



Open Government Partnership Tbilisi Action Plan 2017

Content

Introduction.....	Error! Bookmark not defined.
Action Plan Development Process	3
COMMITMENT I	5
Commitment Description	5
1. Local Context and Needs.....	5
2. Smart Map Functional Description	6
3. Positive Outcome(s) for the Public	6
4. Annex N°1	6
COMMITMENT II.....	10
Commitment Description	Error! Bookmark not defined.
1. Local Context and Needs.....	10
2. Description of Commitment Content.....	10
3. Positive Outcome(s) for the Public	10
4. Annex N°2	11
COMMITMENT III:	13
Commitment Description	13
1. Local Context and Needs.....	13
2. Description of Commitment Content.....	13
3. Positive Outcome(s) for the Public	14
4. Annex N°3	14
COMMITMENT IV:	16
Commitment Description	16
1. Local Context and Needs.....	16
2. Description of Commitment Content.....	16
3. Positive Outcome(s) for the Public	17
4. Annex N°4	17
COMMITMENT V:	19
Commitment Description	19
1. Local Context and Needs	19
2. Description of Commitment Content.....	19
3. Positive Outcome(s) for the Public	20
4. Annex N°5	20
ENTITIES AND STRUCTURAL UNITS RESPONSIBLE FOR THE IMPLEMENTATION OF THE ACTION PLAN	22

Introduction

Turning Open Government principles into accessible mechanisms for the Public is a high priority for Tbilisi Government in order to improve its governance quality, effectiveness and democratic standards which have direct impact on citizens'¹ welfare.

Tbilisi Local Self-Government's context comprises of activities and individual initiatives based on Open Government principles initiated by the Tbilisi City Hall in the last few years. However, their outcomes were somewhat less than they could have been especially due to the absence of a unified system. (for instance: City Forum, for citizens initiatives, is not fully utilised as a result-oriented tool, due to the lack of adequate mechanisms; or an attempted Participatory Budget form was only completed by few people, again due to the absence of appropriate support and so forth).

As for Tbilisi local civic context, there is no public awareness about many important projects and services developed by Tbilisi City Hall nor about the challenges it faces. Tbilisi City Hall's web page and individual activities cannot ensure needed dialogue, because, there is no unified, simple system in place that can reach broader public.

Based on local context, Tbilisi Government defined reform priorities aiming to create a unified system to increase level of information and participation of civic society, and to ensure governments accountability before the public. The system includes institutional, electronic and legislative-procedural blocks based on current legal and factual conditions. They will significantly increase effectiveness of Open Government mechanisms and create initial potential for time being in case of successful implementation, to change governance process in Tbilisi not only quantitatively, but also qualitatively. This will also create support and increase the positive outcomes from current, but also for future individual innovations.

The Action Plan Development Process

In order to develop and then monitor the implementation process of the OGP subnational pilot program 2017 Action Plan for Tbilisi, the Working Group was created at the end of May, 2016.. 13 Group members out of 20 are invited, who represent different NGOs as well as "Good Governance

¹ Here and in this document this term is used in specific context and does not signify only natural person and his/her civic status. This term can be used to describe any individual who lives in Tbilisi, is registered in Tbilisi or in any way relates to Tbilisi City Hall governance. In the framework of OGP, rights and responsibilities of these individuals, in relation with undertaken Commitments in the scope of the Action Plan 2017, will be legally defined.

Initiative” USAID Georgia, EU Delegation to Georgia, “ Georgian SME Association” and other government bodies.

In the scope of OGP pilot program, web page: <http://ogp.tbilisi.gov.ge/> was created to inform and increase participation of the public in Tbilisi Action Plan 2017 development process.

Initial consultations for the Action Plan development began from the end of the May 2016 with participation of partner NGOs (“Open Society Georgia Foundation”, “Institute for Development of Freedom of Information”(IDFI), etc.), OGP Georgia coordinators and representatives of Tbilisi City Hall, Ministry of Justice and 8 NGOs were also involved in the Working Group’s consultations.

