, making it more accessible and accountable to citizens and empowering them.

Georgia was among the first countries to adhere to the principles of OGP by joining the initiative in September 2011. Present document represents the second National Action Plan of Georgia.

Notwithstanding its soviet past, today Georgia is one of the least corrupt countries in Europe, where the experience of bribery according to the Global Corruption Barometer Survey is 4%<sup>1</sup> and the World Bank Doing Business survey places the country at number 8 in its rating for easiness of doing business.<sup>2</sup> Our country prides itself with the most innovative solutions to public procurement, public financial disclosure and public service delivery that have attracted huge international interest and have been praised by the UN awards.

On its path to full-fledged democracy Georgia has number of challenges yet to overcome. Transparency and accountability agenda of the Government reflected in the Open Government Georgia's National Action Plan 2014-2015 (Action Plan) and its ambitious commitments are indeed aimed to achieve this very goal of further democratic development of the country.

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<sup>1</sup> Global Corruption Barometer 2013, p. 33, Transparency International, available at: <http://www.transparency.org/gcb2013/report>.

<sup>2</sup> Doing Business 2014, 11th Edition, International Bank for Reconstruction and Development/The World Bank, p.193, available at: <http://www.doingbusiness.org/reports/global-reports/doing-business-2014>

## II. 2014-2015 Action Plan Elaboration Process

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Open Government Georgia's National Action Plan 2014-2015 (AP) is a joint product of an intense cooperation of government and civil society. Georgian citizens also participated in the process of elaborating the AP through Public Consultations of 2014. The AP was elaborated within the national coordination mechanism of the Open Government Partnership in Georgia - **Open Government Georgia's Forum** (Forum). It includes the results of public consultations conducted throughout the whole country.

Civil Society Organizations represented in Forum rendered full support to the commitments included in the first draft of the AP. Moreover, most of their additional recommendations presented after submission of the first draft of the AP to the OGP support unit were taken into consideration and reflected as new commitments in the Open Government Georgia's Action Plan 2014-2015.<sup>3</sup>

### 2.1. The Open Government Georgia's Forum – National Coordination Mechanism

The first Action Plan of Georgia was elaborated and approved by the Inter-Agency Coordination Council for Fight against Corruption in Georgia (Anti-Corruption Council - ACC). However, the Action Plan was not corroborated by any normative act at the national level. Neither was there national coordination mechanism existing at that time. The only informal NGO Forum comprised of several NGOs<sup>4</sup> was holding its meetings with the representatives of the Ministry of Justice of Georgia in the Ministry of Justice, meetings were not regular and the mandate and functions of it were not defined.

With its Decree N775 of July 9, 2013 on *Necessary Measures for Implementation of the Open Government Partnership Action Plan of Georgia*, the coordination of OGP at the national level was entrusted by Government of Georgia to the Anti-Corruption Council.

To enhance cooperation with civil society and to remodel the NGO Forum into the national coordination mechanism in line with the regulations of OGP, the Secretariat of the Anti-Corruption Council of Georgia elaborated the Terms of Reference (TOR) and rules of procedure for the Forum, prescribing in detail functions and procedures related to its work. The composition of the Forum has been expanded to include responsible agencies and ensure better representation of local and international organizations.

The Forum is led by co-chairs – one of them representing the Government and another representing the civil society. NGOs jointly nominate candidacy for election to the Forum. The functions of the Forum include supporting development of National Action Plan as well as planning and implementing related public consultations; supporting and monitoring of implementation of

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<sup>3</sup> See: [Civil Society Forward](#)

<sup>4</sup> Forum consisted of seven non-governmental organizations and one donor organization. The Forum served as a platform for exchanging views and updates on implementation of Action Plan.

Action Plan, raising public awareness on OGP related issues. New model of the Forum is fully in line with the recommendations of IRM to Georgia in this regard.

The first session of the remodeled Forum took place on January 15, 2014 where TOR and rules of procedure were adopted by the Forum. Forum discussed and agreed upon the process of elaboration and the format of the new Action Plan taking into consideration guidelines and the sample format of the Action Plan provided by the OGP Support Unit. Upon the initiative of the Forum, indicators and risks/assumptions were added to the commitments' template. The Forum sessions are being held regularly, on the first Wednesday of each month at the premises of the Ministry of Justice of Georgia.

In total, 4 regular and 2 *ad hoc* sessions of the Forum, 2 roundtable discussions along with several bilateral meetings and intense consultations between the Secretariat, responsible agencies and civil society were dedicated to the elaboration of the Action Plan. The first draft of the Action Plan later sent to the Support Unit, was presented to the Anti-Corruption Council Session.

## **2.2. Public Consultations**

Regulations of OGP require the Action Plans to be elaborated through public consultations. Based on the Guidelines on Public Consultations<sup>5</sup> providing for one month public consultation period, taking into account the recommendations of CSOs and with their direct participation, Forum elaborated the Countrywide Public Consultations Plan.<sup>6</sup> Objective, scope as well as target groups and responsible persons for the public consultations have been detailed in the mentioned plan.

Public consultations were held in 15 cities of Georgia with the support of USAID Civic Engagement Centers and Community Centers of Public Service Development Agency. Up to 700 people participated in 19 meetings conducted across the country. Target groups for public consultations included: representatives of local government, media, NGOs, political parties, librarians, students, teachers and professors. Five universities were involved in the consultations. Local media contributed to the processes as well, they were not only involved in consultations as participants, but also were ensuring coverage of the process and disseminating the information about the possibility for citizens engagement in the Action Plan elaboration process.

In addition to the public consultations, online consultation module was created under the OGG banner on the web-page of the Ministry of Justice of Georgia. The Schedule of consultations was placed on the web page as well.

Based on the minutes of public consultations provided by the participants of the consultations, the Secretariat of Open Government Georgia elaborated Report on Public Consultations of 2014 and presented it to the Anti-Corruption Council of Georgia session on April 14.

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<sup>5</sup> See: [Guidance for national OGP dialogue](#)

<sup>6</sup> See: [Open Government Georgia's Public Consultations Plan](#) (available in Georgian)

Several commitments of the AP have their origin of public consultations. Among them, as ensuring transparent recruitment procedure in civil service, adding new services to the Public Service Hall, developing Community Centers, creating public officials' declarations monitoring system and portal for e-petitions etc.

### 2.3. Civil Society Recommendations

The first draft of the Action Plan drawn up through public consultations and intense work of Open Government Georgia's Forum was presented to the OGP Support Unit on May 2, 2014.

After submission of the draft, Open Government Georgia's Secretariat was presented with additional joint recommendations from CSOs represented in the forum. Second round of consultations was held by Secretariat with the aim to facilitate reaching agreement on proposed additional commitments. Final discussions on the proposed recommendations and the Action Plan were held at the 6<sup>th</sup> Forum Session on June 6, 2014. Along with the CSO recommendations, feedback from the OGP Support Unit on the Draft Action Plan was also discussed by the Forum. On this session the Forum agreed upon the final version of the AP.

### 2.4. Overview of the Action Plan

Georgia's National Action Plan of 2014-2015 comprises **26 commitments** to be implemented by **16 responsible agencies**. Commitments fully reflect OGP values and principles as articulated in OGP principles: transparency, accountability, citizen participation, technology and innovation.

Commitments under the Action Plan respond to the following Grand Challenges of OGP: Improving Public Services, Increasing Public Integrity, More Effectively Managing Public Resources and Creating Safer Communities.

Grand Challenge **Improving Public Services** comprises 8 commitments, aimed at simplified and consumer customer oriented public service delivery through direct communication with the customers and based on the feedback received from citizens, development of e-governance system at the local level and ensuring accessibility of open data.

The next 10 commitments addressing the Grand Challenge of **Increasing Public Integrity** focus on Freedom of Information reform, creation of the portal for electronic petitions, ensuring transparency of public sector through publicizing financial reports of political parties in open formats, improving recruitment regulations in the civil service and setting up public officials' asset declarations monitoring system. Commitments related to increasing public awareness about electoral process and ensuring active involvement of civil society in the Open Government Georgia's processes through supporting the national coordination mechanism is also among the commitments. Additionally, in response to the recommendations of civil society the Supreme Court of Georgia took the commitment to collect and proactively disclose surveillance data.

7 commitments are included under the grand challenge of **More Effectively Managing Public Resources** aiming to create effective mechanism for informing society about budgetary processes in order to receive their input in the budget preparation process and to increase the transparency and efficiency of Public Finance Management System. Commitments are also oriented at increasing openness and accessibility of National Archives through creating and publishing catalogues of preserved documents. Under the third grand challenge expansion of public e-procurement system and creation of electronic human resources management system are also included.

Implementing alternative channels to connect to emergency situations center and opening up crime statistics through innovative tools such as detailed crime mapping address the fourth grand challenge of OGP – **Creating Safer Communities**.

## Challenge I: Improving Public Services

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### COMMITMENT 1: PRIVATE SECTOR SERVICES IN PUBLIC SERVICE HALLS

Public Service Hall (PSH) is a Georgian innovation. Its concept “everything in one space” implies delivering public services to the citizens quickly and easily in one space.

The PSH constantly seeks to diversify its services and improve the quality of its service delivery. During the Public Consultations, the citizens expressed their satisfaction with the existing services of the PSH and expressed desire to have more services delivered within the pleasant environment of PSH.

In the framework of the Open Government Georgia’s Action Plan 2014-2015 the PSH will offer new services within its space:

- A. Travel insurance** - by visiting PSH citizens will be able to apply for passport and get insurance at the same time, in one space. This carries special importance for the people living in the regions, as in many instances citizens have to go to another city to get the insurance policy.
  
- B. Services of National Agency for State Property Management in PSH** - The PSH in cooperation with the National Agency for State Property Management took commitment to implement a project which will allow citizens to obtain services for privatizing or leasing national property in PSH’s service delivery areas. This initiative will make it possible for consumers to lease or purchase and register property in “One Space”. Initially, additional services will be introduced in particular strategic regions where there is an absence of above described services (including the places where National Agency for State Property Management has no service centers) and for this reason citizens have to visit another town. These regions are: Ozurgeti, Gurjaani, Batumi and Marneuli.

**Responsible Agency:** *Public Service Hall (LEPL), Ministry of Justice of Georgia*

**Timeline:** *2014*

Commitment 1 (A): Insurance Service at PSH			
<b>Lead Agency</b>		Public Service Hall (LEPL), Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government		
	Civil Society, Private Sector	Insurance Companies	
<b>Issues to be Addressed</b>		Passport and insurance policy services are not delivered in one space	
<b>Main Objective</b>		Increase the level of consumer satisfaction Introduce additional services in one space	
<b>OGP Challenge</b>		Improving Public Services	
<b>OGP Principles</b>		Transparency	Accountability   Public

			Participation
		✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Development of the business process of issuing insurance card in PSH	Ongoing	December 2013	July 2014
2. Selection of the companies and negotiation with them	New	June 2014	August 2014
3. Implementation of the project in each PSH branch	New	September 2014	December 2014
<b>Indicator</b>	Service of insurance companies is implemented in PSH by the end of 2014		
<b>Risks and Assumptions</b>	Difficulties in selecting insurance companies and negotiating with them		

<b>Commitment 1 (B): Services of the National Agency for State Property Management in PSH</b>			
<b>Lead Agency</b>	Public Service Hall (LEPL), Ministry of Justice of Georgia		
<b>Other Actors</b>	Government	National Agency for State Property Management	
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>	Registration of state property is not available at the PSH		
<b>Main Objective</b>	Increase the level of consumer satisfaction Simplify the service delivery procedure		
<b>OGP Challenge</b>	Improving Public Services		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
		✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Adjustment of National Agency for State Property Management services with services of PSH	New	May 2014	July 2014
2. Implementation of new product in all PSH branches	New	June 2014	September 2014
<b>Indicator</b>	The service of National Agency for State Property Management is implemented in PSH by the end of 2014		
<b>Risks and Assumptions</b>	Difficulty in reaching the agreement with the partners on specific issues		

## COMMITMENT 2: VOICE OF THE CONSUMER

It is essential that services are tailored to the citizen's needs therefore the feedback of the citizens should be used as the basis for their development. Currently, consumers' interaction with the PSH is limited to lodging an appeal.

In the framework of this commitment, the PSH will launch a feedback system – "Voice of the Consumer", which will allow citizens to directly participate in improving PSH service quality. The project aims at establishing direct communication with the citizens and engaging them in the development of the PSH. The PSH aims to communicate to the citizens about existing products and to provide information regarding ongoing processes.

“Voice of the Consumer” will increase accountability of the PSH to the public and will allow citizens to directly participate in improving service development and quality improvement processes.

**Responsible Agency:** Public Service Hall (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014

Commitment 2: Voice of the Consumer			
<b>Lead Agency</b>	Public Service Hall (LEPL), Ministry of Justice of Georgia		
<b>Other Actors</b>	Government		
	Civil Society, Private Sector	Consumer of PSH	
<b>Issues to be Addressed</b>	At present, there is no mechanism for citizens to submit their feedback about the services and products delivered by PSH. The project “Voice of the Consumer” will guarantee direct participation of public in the processes in PSH		
<b>Main Objective</b>	Increase the level of accountability of PSH Consumers’ involvement in the service development process		
<b>OGP Challenge</b>	Improving Public Services; Increasing Public Integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	✓
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Maintain software and technical means	New	May 2014	August 2014
2. Implement new products in all PSH branches	New	April 2014	August 2014
<b>Indicator</b>	In 2014 the project “Consumer Voice” is operational		
<b>Risks and Assumptions</b>	It may be necessary to increase human resources depending on the feedback volume.		

### COMMITMENT 3: IMPLEMENT NEW CONSUMER COMFORT-ORIENTED SERVICE – JUSTDRIVE

**JUSTdrive** – a new project of the PSH is another innovative way to get desired services. Drive-up windows of JUSTdrive at the Tbilisi PSH allow citizens to save time when acquiring the service without living their cars. Consumers will only be required to carry an ID card on them, get to the JUSTdrive area and obtain desired service.

**Responsible Agency:** Public Service Hall (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014

Commitment 3: JUSTdrive			
<b>Lead Agency</b>	Public Service Hall (LEPL), Ministry of Justice of Georgia		
<b>Other Involved Actors</b>	Government	Public Service Development Agency; National Agency of Public Registry; National Achieves of Georgia; Data Exchange Agency; Smart Logic	
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>	Currently services are delivered in PSHs and in JUST-café. To increase the level of satisfaction of consumers and to save their		

	time, the PSH will offer them easier way of getting services – the JUSTdrive.		
<b>Main Objective</b>	Create alternatives for acquiring services Increase the level of consumer satisfaction		
<b>OGP Challenge</b>	Improving Public Services		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
		✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. JUSTdrive - technical setup	Ongoing	May 2012	July 2012
2. Selection and training of human resources	New	May 2014	June 2014
3. Project implementation	New	July 2014	September 2014
<b>Indicator</b>	By the end of 2014 JUST-drive is put into operation		
<b>Risks and Assumptions</b>	Technical problems related to the pneumatic email (Paspomaat - Automated Document Management System); Problems related to the operation of JUSTdrive software.		

#### COMMITMENT 4: DEVELOP CITIZEN'S PORTAL [WWW.MY.GOV.GE](http://WWW.MY.GOV.GE)

Citizen's Portal - [www.my.gov.ge](http://www.my.gov.ge) enables citizens to receive public services online and to have e-communication with public agencies. By implementing the Portal the government increased efficiency and accountability of the public service, ensured easy communication with citizens and decreased the risks of corruption in service delivery to zero.

The Citizen's Portal is operational since 2012. In 2013 up to 60 public services and 80 public utility bills were integrated into the website along with online business registration tool. The Portal allows citizens to interact with the Government by submitting a letter to public organizations, tracking the request - sending and receiving replies electronically.

In the framework of this commitment, Data Exchange Agency (DEA) commits itself to improve the Portal by adding new services and improving existing ones. By the end of 2015 DEA will ensure integration of e-services of the Ministry of Justice, Ministry of Education, Ministry of Health and Ministry of Internal Affairs (MIA) into the Portal. Moreover, municipal e-services will be incorporated in the Portal. Recommendations of IRM will be taken into consideration while improving the Portal whenever relevant and reasonable. Additionally, to make the services on the Portal even easier to use, DEA will create service catalogue. In order to boost the usage of e-services, awareness-raising campaign will be planned and implemented until the end of 2015.

**Responsible Agency:** Data Exchange Agency (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014-2015

Commitment 4: Develop Citizen's Portal – <a href="http://www.my.gov.ge">www.my.gov.ge</a>		
<b>Lead Agency</b>	Data Exchange Agency (LEPL), Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	Ministries and other governmental agencies; E-service provider private entities
	Civil Society, Private Sector	The Open Government Georgia's Forum member NGOs

<b>Issues to be Addressed</b>	<p>Currently citizens and legal persons can search and use information about E-services on the Citizen's Portal - my.gov.ge, and communicate with public agencies electronically. It is also possible to receive services from abroad. Citizens can communicate with 52 central and 408 local governmental agencies through electronic applications. The new highly demanded electronic services will be added to the portal.</p> <p>At present there is a gap between availability and demand use of the services caused by a low level of knowledge about the portal. That is why awareness campaigns are to be planned and implemented in order to increase number of registered users of the portal and to boost application of its services.</p>		
<b>Main Objective</b>	<p>Increase operation of the portal by adding demanded services to it and through the awareness campaign  Increase the level of accountability and efficiency of government.</p>		
<b>OGP Challenge</b>	Improving Public Services		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
		✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Integration of services of the Ministry of Justice on the Portal	New	2014	2015
2. Integration of e-services of Ministry of Education, Ministry of Health and Ministry of Internal Affairs	New	2014	2015
3. Integration of municipal e- services	New	September 2014	2015
4. Improve e-service delivery by creation of service catalog	New	2014	December 2014
5. Awareness Raising Campaign	Ongoing		December 2015
<b>Indicator</b>	<p>Number of users increased by 15% by end of 2015 compared to 2014;  Number of e-services increased by 10% compared to 2014.</p>		
<b>Risks and Assumptions</b>	Difficulties related to usage of modern e-mechanisms		

## **COMMITMENT 5: STRENGTHEN LOCAL GOVERNMENT CAPACITY BY INTRODUCING E-GOVERNANCE SYSTEM**

### **A. Development of Community Centers in Georgia**

Regional development, access to various services for citizens in regions and civic engagement are the challenges in response to which Georgian government started to develop community centers (CCs) in Georgia.

CCs serve as the point for service delivery for local population and most importantly the good mechanism for promoting citizen engagement.

CC has modern, multi-functional infrastructure equipped with the latest technology. Carefully selected and trained local staff ensures provision of the central government's, municipal and private sector services through e-Governance. The CCs host Trustee's office (municipality representative on village level). Furthermore, there is a special space for meetings and conference rooms for

promoting civic engagement activities. Local population has an opportunity to access free internet, computers, and video conference equipment, together with ATM and Pay Boxes.

Development of Community Centers in Georgia ensures provision of demanded private sector services to the local population at the village level. CCs provide citizens with opportunity to interact with Government and receive up to 200 public services locally without the need to travel outside the village.

Currently 12 Community Centers are fully operational across Georgia. Construction of 6 additional CCs is planned throughout 2014 which will increase the number of local inhabitants participating in local decision-making processes.

**Responsible Agency:** Public Service Development Agency (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014-2015

<b>Commitment 5 (A): Development of Community Centers in Georgia</b>			
<b>Lead Agency</b>		Public Service Development Agency (LEPL), Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	Local Government Units, National Agency of Public Registry, Social Service Agency, Ministry of Regional Development and Infrastructure, Meqanizatori LLC, Training Centre of the Ministry of Justice; National Archives of Georgia	
	Civil Society, Private Sector	European Union, NGO "Multinational Georgia for the Strengthening of Democratic Values", Liberty Bank, MagtiCom	
<b>Issues to be Addressed</b>		Underdeveloped local infrastructure, absence of means for effective public service delivery at the local level, and accordingly, low level of civic engagement	
<b>Main Objective</b>		Providing local population with high quality central and municipal government services, as well as the most demanded services of private sector; Increasing citizen engagement at the local level.	
<b>OGP Challenge</b>		Improving Public Services Increasing Public Integrity More effectively Managing Public Resources	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
1. Construct, equip and furnish 6 new Community Centers		Ongoing	January 2014 December 2014
2. Recruit and train staff for the Community Centers; offer internship opportunities in relevant agencies		Ongoing	December 2013 November 2014
3. Launch 6 newly constructed Community Centers		Ongoing	October 2014 December 2014
4. Transfer the Community Centers to the Local Government Units		Ongoing	February 2015 February 2015
5. In cooperation with civil society organizing civic engagement activities in new and existing Community Centers in order to increase the level of local citizens' engagement		Ongoing	September 2014 December 2015

<b>Indicator</b>	The number of local citizens using the services of Community Centers; Satisfaction of local citizens with received services (based on the qualitative research); the number of activities organized in community centers.
<b>Risks and Assumptions</b>	Reform of local self-government; new recruitment processes after the local elections; lack of municipality support in the implementation of the project; prolonged construction and thus changes in predetermined timeline.