Additional 11 meetings were organised with groups of people with different age, social status, occupation and others including students, youth organizations, parents of kindergarten children, socially vulnerable people, heads of house-owners associations, members of Civic Councils, business community representatives and others. Overall, consultations involved up to 240 individuals.

Furthermore, part of the public learned about the Action Plan online. During the process, draft AP was revised few times. Interested parties had an opportunity to familiarize themselves with then current versions and to submit their recommendations or remarks. Needs identified through consultations are included in 5 main commitments presented below:

COMMITMENT I:

MULTI-DISCIPLINE MECHANISM OF OPEN GOVERNMENT AND CIVIC PARTICIPATION – INFORMATION AND CIVIC ACTIVITIES PORTAL “SMART MAP”

Commitment Description

1. Local Context and Needs

Smart Map e-portal was created to cope with one big and some other specific challenges characteristic to the local context described in the introductory part of this document. For instance: The majority of complaints submitted to Tbilisi City Hall relate to construction or tree cutting issues. Although, legislation prescribes possibility to involve all interested parties in the process before any construction permits are issued, there is no proactive mechanism, that would ensure effective supply of information on ongoing processes and related rights to the public. In reality, only small portion of the civic society is able to use these rights. Whereas the public interest is high on these matters which have direct impact on their lives.

This and other similar scenarios made it necessary for Tbilisi City Hall to create mechanism, which will enable public to receive information related to their place of residence and generally about the City, including information about initial or any other stages of construction, tree cutting, large scale infrastructural projects or investment opportunities. The portal includes data processing and usage of user friendly mechanisms.

Thus, the need for a new, effective dialogue system was clear that would also increase their participation level and ensure fast and effective response to challenges facing the City. Subsequently, the citizens will have an opportunity on the e-portal to share any problems and have public discussions, present and deliberate on any important issues for the City. The system should assign specific feedback obligations to Tbilisi City Hall.

As it was mentioned in the Introduction, Tbilisi Municipality also requires Smart Map e-portal to be in a unified system, which will enable it to assess planned projects, organise surveys, receive input from the public, identify needs or problems and to plan short and long term actions.

2. Smart Map Functional Description

Smart Map e-portal includes Tbilisi map. It uses and expands Tbilisi interactive map data. In particular, it creates additional 4 covered zones: 1st displays construction status at any stage, is connected to the data base of the Department of Architecture and includes basic data related to construction; 2nd provides information on (green cover) tree cutting permits; 3rd contains information on large scale infrastructural projects (rehabilitation projects for old streets and buildings, reinforcement and construction of bridges, large scale road-infrastructural projects and other territorially or functionally significant large scale infrastructural projects); 4th includes integrated Tbilisi property map with information related to Tbilisi owned investment sites. All

data is updated permanently according to the procedures. Tbilisi Governments decisions thematically will be linked with the map. The map (for covered areas) includes images, working and drawing tools. Portal's functions include:

- Create individual profile for the citizens (see the commitment N4); ability to search for thematic and territorial information in a combined or alternative manner (including thematically obtaining Tbilisi Government decisions), also possibility to produce statistics with any combination on any topic, period, territory or any other criteria; subscription to automatically receive new information, amendments and decisions on any selected types and/or territorial elements.
- Based on community and territorial units, members of the public (including organizations) can mark a template or a problem formulated by them. They can publicly display their view (for instance: positive, negative, problematic etc.) and activate linked forum, where the issue can be discussed (they can also invite any registered individuals). According to the first part: if citizens will subscribe to the issue, they will receive the information related to any process, meeting and decision. Citizens will also be able not to disclose their identity and remarks to the public, and directly approach the administrator.
- Members of the public can indicate solution or project idea related to individual local problem (landscaping of square, bus stop etc.), which will only become publicly available with portal administrator's approval and similarly to previous paragraph, will be a subject to public discussions. Tbilisi City Hall departments will also be using this function to test their own initiatives.
- Selected entries will be visible on the map and will become time-sensitive, with a deadline, according to the law and within the reasonable time, will be marked by administrator (e.g.: completed, checked and not confirmed, exceeds competence, problematic, not marking within the deadlines automatically assigns "neglected"). In such cases, citizens will have an opportunity to make a comment in the above-mentioned forum.
- Time frequency will be established, according to which, there will be an obligation to analyze content and statistics of data received from the public, to publish analyzed data, where will be short and general description of reasoning behind main negative and positive decisions.

Additional normative acts, mechanisms and conditions will be elaborated to link updated data with smart map, to form databases, to provide storing procedures for the provided data by citizens and participation in the program (only those registered in Tbilisi should be permitted). There will be established a format, procedures and time frame for liability of civil servants in case of their poor response. Institutional Support System also will be created.

3. Positive outcome for the Public

- Access to all data available on the Smart Map will increase significantly. This information in an interactive format will be accessible for Tbilisi residents interested in ongoing affairs in their place of residence. This will create pre-requisites for the public to participate in governance and make informed decisions.
- Results-oriented and accountable participation system will be created. Tbilisi City Hall will have an obligation to respond to the City's issues displayed in the portal in a timely manner;
- A system will be created, which will support Tbilisi Municipality to make their decisions through public participation and based on their needs.

4. Annex №1

Implementation time: 2017

Commitment 1: Multi-discipline mechanism of Open Government and Civic Participation – Information and Civic Activities portal “Smart Map”	
Institution(s) Responsible for Implementation	“Tbilisi Municipal Services Development Agency” NCLE, Tbilisi City Hall Administration, Legal Department, Department of Environment and Green Spaces, Municipal Improvements Department, Department of Economic Development
Description of current situation	As it was explained in the introductory section, access to information in Tbilisi City Hall is based on minimal legal requirements, which very often does not ensure supplying information and participation of the public. Subsequently, through absence of adequate system, often execution of requests is met with difficulties as well as issuing simple public information often requires maximum period of 10 days. Members of the public are reporting their problems via hotlines and through statements. The consideration period is

	<p>one month. There is no feedback and performance monitoring systemic mechanism. The citizens are participating through informal and non-proportional public councils and contest to propose their ideas for Tbilisi City Hall projects (organized by Tbilisi City Hall)</p>			
<p>Main Goal</p>	<ul style="list-style-type: none"> - Increased access to all data available on Smart Map. This information in interactive format will be accessible for Tbilisi residents interested in what is going on in their place of residence. This will create pre-requisites for public to participate in governance and make informed decisions; - There will be created results-orientated and accountable participation system. Tbilisi City Hall will have an obligation to respond to the City's issues displayed in the portal in a timely manner; - System will be created, which will support Tbilisi Municipality to make their decisions through public participation and based on their needs. 			
<p>OGP principles</p>	<p>Transparency, access to information</p>	<p>Accountability</p>	<p>Civic Participation</p>	<p>Technology and Innovation for Openness and Accountability</p>
	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>

Implementation Stages	Starting Date:	Finishing Date:
<p>Approvement of terms of reference for updating and modernization of multi-functional web portal and existing municipal interactive map, and of the timetable</p>	<p>January, 2017</p>	<p>February, 2017</p>
<p>Development of technical functions and content of the portal, agreement with interested parties, piloting and introduction</p> <ul style="list-style-type: none"> - Development of portal's technical and contextual part - Creating individual page for a citizen and its integration with the map; - Function for citizen's subscription for any information related to different activities on interactive map; - Reporting/discussion of any problem by a citizen (also administrator) related to different projects covering different layers. - Piloting and introduction of the portal; - Personnel training on map functional features and processing of the data 	<p>February, 2017</p>	<p>December, 2017</p>
	<p>March 2017</p>	<p>May 2017</p>
	<p>June 2017</p>	<p>September 2017</p>
	<p>July 2017</p>	<p>September 2017</p>
	<p>August 2017</p>	<p>October 2017</p>
	<p>October 2017</p>	<p>December 2017</p>
	<p>October 2017</p>	<p>November 2017</p>
	<p>February 2017</p>	<p>December 2017</p>