## B. Introduction of e-Governance in Local Self-Governments

Creation and implementation of **Electronic Municipal Service Management System** in local governments aims at improving management quality and service delivery at the local level.

As part of the pilot project 10 service processes falling under the competencies of local government have been analyzed and based on this a Municipal Services Management System was developed. During 2014 the agency plans to introduce the system in 6 selected pilot municipalities (Kareli, Tetrtskaro, Xashuri, Khobi, Akhmeta, and Gardabani). To meet the demands of the new software the necessary trainings for the municipality personnel will be organized.

As a result of engaging the local government into the unified e-Governance system their processes and practices will become more transparent, efficient and effective. The municipalities will have an access to the existing electronic databases (Public Service Development Agency, National Agency of Public Registry, Social Service Agency and other Central Government or Private Company databases), resulting in reduced time and human resources and decreasing costs related to data collection, processing and verification within self-government offices.

All services available through the new electronic system will be integrated in the Citizen's Portal - my.gov.ge. Additionally, PSDA will conduct a survey to study the interests and informational needs of the local population and based on the findings design a new web-portal to post information on Municipality and Community Center activities.

During 2014-2015 e-Governance will be implemented in 4 additional municipalities. It is also envisaged to increase the number of services selected at the initial phase of the project, study additional services and embed relevant procedures into the electronic municipal service management system.

**Responsible Agency:** Public Service Development Agency (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014-2015

<b>Commitment 5 (B): Introduce e-Governance in Local Self-Governments</b>	
<b>Lead Agency</b>	Public Service Development Agency (LEPL), Ministry of Justice of Georgia
<b>Other Involved Actors</b>	Government Local Government Units, National Agency of Public Registry, Social Service Agency, Data Exchange Agency

	Civil Society, Private Sector	European Union, UGT		
<b>Issues to be Addressed</b>	Underdeveloped local infrastructure; absence of means for effective public service delivery at the local level; lack of information; poor management procedures and low quality of services			
<b>Main Objective</b>	Improvement of management in local self-governments and provision of quality services to the local population through introduction of e-Governance in local government.			
<b>OGP Challenge</b>	Improving Public Services Increasing Public Integrity More effectively Managing Public Resources			
<b>OGP Principles</b>	Transparency	Accountability	Public Participation	
	✓	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:	
1. Develop training program on a new Electronic Management system and train trainers	Ongoing	March 2014	July 2014	
2. Conduct trainings in e-Governance for the selected municipality staff	New	July 2014	February 2015	
3. Support the municipality in the process of testing and configuring e-Governance system	New	July 2013	February 2015	
4. Ensure access to the services falling under the e-Governance system through my.gov.ge web-portal	New	December 2014	February 2015	
5. Conduct a study on interests of the local population and design the Citizen Portal in line with the findings	Ongoing	March 2014	September 2014	
6. Develop and launch the Citizen Portal, which will be in line with the needs of local citizens	New	September 2014	September 2015	
7. Increase server capacity of PSDA to support the introduction of e-Governance	New	September 2014	March 2015	
8. Select 4 additional municipalities for further introduction of e-Governance	New	December 2014	March 2015	
9. Train the staff of the 4 selected municipalities and support them through the e-Governance introduction process	Ongoing	March 2015	December 2015	
10. Select and study additional services falling under the Local Government competencies for their further inclusion into the Municipal Management System.	Ongoing	March 2015	March 2015	
<b>Indicator</b>	E-governance is implemented in 10 municipalities; Decrease of time for service delivery; Increased number of local citizens engaged in decision-making process on the local level.			
<b>Risks and Assumptions</b>	Reform of local self-government, recruitment after the elections of self-government bodies; municipality's lack of preparedness to implement e-governance system.			

## COMMITMENT 6: TRANSFORMATION OF PUBLIC LIBRARIES FOR REGIONAL DEVELOPMENT

Access to the internet and modern technologies still remains a challenge across the country. Through innovative solutions the Government of Georgia strives to narrow down the so-called “digital divide” to make the public information and services accessible in all regions.

This commitment implies the use of public libraries with new functions: along with the traditional purposes libraries will acquire functions of Community Centers. Thus, libraries will serve as additional opportunity to increase capacity of communities and local governments. Trained librarians through modern technologies (internet, computer technologies, and new books) will ensure high quality service delivery for local population.

The project aims to ensure access to public information and better communication between citizens and the local governments as well. It will improve the level of civic engagement and capacity of local librarians through e-governance and modern technologies on the regional level.

The pilot project will be implemented in 2014. It will cover 4 public libraries. Based on the pilot work will continue in 2015.

**Responsible Agency:** Public Service Development Agency (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014

Commitment 6: Transformation of Public Libraries for Regional Development			
<b>Lead Agency</b>		Public Service Development Agency (LEPL), Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	The National Parliamentary Library of Georgia	
	Civil Society, Private Sector	IREX, IDFI, Georgian Library Association	
<b>Issues to be Addressed</b>		Limited capacity of the Public Libraries at the local level to attract visitors and contribute to the local development, bad infrastructure, outdated literature, absence of ICT skills and equipment at the local level	
<b>Main Objective</b>		Elaborating a new concept of public libraries ensuring access to ICTs by locals that will contribute to the development of their relevant skills; contributing to the community initiatives and local development.	
<b>OGP Challenge</b>		Improving Public Services Increasing Public Integrity More effectively Managing Public Resources	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Public Participation
		Start Date:	End Date:
1.	Selection of pilot libraries	Ongoing	December 2013 February 2014
2.	Announce tenders for library renovation works; renovation works	Ongoing	May 2014 September 2014
3.	Procure necessary equipment and furniture for the libraries	Ongoing	July 2014 September 2014
4.	Train the librarians in public service delivery	Ongoing	June 2014 September 2014

5. Opening of the libraries and transferring into the ownership to the local government	Ongoing	September 2014	September 2014
6. Monitoring service delivery process in libraries	Ongoing	September 2014	December 2014
7. Concluding presentation of the project	Ongoing	December 2014	December 2014
<b>Indicator</b>	The number of local citizens using services of the new libraries; the results of researches, which will be conducted to measure consumer satisfaction by the up-to-date literature, infrastructure and delivered services; the number of conducted trainings for the libraries.		
<b>Risks and Assumptions</b>	Lack of support from local government in the implementation of the project; prolonged period of construction and reconstruction procedures and deviation of the determined term.		

## COMMITMENT 7: DIGITAL SIGNATURE AND ONLINE AUTHENTICATION

To develop identification services in Georgia, the Public Service Development Agency in the framework of Open Government Georgia's National Action plan of 2014-2015 commits itself to focus on two major components in the area:

1. **Online Authentication System** development by means of electronic ID card and relevant authentication mechanisms integrated in it.
2. **Digital Signature and Stamp (e-Seal)**, aiming at development of electronic document-flow systems in Georgia through creation and overhauling of the mechanisms for digital signature and digital stamp (digital signature on behalf of an organization).

Development of identification services will simplify the internal procedures for organizations through reducing paper-based work. It will also improve service delivery for citizens, enabling them to sign relevant documents without leaving their homes.

Digital stamp will support organizations to easily perform signature of relevant documents (e.g. pre-agreed contracts) and, on the other hand, will create additional incentives for the development of personal digital signatures, as nowadays the majority of contracts requiring personal signature indicate organization as a second party to the contract (employment contracts, bank service contracts, etc.). It is noteworthy that demand for these types of digital services comes from its potential users (banks, Notary Chamber and etc.).

Hence, the main objective of the initiative is to contribute to the development of e-services, gradually replace paper documents with electronic ones in formal relations and thus, increase the effectiveness and transparency of official processes.

The implementation of the project will lead to improved public services by enabling citizens to receive relevant official documents (e.g. birth certificates, diplomas, etc.) in a digital format, thus, resulting in major paper and printing cost savings and expedited citizen services.

**Responsible Agency:** Public Service Development Agency (LEPL), Ministry of Justice of Georgia

**Timeline: 2014 – 2015**

<b>Commitment 7: Digital Signature and Online Authentication</b>			
<b>Lead Agency</b>		Public Service Development Agency (LEPL), Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	State Insurance Supervision Service of Georgia	
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>		Absence of trustworthy identification and signature mechanisms for remote clients (companies, citizens); Prevalence of paper-based processes and insecure electronic services (by means of authentication and signing).	
<b>Main Objective</b>		Development of strong, reliable and universal e-authentication system for online services; Development of e-Signature and e-Seal solutions compatible with European standards and practices.	
<b>OGP Challenge</b>		Improving Public Services	
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
1.	Deployment of digital signature and authentication certificate renewal systems for ID cards	New	July 2014 July 2014
2.	Support introduction of authentication through ID cards within the PSDA infrastructure	New	July 2014 October 2014
3.	Creation of archive systems for digitally signed documentation	New	December 2014 December 2014
4.	Development of structures responsible for the provision of trusted services within the PSDA	New	July 2014 October 2014
5.	Further improvement of digital signature functionalities	New	Continuing Activity Continuing Activity
6.	Introduce amendments to the law on digital signature and electronic documents in order to develop digital stamp	New	Spring 2014 December 2014
7.	Identification of opportunities for the introduction of digital stamp into the agency's internal document-flow.	New	June 2014 February 2015
8.	Creation of mechanisms for the verification of documents with digital stamp	New	August 2014 February 2015
9.	Introduce the digital stamp	New	February 2015 July 2015
<b>Indicator</b>		Number of organizations having introduced digital stamp/seal; number of digitally signed/sealed document types within PSDA	
<b>Risks and Assumptions</b>		Low level of citizens awareness; Reluctance of organizations to introduce and apply digital stamp/seal	

**COMMITMENT 8: CREATE OPEN DATA PORTAL (DATA.GOV.GE)**

The Open Data play key role in open government processes and contemporary models of e-government. The Open Data Portal is the resource for publication of open data (data which can be freely accessed, used and reused) owned by government institutions in the open formats enabling

business, nongovernmental and governmental organizations to use those data freely, create applications and e-services based on the data and get economic benefits.