<ul style="list-style-type: none"> - Legal consultancy, development of supportive legislative acts for the system, approval 		
<p>Making of a video clip covering portal and other OGP commitments and its dissemination through social media, mass media or through municipal entities.</p>	<p>November 2017</p>	<p>December 2017</p>
<p>Indicator</p>	<ul style="list-style-type: none"> - developed and introduced Smart Map e-portal, which contains new or/and improved covered zones for information accessibility; supportive measures and trainings are done; - Smart Map e-portal fully contains functions described in the Description part; - the legislative support is created for the portal's functions as they are described previously, which will include procedures, institutional support and the responsibilities of civil servants; - active awareness-raising policies (campaigns) across the City about the participation mechanisms (making of a video about the portal and its dissemination through social media) 	
<p>Risks and Suppositions</p>	<ul style="list-style-type: none"> - possible initial failures in a newly introduced system; - system will be tested for a limited time, thus piloting will continue in the future; - "Municipal Services Development Agency" NCLE might require additional human resources and technical infrastructure. 	

COMMITMENT II

INTRODUCTION OF PETITION TO TBILISI CITY HALL, ELECTRONIC PETITION

Commitment Description

1. Local Context and Needs:

At the initial stage of consultations with civic society and the working group member organizations, issue of including petition in the action plan was discussed. Civic and governance local context, described in the introduction, conditions public-governmental dialogue, including establishment of effective public participation mechanism, such as electronic petition. Petition will be initially established in the executive branch of the Municipality, which is the Tbilisi City Hall. Aim of this mechanism is to directly link executive activity with citizens' current needs and challenges.

2. Description of Commitment Content

Portal-integrated application for Tbilisi City Hall will be Petition to the Mayor. It will be possible to request it from the Smart Map (particularly when there is a territorial connection) as well as from a separate column. The application will enable Tbilisi residents to petition on important issues for them and invite other people to sign it.

There will be a legal basis established and explained on the portal related to a number of signatories for petitions and subsequent obligations of the Tbilisi City Hall to consider a petition, satisfy request or deny and provide an explanatory and argued feedback.

3. Positive Outcome(s) for the Public

A citizen who wants to solve a particular problem, with a help of simple electronic format can easily find people who share the same position and invite them to be involved in the process. Mandatory nature of petition's consideration will significantly increase motivation for public participation. As a result, a general problem/request is formulated. Overall, governance process is expedited and public-oriented decision-making process and potential of beneficial effect is increased.

4. Annex №2

Implementation time: 2017

Commitment 2: Introduction of Petition System to Tbilisi City Hall, Electronic Petition				
Institution(s) Responsible for Implementation	“Municipal Services Development Agency” NCLE, Legal Department			
Description of current situation	There is no such mechanism established for Tbilisi City Hall. Pursuant to the Georgian legislation, system of petition is established for Tbilisi City Council. It does not have an electronic format or a special function for a feedback.			
Main Goal	Creation of participatory mechanism additionally strengthened with accountability before the public. Electronic format ensures its user-friendliness and effectiveness. Main aim is to enable citizens through electronic format to raise a problem, easily find people with a similar position and involve them in the process. Overall, governance process should be expedited and public-oriented decision-making process and potential of beneficial effect should be increased.			
OGP Principles	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability

			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Elaboration of terms of reference to create integrated application in the Tbilisi City Hall portal;	January 2017		March 2017	
Development of electronic petition's web application and integration with the rest of the system as well as with Smart map (final integration depends on electronic systems completion dates);	April 2017		September 2017	
Development of electronic petition's mobile application and integration with the rest of the system (final integration depends on electronic systems completion dates);	September 2017		October 2017	
System testing and putting it into force.	October 2017		December 2017	
Trainings for relevant personnel to process petitions	October 2017		November 2017	
Making of a video clip covering portal and other OGP commitments and its dissemination through social media, mass media or through municipal entities.	November 2017		December 2017	
Legal consultancy, development of system support legislative acts,	January 2017		December 2017	

approval		
Indicator	<ul style="list-style-type: none"> - Developed, integrated with other E-Systems (Smart Map), web and mobile applications are introduced and they are including functions described in the Description. Supporting activities and trainings are carried out; - Supporting legal regulations for applications are developed; - Informative campaign to raise awareness on these mechanisms is actively ongoing across the City (with use of different tools of public relations) 	
Risks and Suppositions	Possible initial failures in newly introduced system	

COMMITMENT III:

IMPLEMENTATION OF PARTICIPATORY BUDGET PLANNING MECHANISM

Commitment Description

1. Local Context and Needs

Currently, not all Tbilisi residents have an access to a document development process, which defines main content of Tbilisi Government's activities for the next year. Besides, during budgetary discussions, the public through media obtains contradicting information from opposing parties on this substantial document and they have no simple or fast way to cross check the facts.

Therefore, there is a pressing need to introduce Participatory Budget to allow Tbilisi residents have an easy access to information related to budget formation process and at same time create very essential participation mechanism for them.

2. Description of Commitment Content

Integrated electronic platform will be created with other electronic applications enabling Tbilisi residents to allocate conditional 100 GEL between thematic priorities in visually

presented thematic Budget. Citizens will be able to see sub-topics of each priority and will have an access to the information related to previous year(s) budget allocation(s). The program automatically calculates weighted average - a result from citizens' selected priorities. Consideration of this result will be mandatory at any stage of formation and approval of the budget. On the same portal there will be a published comparison between the finally approved budget and the budget developed by public, and difference will be documented. At all above-mentioned stages there will be sections for comments, discussions and direct remarks for the Tbilisi City Hall. Also statistics will be available. In parallel with the voting process Tbilisi City Hall departments and district administrations will ensure the engagement of citizens and facilitation of voting process.

Legal timeframe and procedures will be established: when platform will open for voting; when it will close; when will the budget after budget formation and correction processes according to the government procedures that resulted in the weighted average budget be discussed;; legal framework for comparison of the two budgets and legal argumentation procedure. There also will be established requirements and a format for informing and interviewing members of the public including people with disability and other target groups.

3. Positive Outcome(s) for the Public

Access to budgetary process will be significantly increased and there will be a participation mechanism based on dialogue with Tbilisi Government. This will increase the potential to develop a public-oriented budget.

4. Annex №3

Implementation time: 2017

Commitment 3: Implementation of Participatory Budget Mechanism	
Institution(s) Responsible for Implementation	Department of Finance, “Municipal Services Development Agency” NCLE, Legal Department, Districts Administrations.
Description of Current Situation	Currently, Tbilisi City Hall’s budget is planned in accordance with previous year’s budget and pre-election pledges. In individual cases additional studies can be

	conducted. There is no effective mechanism or established procedure of Participatory Budget Planning.			
Main Goal	Budget to be more public-oriented, create electronic and procedural mechanisms to increase public participation in this process, creation of more accountable mechanism for government's and public cooperation.			
OGP Principles	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation for Openness and Accountability
			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Elaboration of terms of reference to create appropriate functions for budget web application	January 2017		May 2017	
Provide software for application	June 2017		September 2017	
Legal consultancy, development of system support legislative acts, approval	January 2017		December 2017	
System testing and introduction	October 2017		December 2017	
Training of District Administration civil servants	October 2017		December 2017	
Making of a video clip covering portal and other OGP	November 2017		December 2017	

<p>commitments and its dissemination through social media, mass media or through municipal entities.</p>		
<p>Indicator</p>	<ul style="list-style-type: none"> - Developed and introduced participatory budget planning mechanism. Supporting activities and trainings are carried out; - Mechanism includes functions described in Description; - Supporting legal regulations for applications are developed according to Description; - Informative campaign to raise awareness on these mechanisms is actively ongoing across the City (with use of different tools of public relations) 	
<p>Risks and Suppositions</p>	<p>Some budget formation procedures begin few months before participatory budget planning mechanism will be tested and introduced (in this instance it will be October). Subsequently, part of new system testing will not include all procedures related to participatory budget.</p>	

COMMITMENT IV:

INTERACTIVE ACCESSIBILITY TO BUDGET SPENDING AND INTRODUCTION OF CIVIC CONTROL MECHANISMS

Commitment Description

1. Local Context and Needs

A targeted and effective budget spending is an indicator for government's effectiveness. Current reality is that the majority of the public has no opportunity to observe and monitor this process. Primary reason lies behind presenting information on budget spending to the public only by the end of the year. It is done in a way that its analysis requires considerable time, specific knowledge and experience. So, our aim was to enable public follow budgetary processes in a simple manner on the daily basis without specific prior knowledge and experience.

2. Description of Commitment Content

The program will be created and linked with public electronic format, which will at least display current spending in specific budget priorities and budget codes and its related parameters. This format, with support of statistical and other tools, will enable user to filter specific elements of the information, obtain detailed information related to spending and print it out in full or partially as an official document with its date and a unique code.

This format will also include automatic format for spending related citizen's data entries and directly informing the Tbilisi City Hall's appropriate department with or without indicating individual's identity. The information will be subject to periodical analysis after which it will be summarized and the general information related to response will be made publicly available.

Registration and activities of civic monitoring groups will be taken into consideration. Tbilisi residents (also organizations) will be able to monitor budget spending. For this purpose, they will need to get registered in civic monitoring group. They will receive special cards in order to be able to have a quick access to events, activities and certain types of information. Collected findings will be shared with Tbilisi City Hall. The information will be periodically analyzed, summarized and general information related to response, will be made publicly available.

Conditions and formats of these processes will be established.

3. Positive Outcome(s) for the public

In an interactive format, Tbilisi residents will be able to follow ongoing budget spending. Daily publication of information as well as visualization on the web page, additional statistics and electronic tools will simplify understanding and required analysis for the public. This will potentially enable more interested individuals to obtain and understand comprehensive information about the City's budget spending without specific experience and knowledge. This type of mechanism and information

- reduces risks of corruption and misuse of public funds, creates strong pre-conditions for civic control and appropriate use of government resources for public needs;
- will increase public's assessment of the government based on particular data and will support democratic processes during elections and governance. In the long term, based on the real data and not performance driven political competition, it will force government to be more oriented on the public needs.

4. Annex №4

Implementation time: 2017

Commitment 4: Interactive accessibility to budget spending and introduction of civic control mechanisms	
Institution(s) Responsible for Implementation	Department of Finance, Municipal Services Development Agency NCLE, Tbilisi Legal Department,

Description of Current Situation	<p>Budgetary report is presented to the public once a year included in the Tbilisi City Hall Annual Report, and it is presented to the Tbilisi City Council quarterly. Any individual may request and receive information within 10 days. The Department of Finance of Tbilisi City Hall and its subordinated entities are using individual Excel Files and do not have unified program, which would make the process more efficient and enable them to better analyze information for the Tbilisi City Hall's internal and external use.</p>			
Main Goal	<p>Interactive publication of simplified budget spending forms to ensure governments accountability on the daily bases as opposed to an annual format. Developing interactive mechanisms of accountability, civic participation and control to simplify access to information and to increase public involvement.</p>			
OGP Principles	Transparency, access to information	Accountab ility	Civic Participatio n	Technology and Innovation for Openness and Accountability
	✓		✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Development and introduction of electronic system of financial management and analysis for the Department of Finance and development of terms of reference for the public e-portal interactive	January 2017		June 2017	