So far public information and open data in Georgia has only had the objective of ensuring transparency and accountability. Along with this important objective, the open data has acquired second very important function to serve as source for to innovation, business development and economic growth of the country. Therefore, it is important that current portal which is mainly navigation web-page for various links to the government pages to be transformed into the real open data portal where open data are available, similarly to the open data web-pages of the UK and the US.

Implementation of open data portal requires close cooperation of all government institutions to collect and subsequently routinely publish open data of all government institutions on a single portal. The open data portals have become basis for successful PPPs in many countries of the world.

**Responsible Agency:** Data Exchange Agency (LEPL), Ministry of Justice of Georgia

**Timeline:** 2014-2015

<b>Commitment 8: Create Open Data Portal (data.gov.ge)</b>			
<b>Lead Agency</b>	Data Exchange Agency (LEPL), Ministry of Justice of Georgia		
<b>Other Involved Actors</b>	Government	Ministries and other governmental organizations	
	Civil Society, Private Sector	E-service provider private entities	
<b>Issues to be Addressed</b>	Nowadays state institutions of Georgia own large amount of data however open data in state institutions is not identified and made available. The open data portal with its real meaning does not exist. Current portal is only a navigation web-page to different links of state institutions web-pages		
<b>Main Objective</b>	Increasing the accessibility of open data; supporting the development of e-services and e-applications; stimulating business activities; Increasing transparency public sector and its accountability.		
<b>OGP Challenge</b>	Improving Public Services Increasing Public Integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	✓
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Development of administrative mechanisms and relevant procedures; establishing a working group.	New	August 2014	October 2014
2. Defining the data formats and developing the software	New	September 2014	December 2014
3. Collecting data from public institutions	New	June 2014	December 2015
4. Testing and launching updated portal - Data.gov.ge	New	September 2014	October 2015
5. Preparing and conducting the first "hackathon" on the basis of open data	New	November 2014	December 2014
<b>Indicator</b>	Open data portal – data.gov.ge is created and operational		
<b>Risks and Assumptions</b>	Difficulties in identifying and collecting open data by the public agencies; Difficulties in establishing optimal coordination mechanism which may affect defined timelines.		

## Challenge II: Increasing Public Integrity

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### COMMITMENT 9: ELABORATE FREEDOM OF INFORMATION ACT

Freedom of Information legislation is one of the key tools for transparent and accountable governments. In this regard, it is essential for the legislation to provide high standards of openness and accountability, while its implementation in practice should not lead to unreasonable spending of public resources and accordingly tax payers' money.

Therefore, refinement of the laws on freedom of information and ensuring its compliance with international standards is one of the objectives of the Georgian government.

Currently, the norms regulating access to public information are scattered in several laws, as well as significant difficulties are encountered in practical implementation of legislation. Taking into consideration practical challenges, elaboration of special law aims to eradicate legislative gaps and consolidate existing legal provisions in a separate act, which in turn will improve the practice of access to information and support the government, as well as civil society and wide community to establish open and accountable, rational and optimized civil service. The special act will emphasize openness policy of the government and will ease the work of the professionals involved in the area.

Ministry of Justice of Georgia will coordinate elaboration of freedom of information law in close cooperation with civil society. In order to ensure broad consultation process and wide involvement of stakeholders a special working group will be created. Based on consultations and international expertise the special working group will elaborate the new provisions of freedom of information in compliance with international standards. The first draft will be completed in spring, 2015.

**Responsible Agency:** Ministry of Justice of Georgia

**Timeline:** 2015

Commitment 9: Elaborate Freedom of Information Act			
<b>Lead Agency</b>		Ministry of Justice of Georgia; Anti-Corruption Council of Georgia	
<b>Other Involved Actors</b>	Government	Parliament of Georgia	
	Civil Society, Private Sector	Open Society Foundation – Georgia, Institute for the Development of Freedom of Information (IDFI).	
<b>Issues to be Addressed</b>		Currently, regulatory framework on access to information is not consolidated in a single legislative act. It is recommended to elaborate a special law on freedom of information aimed at elimination of practical problems and legislative gaps, as well as consolidation of existing legal norms in a single legal act.	
<b>Main Objective</b>		Refine regulatory framework on freedom of information; Eliminate differences between legislation and practice; Elaborate clear and concrete regulations.	
<b>OGP Challenge</b>		Increasing Public Integrity Improving Public Services	
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	✓

<b>Milestones to Fulfill the Commitment</b>	<b>New or ongoing commitment</b>	<b>Start Date:</b>	<b>End Date:</b>
1. Plan working process, establishing a working group, agreement on a process			February 2014
2. Thematic working group meetings			March 2014
3. Presenting the first draft to the working group		June, 2014	June 2014
4. Meetings with focus groups (judges, journalists, FOI officers)		July, 2014	July 2014
5. Submitting the draft law for international expertise			September 2014
6. Working on the text, consultations, reaching agreement upon the final version of the draft.		September, 2014	2014
7. Submitting the final version of the draft law to the thematic groups established in the framework of the Anti-Corruption Council			2014
8. Submitting the draft law to the Government of Georgia and to the Parliament of Georgia.			Spring 2015
<b>Indicator</b>	Draft law is presented to the Parliament of Georgia.		
<b>Risks and Assumptions</b>	Risks related to political consensus to adopt legislation. Possibility of slight changes in agreed timeline.		

## **COMMITMENT 10: OPEN GOVERNMENT GEORGIA'S FORUM – COORDINATING MECHANISM ON THE NATIONAL LEVEL**

The Open Government Georgia's Forum is a national coordination-consultative mechanism of the OGP at the national level established under the Anti-Corruption Council of Georgia to support elaboration of the OGP Action Plan and monitor its implementation. The Forum comprises responsible agencies, NGOs, international organizations and private sector. The Forum held its first meeting on January 15, 2014, since then Forum sessions have been held regularly, on a monthly basis and were mainly focused on elaboration of Georgia's second Action Plan. After submitting the second Action Plan of Georgia to the OGP Support Unit, the Forum will continue to assist the Action Plan implementation, monitor its progress, raise awareness on Open Government Georgia's process and coordinate OGP processes at the national level.

The Secretariat of the Anti-Corruption Council of Georgia commits itself to:

1. Coordinate the forum activities and assist in administrative matters;
2. Determine agenda for the sessions;
3. Prepare minutes of the Forum meetings;
4. Present activity reports of the Forum to the Anti-Corruption Council of Georgia biannually.

**Responsible Agency:** Ministry of Justice of Georgia

**Timeline:** January, 2014 – throughout Action Plan implementation period.

<b>Commitment 10: Coordinate and Support Open Government Georgia’s Forum</b>			
<b>Lead Agency</b>		The Secretariat of Anti-Corruption Council, Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	Responsible agencies under the Action Plan, non-governmental and international organizations	
	Civil Society, Private Sector	Civil society organizations represented in the Forum, co-chair of the Forum from civil society.	
<b>Issues to be Addressed</b>		Before 2014, the NGO Forum lacked representation; its mandate was not clearly defined; the meetings were not held on a regular basis.	
<b>Main Objective</b>		Effective coordinating mechanism on the national level which is in line with the OGP guiding principles.	
<b>OGP Challenge</b>		Increasing public integrity	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
1.	Organizing Forum meetings on the first Wednesday of every month	Ongoing	15.01.2014 During the Action Plan implementation period
2.	Managing documents regarding the working process of the Forum	Ongoing	15.01.2014 During the Action Plan implementation period
3.	Submitting the Forum activity report to the Anti-Corruption Council of Georgia		Biannually
<b>Indicator</b>		Forum sessions are held on regular basis, minutes are published on the web-page.	
<b>Risks and Assumptions</b>		Lack of active involvement of Forum members. After elaboration of the Action Plan frequency of sessions might be decreased to twice a month.	

### **COMMITMENT 11: E-PETITIONS PORTAL I-CHANGE.GE**

Launching electronic platform I-change (www.ichange.ge) for e-petitions will increase civic engagement in public policy; it will enhance transparency of government activities and decisions and will further stimulate interrelation between the government and Georgian society.

The portal will enable citizens to initiate e-petitions on the issues within the competencies of the Government (Law on the “Structure and Competence and Activities of the Government of Georgia”) and accumulating necessary number of signatures will be discussed at the Cabinet Session.

Administration of the Government of Georgia will be leading and coordinating the process with different public agencies involved in the implementation of the commitment. To ensure involvement of all relevant agencies, a special working group will be created and meet regularly to plan and review the progress achieved. The working group will consist of the representatives from the Ministry of Justice of Georgia, LEPL Data Exchange Agency, the Parliament, the Civil Service Bureau, NGOs, and international organizations.

Work on e-petitions’ portal will be concluded and the portal will be launched in 2015.

**Responsible Agency:** Administration of the Government of Georgia

**Timeline: 2014-2015**

<b>Commitment 11: E-petitions Portal I-change.ge</b>			
<b>Lead Agency</b>		Administration of the Government of Georgia	
<b>Other Involved Actors</b>	Government	The Parliament of Georgia; The Ministry of Justice of Georgia; Data Exchange Agency; Civil Service Bureau.	
	Civil Society, Private Sector	IDFI; USAID; USAID Project "G3"	
<b>Issues to be Addressed</b>		Currently there is no direct e-communication tool between the public and the government. E-Petitions will allow citizens to reach their voice to their government easily.	
<b>Main Objective</b>		Increasing citizen engagement in public policy development process. Increasing transparency of activities and decision-making of the government; improving cooperation between the government and society.	
<b>OGP Challenge</b>		Increasing Public Integrity	
<b>OGP Principles</b>		Transparency ✓	Accountability ✓
<b>Milestones to Fulfill the Commitment</b>		Public Participation ✓	
		New or ongoing commitment	Start Date: End Date:
1. Elaborate final concept of I-Change Portal	New	June 2014	Fall 2014
2. Elaborate the system technical requirements of the I-Change Portal	New	Fall 2014	Winter 2015
3. Elaborate relevant legislative amendments for I-Change Portal	New	June 2014	Winter 2015
4. Create back-office for the I-Change Portal	New	Winter 2014	Spring 2015
5. Increase awareness of society	New	Spring 2015	Summer 2015
6. Launch the I-Change Portal	New	Spring 2015	
<b>Indicator</b>		E-petitions on the I-Change Portal are launched and properly functioning	
<b>Risks and Assumptions</b>		Due to the working group members' overloaded schedule, defined timelines for the commitment milestones might be modified.	