budget spending linked with the system.		
Developing software and content for the portal. Creating mechanism to allow information to be exported from budget spending interactive system into e (function of uploading on the e-portal);	Jult 2017	October 2017
Piloting and introduction of the portal;	October 2017	December 2017
Making of a video clip covering portal and other OGP commitments and its dissemination through social media, mass media or through municipal entities.	November 2017	December 2017
Legal consultancy, development of system support legislative act(s), approval;	January 2017	January 2017
Indicator	<ul style="list-style-type: none"> - developed and introduced e-portal with all the functions described in the Description part; - Public monitors participatory format integrated with the portal is developed; - Legal framework for portal is developed including supporting regulations for civic monitoring; - Information campaign to raise awareness on this mechanisms is actively ongoing across the City (with use of different tools of public relations). 	

Risks and Suppositions	<ul style="list-style-type: none"> - Possible initial failures in newly introduced system; Civic monitoring format will be tested during limited period. As a result, piloting will not include all processes of above mentioned mechanisms. For instance quarterly processes etc.
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COMMITMENT V:

INTRODUCTION OF CIVIC CONTROL AND ACCESSIBILITY MECHANISMS FOR MUNICIPAL SERVICES

Commitment Description

1. Local Context and Needs

On numerous occasions during public consultations the public have requested more civic control and accessibility to services provided by Tbilisi City Hall (as well as for budget spending monitoring). Different civic groups volunteered to participate in monitoring. In particular, members of socially vulnerable groups were requesting to be involved in monitoring of services funded by Tbilisi City Hall. For instance, socially vulnerable individuals wanted to be involved in monitoring of free canteen (provided by tender winning third party) services and other activities. Also, consultations revealed low level of awareness regarding municipal services which results in the inadequate use of these services.

Acting on this, we believe it is necessary on one hand to increase public accessibility to municipal services and on the other to create civic control mechanism for services and their providers in order to maximally reduce transgressions from service providing civil servants as well as subcontractors, especially at the lower level.

2. Description of Commitment Content

The Commitment includes two main parts: introduction of civic monitoring mechanism and online service blocks.

1) First block authorizes civic monitor groups to undertake some type of control over services in healthcare, social services, education, sport and youth affairs (homeless shelter, homecare, education, sport and youth projects – programs supporting initiatives, also educational, youth and sports services provided by organizations under Tbilisi City Hall control) and free canteen. It will also include establishment of monitors registration and definition of the scope of their activities; Setting the conditions in which Tbilisi residents (as well as organizations) will be able to monitor the services. They will be required to register as a member of the monitoring group and they will be given special marks to ensure their rights and easy access to see and monitor the services and activities, request and get certain type of information. The findings of the group will be communicated to Tbilisi City Hall. The information will be periodically analyzed, summarized and general information related to response actions and/or countering arguments will be made publicly available.

2) Second block comprises of integrated web application, which will allow online access to all services provided by Tbilisi City Hall system. At first stage in 2017, healthcare, social services, education, sport and youth affairs (at least 5 general services in healthcare, social care, sport, youth affairs and education which will be broke down into subcategories and fully cover services by 2 relevant largest service provider departments of Tbilisi City Hall) services will be included in web application. This will be significant step towards establishing one stop shop principle. It will allow and improve public access to full information on specific services in Tbilisi City Hall system. The Application will let members of the public to create their online account and without coming to Municipality, receive their services and manage their own information. Mobile version will also be available.

Format will enable citizens to enter service related comments. The information will be periodically analyzed, summarized and general information related to response actions and/or countering arguments will be made publicly available

Legal procedures will be established to support the mechanism.