## COMMITMENT 12: TRANSPARENCY AND IMPARTIALITY OF CIVIL SERVICE RECRUITMENT PROCESS

A sound, objective and trusted civil service recruitment process is an essential factor for the establishment of an efficient civil service. It is important, that the recruitment is transparent and objective and that at the same time the rules are flexible and effective for the employer.

This is the issue that has been raised during the most meetings during the public consultations. Participants emphasized importance of having transparent, accessible and trusted model of civil service recruitment.

The Civil Service Bureau will coordinate the process of overhauling the civil service recruitment process. A special working group will be created in order to ensure inclusive process.

**Responsible Agency:** LELP – The Civil Service Bureau

**Timeline:** 2014

Commitment 12: Transparency and Impartiality of Civil Service Recruitment Process			
<b>Lead Agency</b>		The Civil Service Bureau	
<b>Other Involved Actors</b>	Government	Special working group: Ministry of Justice of Georgia, NGO's, local and international experts.	
	Civil Society, Private Sector	NGOs members of the working group	
<b>Issues to be Addressed</b>		Currently, the issues related to the recruitment process are regulated by the Civil Service law. In addition, rules of competition are determined by the Presidential Decree N46 (February 5, 2009) "Approval of the Rules for Holding Competition for Recruitment and Appointment on Positions in Civil Service". Despite the fact that the rules of recruitment in civil service have been reviewed several times and amendments were made both to the legislation and the Decree, shortcomings still remain and number of issues is still are not addressed.	
<b>Main Objective</b>		Elaboration of unified recruitment rules for civil service; enhancing procedural transparency; Rules for the recruitment of civil servants guarantee recruitment of qualified personnel and protection of civil servants rights.	
<b>OGP Challenge</b>		Increasing Public Integrity	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
		1. Recommendations for the refinement of civil service recruitment system by an international expert are prepared based on these recommendations CSB elaborates draft rules	New July 2014
2. Approve rules of recruitment in civil service in accordance with the draft		New	Fall 2014

elaborated by CSB.			
3. Further develop electronic recruitment portal – <a href="http://www.hr.gov.ge">www.hr.gov.ge</a> ; upgrade the portal with new functions	New		Fall 2014
<b>Indicator</b>	The rules for the recruitment of civil servants is adopted by the government		
<b>Risks and Assumptions</b>	Modification of timeline for implementation new regulations.		

### COMMITMENT 13: SET UP PUBLIC OFFICIALS’ ASSET DECLARATION MONITORING SYSTEM

The Online Asset Declaration System of public officials is now fully operational in Georgia. However, for further enhancing the functions of the system it is important to develop the mechanism for monitoring of asset declarations. The Asset Declaration Monitoring System is internationally recognized as one of the key anticorruption mechanisms.

The Civil Service Bureau will coordinate the processes related to the implementation of the asset declaration monitoring system in Georgia. The process will be carried out in close cooperation with governmental and non-governmental sectors.

**Responsible Agency:** *The Civil Service Bureau*

**Timeline:** *2014-2015*

Commitment 13: Set up Public Officials’ Asset Declaration Monitoring System			
<b>Lead Agency</b>	The Civil Service Bureau		
<b>Other Involved Actors</b>	Government	Anti-Corruption Council of Georgia; Government of Georgia; Parliament of Georgia	
	Civil Society, Private Sector	German Society for International Cooperation - GIZ	
<b>Issues to be Addressed</b>	At present, the Online Asset Declaration System for public officials is fully operational in Georgia. However, to further improve the system functionally, it is important to establish a monitoring mechanism. This will increase financial accountability of public officials and accurate information will be delivered to society.		
<b>Main Objective</b>	Increasing financial accountability and transparency of public officials		
<b>OGP Challenge</b>	Increasing Public Integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Recommendations on monitoring system are prepared by an international expert		March 12-14 2014	March 31 2014
2. Concrete proposals are developed by CSB based on the expert recommendations and consultations are held		March 2014	May 2014
3. Submit the draft proposals to			Summer 2014

the Anti-Corruption Council of Georgia and the Government of Georgia			
4. Establish relevant monitoring system and prepare the basis to start implementation			2015
<b>Indicator</b>	Proposal on monitoring system is submitted to the Government of Georgia; Agreement on the monitoring system model is reached; The system is operational.		
<b>Risks and Assumptions</b>	Due to an active role of the CSB in the process of ongoing civil service reform, there is a possibility of modifications in the timeline in the process of implementation management and the CSB reform. Difficulties in reaching political agreement on the specific model.		

#### **COMMITMENT 14: PUBLISH FINANCIAL DECLARATIONS AND OTHER RELATED INFORMATION ON POLITICAL PARTIES IN MACHINE READABLE FORMAT**

In order to ensure transparency and accessibility of information on public finances, it is important to provide access to the financial declarations of political parties. Notwithstanding the fact that the government is obliged to publish annual declarations on financing political parties, and the latter is implemented in practice, the Independent Reporting Mechanism recommends to publish the above-mentioned information in machine-readable format.

Therefore, to ensure transparency and publicity of political finances, information provided by political parties and related statistics will be uploaded on the official web-site of State Audit Office in machine-readable format (excel forms).

**Responsible Agency:** State Audit Office

**Timeline:** 2014

<b>Commitment 14: Publish Financial Declarations and other Related Information on Political Parties in Machine Readable Format</b>			
<b>Lead Agency</b>	State Audit Office		
<b>Other Involved Actors</b>	Government		
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>	Currently, financial declarations of political parties are published only in scanned format.		
<b>Main Objective</b>	Transparency of finances of political parties		
<b>OGP Challenge</b>	Increasing Public Integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Prepare financial monitoring section for the State Audit Office web-page	New	March 2014	May 2014
2. Publish financial reports in processable format	New		August 2014
3. Disclose statistics related to income and expenditure of political parties	New		September 2014

<b>Indicator</b>	Financial declarations of political parties submitted to the State Audit Office are published in machine-readable format on the official webpage of SAO.
<b>Risks and Assumptions</b>	N/A

**COMMITMENT 15: DEVELOP ONLINE PUBLIC CONSULTATIONS TOOL AND ENSURE ACCESSIBILITY OF WEBPAGE OF MINISTRY OF INTERIOR FOR PEOPLE WITH DISABILITIES**

This commitment aims to increase the quality of provided services, to ensure public engagement and improve the practice of access to information within the Ministry of Internal Affairs of Georgia.

At present, the official web-site of the Ministry - [www.police.ge](http://www.police.ge) - is not accessible for persons with disabilities, particularly for blind people. The MIA communicates with citizens through e-mail and Facebook account. However, Ministry aims to further develop public relations and to add an option of live-chats to the MIA web-page.

In the framework of the commitment, the web-page of MIA will be accessible for persons with disabilities. In addition, online consultation mechanism will be implemented. Besides, through the live-chat application citizens will be able to communicate with the representatives of the Ministry on issues related to the competences of the MIA.

**Responsible Agency:** Ministry of Internal Affairs of Georgia

**Timeline:** 2014

<b>Commitment 15: Develop Online Public Consultation Service; Ensure Accessibility of Webpage of Ministry of Internal Affairs for People with Disabilities</b>			
<b>Lead Agency</b>		Ministry of Internal Affairs of Georgia	
<b>Other Involved Actors</b>	Government		
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>		At present, Information provided on the web-site of the Ministry of Internal Affairs of Georgia <a href="http://www.police.ge">www.police.ge</a> is not fully accessible for the persons with disabilities. Additionally, although the Ministry is actively cooperating with society, the webpage does not include online consultation module.	
<b>Main Objective</b>		Increase accessibility of public data which fall within the competence of the Ministry and improve civic engagement	
<b>OGP Challenge</b>		Improving Public Services; Creating Safer Communities	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Public Participation
		Start Date:	End Date:
1. Provide software and technical support to ensure accessibility of the MIA webpage for people with disabilities		May 2014	December 2014
2. Develop online consultation and questionnaires system with the		April, 2014	September 2014

involvement of the MIA webpage administrators and IT specialists			
3. Prepare technical and informational basis to implement online consultations and questionnaires module		April, 2014	September 2014
4. Meet and consult with focus groups to implement online consultation module		April, 2014	April 2014
5. Launch the projects in question			December 2014
<b>Indicator</b>	Official web-page of the Ministry of Internal Affairs is accessible for the people with disabilities; Online consultation and interviewing tool is launched on the web-site.		
<b>Risks and Assumptions</b>	During the working process technical and software issues might arise, resulting in a slight change of commitment implementation timeline; slight changes in timeline might also be caused of a busy schedule of participants involved in the process.		

## COMMITMENT 16: PROACTIVE PUBLICATION OF SURVEILLANCE STATISTICS

With the aim to ensure transparency of surveillance information and reaching uniform practice in this regard, a letter signed by more than 100 civil society organizations was sent to all OGP governments on 17 December, together with the recommendations on the issue. One of the recommendations prepared by the Forum member NGOs in the process of elaboration of the Action Plan also referred to proactive publication of surveillance statistics.

The Georgian Government shares the opinion of the civil society on the importance of proactive publication of surveillance statistics. Accordingly, the Supreme Court of Georgia started maintaining statistics on hearing the motions regarding operative investigative activities since 2014, in order to ensure transparency and accountability of law enforcement agencies. However, those statistics is not available for public.

Pursuant to Article 7 of the Law on Operative Investigative Activity, a covert investigative action such as phone tapping is only possible under the permission of the court order. Thus the courts have the possibility to maintain and publish statistics of surveillance proactively.

From September of 2014 the Supreme Court of Georgia will publish statistics on surveillance quarterly, which will be followed by the annual publication from 2015.

**Responsible Agency:** *The Supreme Court of Georgia*

**Timeline:** *2014-2015*

Commitment 16: Proactive Publication of Surveillance Statistics		
<b>Lead Agency</b>	The Supreme Court of Georgia	
<b>Other Involved Actors</b>	Government	
	Civil Society, Private Sector	

<b>Issues to be Addressed</b>	Nowadays, statistics on surveillance is not published on the Supreme Court web-page ( <a href="http://www.supremecourt.ge">www.supremecourt.ge</a> )		
<b>Main Objective</b>	Disclosure of surveillance statistics to serve transparency; publishing of statistics on surveillance petitions in courts.		
<b>OGP Challenge</b>	Increasing Public Integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Disclosure of quarterly statistics		01.09.2014	20.09.2014
2. Disclosure of annual statistic		01.01.2015	20.01.2015
<b>Indicator</b>	Surveillance statistics are published on the web-page of the Supreme Court of Georgia		
<b>Risks and Assumptions</b>			

## COMMITMENT 17: RAISE PUBLIC AWARENESS OF THE ELECTORAL PROCESS

Free and fair elections are key for the open government. Active participation of citizens in elections is therefore very important. Every citizen should have access to information about the electoral process and fully understand his/her electoral rights and duties. This can be achieved through the variety of educational and training programs and distribution of relevant materials/textbooks.

In order to increase public participation in the electoral process and to raise awareness of involved parties, the Election Administration of Georgia (CEC) and LEPL Center of Electoral Systems Development, Reforms and Trainings will organize various meetings for the electorate and other involved parties.

**Responsible Agency:** Election Administration of Georgia (CEC) and LEPL Center of Electoral Systems Development, Reforms and Trainings (Training Center)

**Timeline :** 2014

Commitment 17: Raise Public Awareness of the Electoral Process			
<b>Lead Agency</b>	CEC, Training Center		
<b>Other Involved Actors</b>	Government	Election Administration of Georgia and all interested public agencies	
	Civil Society, Private Sector	Local and International NGOs	
<b>Issues to be Addressed</b>	Low level of public awareness on the importance of public participation in the electoral process results in the low voter turnout and indifferent attitude of the electorate towards voting, which undermines success of elections. In order to raise public awareness the CEC and the Training Center will develop and implement necessary training programs and various types of informative events.		
<b>Main Objective</b>	Raising public awareness about the elections		
<b>OGP Challenge</b>	Increasing public integrity		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓		✓
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:

1. Educational programs in electoral law in Georgian universities		September 2014	December 2015
2. Informative/Educational projects for different groups of voters		October 2014	May 2015
3. Informative/Educational projects for parties involved in elections		April 2015	October 2015
4. Plan projects to support implementation of gender equality and elections		May 2015	November 2015
5. Plan grant competitions to increase the level of voting culture in society and to support improvement of voting process		September 2014	October 2015
<b>Indicator</b>	High level of public awareness; Active public participation in the elections.		
<b>Risks and Assumptions</b>	The timeline for compliance of milestones might be slightly modified after adopting the 2015 Action Plan of the CEC.		

## Challenge III: More Effectively Managing Public Resources

### COMMITMENT 18: ESTABLISH AN EFFECTIVE MECHANISM TO INFORM THE PUBLIC ON BUDGETARY PROCESSES

One of the most important tools for opening up governments and increasing their accountability is providing the public with information regarding the government activities. The latter is especially important with regard to the budgetary process. Public engagement in developing state budget and informing citizens on budget executions are crucial components of transparency of public finance management its effectiveness and efficiency.

According to the Budgetary Code of Georgia, transparency is one of the one of the principles of the Budgetary System of the country. Currently, the Parliament, the Government and the Ministry of Finance of Georgia ensure publication of and access to draft law on annual state budget, approved state budget and its execution reports. The public is informed about budget process through various presentations as well as publication of the relevant documents online. However, there is no formal mechanism for managing these processes.

With coordination of the Ministry of Finance of Georgia and based on the recommendation of international and civil society organizations, list of specific actions and the scheme for disseminating information of budgetary processes was elaborated and ensuring civil society involvement in the budgetary process.

**Responsible Agency:** Government of Georgia, Ministry of Finance of Georgia

**Timeline:** 2014-2015

<b>Commitment 18: Establish Mechanism to Inform the Public on Budgetary Processes</b>			
<b>Lead Agency</b>		Ministry of Finance of Georgia; Government of Georgia	
<b>Other Involved Actors</b>	Government	Parliament of Georgia	
	Civil Society, Private Sector	International Organizations, Forum member CSOs	
<b>Issues to be Addressed</b>		Currently, the Parliament of Georgia, the Government of Georgia and the Ministry of Finance of Georgia ensure publication of draft law on annual state budget, approved state budget and its execution reports. Additionally, public is informed about budgetary process through various presentations and online publication of relevant documents. However, there is no formal mechanism for managing transparency of budgetary process.	
<b>Main Objective</b>		Establish effective mechanism for informing public on the budgetary process.	
<b>OGP Challenge</b>		More Effectively Managing Public Resources	
<b>OGP Principles</b>		Transparency ✓	Accountability ✓
<b>OGP Principles</b>			Public Participation ✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
1. Ensure publicity of budget related documents	Ongoing	Permanent process	Permanent process
2. Provide public with interactive questionnaires at different stages of budgetary process through web-sites of the Ministry of Finance and spending agencies	New	July 2014	December 2015
3. Prepare and publish informative presentations on the draft law on state budget, law on state budget and budget executions and	New	September 2014	December 2015
<b>Indicator</b>		Institutionalized mechanism for informing public on budgetary processes is created.	
<b>Risks and Assumptions</b>		Difficulties related to the elaboration of simple mechanism for informing public on the issues of complex budgetary process	

## **COMMITMENT 19: PUBLIC E-PROCUREMENT SYSTEM EXTENDED – “EVERYONE SEES EVERYTHING”**

In order to ensure greater transparency of state procurement, the State Procurement Agency (SPA) in the framework of this commitment will expand the Unified Electronic System of State Procurement (Ge-GP) and integrate electronic module of contest into the system.

According to the current [rule](#), the contest representing an alternative method of state procurement of design services is announced via the [official web page of the SPA](#). Conducting the Contest process is not fully electronic as it is in case of tenders. The contest is held in the procuring entity, while the related documentation is sent to the SPA and published on its official web-page.

Current method does not provide necessary level of transparency and publicity as it is the case for tenders. Procuring entity has wide discretion and autonomy and the decisions of the committee making a decision on contests are not appealable to the Dispute Resolution Board (DRB).

Implantation of e-Contest system will enable suppliers to participate in the contest through Ge-GP in a same way as in case of tenders. Implementation of e-Contest system will remove geographical obstacles and simplify procedure for participation in contest. Decisions of the committee will be appealable to the DRB, which will ensure that the suppliers' rights are effectively protected. Incorporation of e-Contests in the system will make contest procedures more transparent which directly responding to Open Governing Partnership principles and will ensure efficiency of public spending.

**Responsible Agency:** State Procurement Agency

**Timeline:** 2014-2015

<b>Commitment 19: Public E-Procurement System Extended - "Everyone Sees Everything"</b>			
<b>Lead Agency</b>		State Procurement Agency	
<b>Other Involved Actors</b>	Government		
	Civil Society, Private Sector		
<b>Issues to be Addressed</b>		Currently contest procedure is not fully electronic. Procuring entity is entitled to wide discretion and autonomy and contest committee decision cannot be appealed to the Dispute Resolution Board (DRB).	
<b>Main Objective</b>		Implementation of electronic module of contest	
<b>OGP Challenge</b>		Improving Public Services	
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date: End Date:
1. Software Development	Ongoing	June 2014	December 2014
2. Development of regulatory framework – elaboration and adoption of amendments of related domestic law	New		February 2015
3. Increasing awareness about the e-Contest system	New	March 2015	May 2015
<b>Indicator</b>		E-Contest module is operating through Unified Electronic System of State Procurement (Ge-GP)	
<b>Risks and Assumptions</b>		Users have difficulties to adapt to the new electronic module	

## **COMMITMENT 20: DEVELOP ELECTRONIC HUMAN RESOURCES MANAGEMENT SYSTEM FOR CIVIL SERVICE**

Considering the rapid development of information technologies, introduction and development of e-governance systems within the Georgian Civil Service is one of the priorities for the country. Electronic Human Resources Management System – e-HMRS is a unified database for civil servants countrywide. It aims at ensuring electronic human resources management in accordance with the defined policy and standards. E-HMRS is a solution that brings civil service human resources management to the next level of development.

E-HRMS will allow Civil Service Bureau (CSB) and other relevant agencies to easily and quickly obtain the information existing in the database of the system that can be used for development and overhauling of the HR management policies and practices. E-HRMS will reduce the spending of material, time and human resources.

The system elaboration process will be coordinated by the CSB in close cooperation with LEPL Financial-Analytical Service of the Ministry of Finance of Georgia. NGOs will be involved in the process.

**Responsible Agency:** Civil Service Bureau

**Timeline:** 2014-2015

<b>Commitment 20: Electronic Human Resources Management System for Civil Service</b>			
<b>Lead Agency</b>	Civil Service Bureau		
<b>Other Involved Actors</b>	Government	LEPL Financial-Analytical Service of the Ministry of Finance of Georgia	
	Civil Society, Private Sector	In cooperation with CSOs	
<b>Issues to be Addressed</b>	HR management is unequally developed across the agencies in the civil service of Georgia. The CSB and other authorized agencies do not have the opportunity to swiftly obtain accurate information about civil servants. Respectively, it is essential to develop the policy and practice of human resources management by the establishing electronic HR management system.		
<b>Main Objective</b>	Overhauling human resources management policy and practice.		
<b>OGP Challenge</b>	More Effectively Managing Public Resources		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Adoption of Government decree on the system design and implementation matters (or revision existing one)		January 2014	Spring 2014
2. Launch electronic human resources management system in central agencies		March 2014	Spring 2015
3. Launch electronic human resources management system in local self-government entities			December 2015
<b>Indicator</b>	Electronic system for the management of human resources is launched in public agencies		
<b>Risks and Assumptions</b>	Due to a large number of involved stakeholders, the timeline for compliance might be modified		

## COMMITMENT 21: DIGITAL PRESERVATION SYSTEM: E-ARCHIVE

Currently, e-archive system does not exist in Georgia. This represents a big challenge in respect of preservation of electronically born documents. The E-archive – electronic solution for archiving digital data will allow long term preservation of data, provide access to authentic data and ensure their long term maintenance and usability.

E-Archive Project is an essential component of e-governance strategy of Georgia. It enables retention of electronic documents for a long period of time in a technology-neutral way, to ensure access to these data through internet for all relevant stakeholders.

**Responsible Agency:** National Archives Agency (LEPL), Data Exchange Agency (LEPL), Ministry of Justice of Georgia

**Timeline 2014-2015**

Commitment 21: Digital Preservation System: E-Archive				
<b>Lead Agency</b>		National Archives Agency, Data Exchange Agency, Ministry of Justice of Georgia		
<b>Other Involved Actors</b>	Government			
	Civil Society, Private Sector	Electronic service provider private companies		
<b>Issues to be Addressed</b>		Development of e-governance system has challenged Georgia in many ways. Every day state institutions process more electronic information and place large amount of public information on their respective web-sites. As a result, concept of electronically born documents emerged; the state institutions are actively using the document management systems where all official documents are in electronic format, including electronically and digitally signed documents. This very practice brings the necessity of storing electronic documents and digital data for longer period of time.		
<b>Main Objective</b>		The aim of long-term digital preservation is the maintenance of long-term authentic e-accessibility and usage of digital objects.		
<b>OGP Challenge</b>		More Effectively Managing Public Resources		
<b>OGP Principles</b>		Transparency	Accountability	Public Participation
		✓	✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date:	End Date:
1. Develop functionality requirements for the System	New	May 2014	December 2014	
2. Develop technical requirements for the System	New	September 2014	2014	
3. Elaborate relevant regulations	New	December 2014	December 2015	
<b>Indicator</b>		Technical requirement and functionality of the System is elaborated, as well as necessary legislative framework in in place.		
<b>Risks and Assumptions</b>		Due to the necessary interagency coordination, defined timeline for the commitment might be modified		

## COMMITMENT 22: INCREASING OPENNESS AND ACCESSIBILITY OF NATIONAL ARCHIVES

Openness of national archives and unrestricted access to its resources is an important component of government openness. The National Archives of Georgia preserves unique historical material from the IX century until now. Unrestricted access to these documents carries great importance for researchers as well as general public.

Currently, fees are attached to services of National Archives; besides, only original documents are accessible, which eventually leads to their damage a result of frequent use.

Ministry of Justice of Georgia, under the leadership of the National Archives of Georgia in the framework of the National Action Plan of 2014-2015 will study relevant legislation framework and elaborate amendments as needed to ensure greater openness of archives and increased citizen engagement. Electronic documents preserved in the system of National Archives will be available for free and researchers will be allowed to work on the preserved material without limitations. Original documents will not be in use on a daily basis and thus they will be protected from damage.

**Responsible Agency:** *The National Archives of Georgia, Ministry of Justice of Georgia*

**Timeline:** 2014 -2015

Commitment 22: Increased Accessibility of National Archives			
<b>Lead Agency</b>		The National Archives of Georgia, Ministry of Justice of Georgia	
<b>Other Involved Actors</b>	Government	The National Archives of Georgia; Archive of the Ministry of Internal Affairs of Georgia; Office of the Personal Data Protection Inspector	
	Civil Society, Private Sector	CSOs involved in the Open Government Georgia's Forum	
<b>Issues to be Addressed</b>		Currently, access to the archive documents is not free of charge and only the original documents can be accessed, resulting in their damage.	
<b>Main Objective</b>		Providing researchers with access to documentations; Protecting original documents; Increasing citizen engagement.	
<b>OGP Challenge</b>		Increasing Public Integrity	
<b>OGP Principles</b>		Transparency ✓	Accountability ✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Public Participation ✓
			Start Date:      End Date:
1.	Conduct consultations and elaborate proposals to prepare relevant legislative amendments	New	July 2014      2014
2.	Elaborate legislative amendments	New	January 2014      2015
3.	Provide the National Archives with relevant equipment to issue documents electronically	New	2015
<b>Indicator</b>		Relevant legislative framework in place; Archive documents are available in electronic format	
<b>Risks and Assumptions</b>		Lack of coordination between the public agencies, resulting in modification of defined timeline for the commitment.	

## COMMITMENT 23: CREATE AND PUBLISH ELECTONIC CATALOGUES OF THE DOCUMENTS PRESERVED IN THE MINISTRY OF INTERNAL AFFAIRS ARCHIVE

Archives of the Ministry of Internal Affairs of Georgia preserve archives of former National Security Committee and the Communist Party agencies, including Soviet period and beyond. Due to the specific features of the documents preserved in the mentioned archives, MIA's archive used to be one of the least accessible agencies in Georgia.

As the mentioned Archive contains unique historical information that covers all aspects of XX century history the public interest toward these archives is high.

Although the digitalization of documents and formation of preserved databases is carried out by the Ministry of Internal affairs on a permanent basis, as of now documents preserved in the MIA archive are not yet fully sorted in accordance with the modern system of catalogue. The descriptions of several archival funds and registry are very general and therefore, not user-friendly.

Due to the high public and scientific interest in the documents preserved in the archives of former National Security Committee, MIA's Archive will create and publish electronic catalogue and provide relevant descriptions for documents preserved in the former National Security Committee.

**Responsible Agency:** *Ministry of Internal Affairs Archive*

**Timeline:** 2014 - 2015

Commitment 23: Create and Publish Electronic Catalogues of the Documents Preserved in the Ministry of Internal Affairs Archive				
<b>Lead Agency</b>		Ministry of Internal Affairs of Georgia's Archive		
<b>Other Involved Actors</b>	Government	Ministry of Internal Affairs of Georgia		
	Civil Society, Private Sector	Institute for the Development of Freedom of Information (IDFI)		
<b>Issues to be Addressed</b>		Documents preserved in the MIA archive are not fully sorted according to the modern system of cataloging and the descriptions of several funds and registers are very general and therefore, not user-friendly.		
<b>Main Objective</b>		Gradually improving accessibility of documents preserved in the archive of former National Security Committee.		
<b>OGP Challenge</b>		Increasing Public Integrity Improving Public Services		
<b>OGP Principles</b>		Transparency	Accountability	Public Participation
		✓	✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date:	End Date:
1. Create catalogue for documents preserved in the archive of former National Security Committee.		New	2014	2015
2. Publish catalogue on the MIA's webpage		New	2014	2015
<b>Indicator</b>		Electronic catalogue for documents preserved in the archive of former National Security Committee is created and gradually published.		
<b>Risks and Assumptions</b>		Due to scale of work to be carried out, timelines for publishing detailed electronic catalogue might be modified.		

## COMMITMENT 24: INCREASE EFFICIENCY AND TRANSPARENCY OF PUBLIC FINANCE MANAGEMENT SYSTEM

In the light of rapid development of ICTs and electronic services, implementation of E-Government system in public agencies is one of the top priorities of the Government of Georgia. Important priority is in addition implementation of Public Finance Management strategy, aimed at efficient allocation of State funds for determined priority areas and mobilization of revenues for the preserving financial stability. The above-mentioned strategy includes the development of integrated information system for public finance management, which will contribute to the further development of E-Government in Georgia.

Improvement of the PFMS integrated information system is planned to be achieved through the following advancements:

- Further development of State Treasury electronic service system (eTreasury) and implementation in all fiscal organizations, legal entities and relevant bodies of local governments. The system will enable all payments to be executed electronically.
- Further development of electronic system for State budget planning (eBudget) - will be implemented in all fiscal organizations, including relevant bodies of local governments.
- Further development of information system of State debt management and investment projects (eDMS) represents collection of tools for managing State internal debt and loans. It aims to gather all relevant information regarding State debts, loans and grants and thus ensure access to trustworthy and exhaustive information on financial related areas.
- Further development of online auction of State-owned property (eAuction) - unique system of buying and selling goods, which was initiated by the relevant LEPLs of the Ministry of Finance of Georgia, aimed to dispose state-owned property through auctions. As a result, nowadays, both private and legal persons can purchase state or private property and place their property for sale online without leaving their homes or offices.

**Responsible Agency:** *Financial-Analytical Service of the Ministry of Finance of Georgia*

**Timeline:** 2014-2015

<b>Commitment 24: Increase Efficiency and Transparency of Public Finance Management System</b>		
<b>Lead Agency</b>		LEPL Financial Analytical Service of the Ministry of Finance of Georgia
<b>Other Involved Actors</b>	Government	State Treasury; Budget Department of MoF; Service Agency of MoF; Self-governing units of Georgia; Ministry of Regional Development and Infrastructure; Administration of the State Representative-Governors
	Civil Society, Private Sector	National Association of Local Authorities of Georgia; Association of Finance Officers of Georgian Local Self-Governing Units
<b>Issues to be Addressed</b>		In the light of rapid development of ICTs and e-services, permanent development of the integrated information system for public finance management system is important which in turn ensures transparency and further strengthening of e-government.
<b>Main Objective</b>		Effective distribution of state resources and mobilizing incomes to ensure

	financial stability; Development of the integrated informational public finance management system.		
<b>OGP Challenge</b>	More Effectively Managing Public Resources Improving Public Services		
<b>OGP Principles</b>	Transparency	Accountability	Public Participation
	✓	✓	
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:
1. Modernization of State Treasury Electronic Service System	Ongoing	2014	2016
2. Modernization of State Budget Planning and Management System	Ongoing	2014	2016
3. Implementation of state debts and investment projects management system in the Ministry of Finance of Georgia	Ongoing	2014	2015
4. Ensuring wide-scale usage of online auction system	Ongoing	2014	2015
<b>Indicator</b>	Number of users of eTreasury; Number of users of eBudget; Number of users of eDMS; Number of users of eAuction; Dynamics of complaints received on the hotline number 1551; Number of trainings delivered while implementing the systems		
<b>Risks and Assumptions</b>	Due to the multiplicity of involved parties the timeline for milestones might be modified; Potential difficulties related to countrywide trainings; Potential difficulties of creating and testing new software products; Potential difficulties of related to interagency cooperation; Possible logistical difficulties		

## Challenge IV: Creating Safer Communities

### COMMITMENT 25: DEVELOP ALTERNATIVE CHANNELS TO CONNECT TO “112”

In response to the challenge *Creating Safer Communities*, ‘112’ - Legal Entity of Public Law of the Ministry of Internal Affairs of Georgia which is an emergency situations service center across the country will develop alternative and innovative means to connect with the emergency situations call center ‘112’ to swiftly provide citizens (especially people with disabilities) as well as each and every individual residing in Georgia with needed assistance in emergency situations. It is important that the connection to call center is not limited to phone only as it might not always be possible to use phone during the emergency.

By the end of 2014, the emergency situations call center ‘112’ will be accessible through multiple channels, including: a) phone call; b) fire and gas detectors, in case of threat the system automatically sends alarm signal to 112 c) text message or video call – the latter will be especially helpful for people with disabilities who have problems with speech and hearing; d) GPS tracker - satellite device which sends the alarm signal even if the mobile device is out of the coverage area. Additionally, the device enables the emergency center to define exact location of a person in need of assistance to ensure immediate and effective help

**Responsible Agency:** ‘112’ (LEPL), Ministry of Internal Affairs of Georgia

**Timeline: 2014**

<b>Commitment 25: Develop Alternative Channels to Connect to '112'</b>			
<b>Lead Agency</b>		LEPL '112', Ministry of Internal Affairs of Georgia	
<b>Other Involved Actors</b>	Government	Emergency Management Department;	
	Civil Society, Private Sector	UNDP	
<b>Issues to be Addressed</b>		Currently, there are no alternative channels available to connect to call center '112' except for phone connection	
<b>Main Objective</b>		Ensure full accessibility of the emergency management center through alternative means of connection for everyone on the whole territory of Georgia	
<b>OGP Challenge</b>		Creating Safer Communities (ensure flexibility and efficiency of emergency aid).	
<b>OGP Principles</b>		Transparency	Accountability
		✓	✓
<b>Milestones to Fulfill the Commitment</b>		New or ongoing commitment	Start Date:
			End Date:
1. GPS trackers – the work on pilot is in progress (Mestia-Kazbegi), will be fully launched after the pilot		Ongoing	March 2014
2. SMS service to connect to '112' for the persons with disabilities is elaborated		Ongoing	End of 2014
<b>Indicator</b>		Alternative channels to connect to '112' developed	
<b>Risks and Assumptions</b>		Due to the technical deficiencies in the process of implementation the timeline for compliance of milestones might be slightly modified.	

## **COMMITMENT 26: INTERACTIVE STATISTICS AND CRIME MAPPING**

Commitment responds to the challenge of *Creating Safer Communities* aiming to promote access to public information and proactive openness, accountability to public and by developing crime related information systems and detailed crime statistics. This commitment implies diversification of statistics and opening up and presenting statistics through innovative tools.

1. Interactive statistics will be provided based on the data of the Integrated Criminal Case Management System of Georgia (which made criminal case management paper-free and fully electronic in law enforcement and prosecution service);
2. Detailed Crime Mapping will be created: an interactive instrument, which allows seeing the statistics in various formats with combination of different variables, including specified time period, crime type, regions etc.

**Responsible agency:** Ministry of the Internal Affairs of Georgia

**Timeline:** 2014 – 2015

<b>Commitment 26: Interactive Statistics and Crime Mapping</b>		
<b>Lead Agency</b>		Ministry of Internal Affairs of Georgia
<b>Other Involved Actors</b>	Government	Chief Prosecutor's Office of Georgia
	Civil Society,	

	Private Sector			
<b>Issues to be Addressed</b>	At present, there are no alternative ways of getting public information on crime statistics except for the official communications/correspondence.			
<b>Main Objective</b>	Ensure accessibility of statistics in innovative formats online; improving accessibility of statistics processed by the Ministry of Internal Affairs of Georgia.			
<b>OGP Challenge</b>	Ensure accessibility of data.			
<b>OGP Principles</b>	Transparency	Accountability	Public Participation	
	✓	✓		
<b>Milestones to Fulfill the Commitment</b>	New or ongoing commitment	Start Date:	End Date:	
1. Task description for software elaborated, evaluation and planning	Ongoing, 60-65% of the task is achieved	2014	2014	
2. Acquisition of the GPS devices of relevant technical parameters	New	2014	2014	
3. Develop the web-portal design.	New	Permanent process during the Action Plan implementation period		
4. Implementation of the task		2015	2015	
5. Launch an interactive crime map-test version.	New	2015	2015	
<b>Indicator</b>	The interactive statistics and crime mapping system is launched and operational in a test version.			
<b>Risks and Assumptions</b>	Possible difficulties with software acquisition Necessity to test the system during a year.			

#### **IV. Responsible Agencies**

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1. Ministry of Justice of Georgia
2. Administration of the Government of Georgia
3. The Supreme Court of Georgia
4. Ministry of Internal Affairs of Georgia
5. LEPL Public Service Hall, Ministry of Justice of Georgia
6. LEPL Data Exchange Agency, Ministry of Justice of Georgia
7. LEPL Public Service Development Agency, Ministry of Justice of Georgia
8. LEPL Civil Service Bureau
9. The State Audit Office
10. LEPL Center of Electoral Systems Development, Reforms and Trainings, Election Administration of Georgia
11. Ministry of Finance of Georgia
12. State Procurement Agency
13. LEPL National Archives Agency, Ministry of Justice
14. Ministry of Internal Affairs Archive
15. LEPL Financial-Analytical Service, Ministry of Finance
16. LEPL '112', Ministry of Internal Affairs



## Open Government Partnership Action Plan

### Georgia

#### Summary Table

National Action Plan of Georgia, 2014-2015										
N	Commitment	Responsible Agency	Other involved Actors	Timeline	OGP Challenge					
<b>Challenge I: Improving Public Services</b>										
					I	II	III	IV	V	
1.	Private services in Public Service Halls	Public Service Hall, Ministry of Justice	Insurance Companies; National Agency for State Property Management	2014	x	x				
2.	Voice of the consumer	Public Service Hall, Ministry of Justice		2014	x	x				
3.	Implement new customer comfort-oriented service – <b>Justdrive</b>	Public Service Hall, Ministry of Justice	Public Service Development Agency; National Agency of Public Registry; National Achieves; Data Exchange Agency; Smart Logic	2014	x	x				
4.	Develop Citizen’s Portal <a href="http://www.my.gov.ge">www.my.gov.ge</a>	Data Exchange Agency (LEPL), Ministry of Justice	Ministries and other governmental agencies; E-service provider private entities; Forum member CSOs	2014-2015	x					

5.	Strengthen local government capacity by introducing e-Governance System: - Development of Community Centers in Georgia - Introduction of e-Governance in local self-governments	Public Service Development Agency, Ministry of Justice	Local Government Units; National Agency of Public Registry; Social Service Agency; Ministry of Regional Development and Infrastructure; Meqanizatori LLC; Training Centre of the Ministry of Justice; National Archives; European Union; NGO "Multinational Georgia for the Strengthening of Democratic Values"; Liberty Bank; MagtiCom	2014 - 2015	x	x			
6.	Transformation of public libraries for regional development	Public Service Development Agency, Ministry of Justice	The National Parliamentary Library; Institute for Development of Freedom of Information; Georgian Libraries Association	2014	x	x	x		
7.	Digital signature and online authentication	Public Service Development Agency, Ministry of Justice	State Insurance Supervision Service	2014 – 2015	x				
8.	Create open data portal (data.gov.ge)	Data Exchange Agency, Ministry of Justice	Ministries and other governmental organizations; E-service provider private entities	2014 - 2015	x	x			
<b>Challenge II: Increasing Public Integrity</b>									
9.	Elaborate Freedom of Information Act	Ministry of Justice, ACC Council	Parliament; Open Society Foundation – Georgia; Institute for Development of Freedom of Information (IDFI)	2015		x			
10.	Open Government Georgia's Forum – coordinating mechanism on the national Level	Secretariat of ACC, Ministry of Justice	Responsible agencies under the Action Plan; Non-governmental organizations; International organizations	January, 2014 – the end of Action Plan implementation		x			

				n period.					
11.	E-petitions portal I-Change.ge	Administration of the Government	Parliament; Ministry of Justice; Data Exchange Agency; The Civil Service Bureau; Institute for Development of Freedom of Information (IDFI); USAID; USAID G3	2014-2015		x			
12.	Transparency and impartiality of civil service recruitment process	Civil Service Bureau	Special working group: Ministry of Justice, NGO's, local and international experts; CSOs	Fall, 2014		x			
13.	Set up public officials' asset declaration monitoring system	Civil Service Bureau	Anti-Corruption Council; Government; Parliament; German Society for International Cooperation - (GIZ)	2014 - 2015		x			
14.	Publish financial declarations and other related information on political parties in machine readable format	State Audit Office		2014		x			
15.	Develop online public consultations tool and Ensure accessibility of webpage of Ministry of Interior for people with disabilities	Ministry of Internal Affairs		2014		x		x	
16.	Proactive publication of surveillance statistics	Supreme Court		2014 - 2015		x			
17.	Raise public awareness on the electoral process	Election Administration (CEC) and Center of Electoral Systems Development, Reforms and Trainings (Training Center)	Election Administration and all interested public agencies; Local and international NGOs	2014		x			
<b>Challenge III: More Effectively Managing Public Resources</b>									

18.	Establish an effective mechanism to inform the public on budgetary processes	The Government, the Ministry of Finance (MoF)	The Parliament; International organizations; The Forum member CSOs	2014-2015		x	x		
19.	Public e-procurement system extended: "Everyone Sees Everything"	State Procurement Agency		2014-2015		x	x		
20.	Develop electronic human resources management system for civil service	The Civil Service Bureau	LEPL Financial-Analytical Service of the Ministry of Finance, CSOs	2014-2015		x	x		
21.	Digital preservation system: e-archive	National Archives Agency, Ministry of Justice; Data Exchange Agency, Ministry of Justice	Electronic service provider private companies	2014-2015	x	x	x		
22.	Increase openness and accessibility of National Archives	The National Archives, Ministry of Justice	The National Archives; Archive of the Ministry of Internal Affairs; Office of the Personal Data Protection Inspector; The Forum member CSOs	2014-2015	x	x	x		
23.	Create and publish electronic catalogues of the documents preserved in the Ministry of Internal Affairs Archive	Archives of the Ministry of Internal Affairs	Institute for Freedom of Information (IDFI)	2014-2015	x	x	x		
24.	Increase efficiency and transparency of public finance management system	Financial analytical Service, Ministry of Finance	State Treasury of Ministry of Finance (MoF); Budget Department of MoF; Service Agency of MoF; Self-governing units; Ministry of Regional Development and Infrastructure; Administration of the State Representative-Governors; National Association of Local Authorities; Association of Finance officers of Georgian	2014-2015		x	x		

			local government units						
<b>Challenge IV: Creating Safer Communities</b>									
25.	Develop alternative channels to connect to '112'	'112', Ministry of Internal Affairs	Emergency Management Department (to assist with GPS trackers); UNDP (to assist in SMS and video calls services)	End of 2014	x			x	
26.	Interactive Statistics and Crime Mapping	Ministry of Internal Affairs	Ministry of Justice; Chief Prosecutor's Office	2014-2015		x		x	