3. Positive Outcome(s) for the Public

- Increased access and raised awareness on services in the listed segments will simplify and improve their use as well as boost citizens' living standards. Introduction of online services

and raising awareness on monitoring tools will create additional grounds for more effective civic monitoring and participation and also for better public accessibility;

- Service monitoring mechanism will enable public to follow and influence service related problems, take steps to improve outcome which has bearing on them as well as on other members of the public and achieve meaningful results for the whole society.

4. Annex №5

Implementation time: 2017

Commitment 5: Introduction of civic control and accessibility mechanisms for municipal services				
Institution(s) Responsible for Implementation	Municipal Services Development Agency NCLE, Legal Department, relevant departments of Tbilisi City Hall that are responsible for thematic functions of the commitment (Department of Healthcare and Social Services, Department of Education, Sport and Youth Affairs, District Administrations)			
Description of Current Situation	Along with local context described in the Description part, problem exists in two directions: 1) there is no civic control mechanism for Tbilisi City Hall services; 2) online services are supplied only by very few service providers. Web application exists only for architecture, partly property management and kindergarten registration services. These services are not harmonized.			
Main Goal	To simplify process of providing Tbilisi City Hall services, raise awareness and accessibility, increase accountability, create of interactive participation mechanisms in two direction: 1) to create two types of civic participation mechanisms (civic monitors and service's feedback system) 2) to transfer services of main providers into online platform.			
OGP Principles	Transparency, access to information	Accountability	Civic Participation	Technology and Innovation

				for Openness and Accountability
			✓	✓
Implementation Stages	Starting Date:		Finishing Date:	
Consensus, development and integration of civic monitors' registration e-tool format with unified electronic portal	January 2017		September 2017	
Description and documentation of work processes in Departments of Healthcare and Social Services, and Education, Sport and Youth affairs.	January 2017		February 2017	
Establishment of procedures for citizens' application filtering and processing. Development of internal work process panel – civil servants' page.	March 2017		May 2017	
Creation of a unified services' public platform. Introduction of citizens' personal pages in Municipality (which will be integrated with functionalities of other commitments) .	June 2017		September 2017	
Testing and introduction of system and civic monitors' electronic tools.	September 2017		December 2017	

<p>Training of Civic monitors coordinators, civil servants of Department of Healthcare and Social services as well as Department of Education, Sport and Youth Affairs, to be able to use the system.</p>	<p>October 2017</p>	<p>November 2017</p>
<p>Making of a video clip covering portal and other OGP commitments and its dissemination through social media, mass media or through municipal entities.</p>	<p>November 2017</p>	<p>December 2017</p>
<p>Legal consultancy, development of system support legislative act(s), approval</p>	<p>January 2017</p>	<p>December 2017</p>
<p>Indicator</p>	<ul style="list-style-type: none"> - Developed e-portal into force with all functional features described in the Description part. - Civic monitors' participation format integrated with portal is developed. - Legal framework for portal is developed including supporting regulations for civic monitoring. - Informative campaign to raise awareness on this mechanisms is actively ongoing across the City (with use of different tools of public relations). 	
<p>Risks and Suppositions</p>	<ul style="list-style-type: none"> - Possible initial failures in newly introduced system; - System will be tested during limited period and as a result, piloting process will continue in the future; - Civic monitoring format will be tested during limited period; as a result piloting will not include all processes of above mentioned mechanisms. For instance quarterly processes etc. - "Municipal Services Development Agency" NCLE 	

	might need additional human and technical (infrastructural) resources.
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ENTITIES AND STRUCTURAL UNITS RESPONSIBLE FOR THE IMPLEMENTATION OF THE ACTION PLAN

1. “Municipal Services Development Agency” NCLE.
2. Legal Department of Tbilisi City Hall.
3. Department of Finance of Tbilisi City Hall.
4. Tbilisi City Hall Administration.
5. Department of Environment and Green Spaces of Tbilisi City Hall.
6. Department of Municipal Improvements of Tbilisi City Hall.
7. Department of Economic Development of Tbilisi City Hall.
8. Department of Healthcare and Social Services of Tbilisi City Hall.
9. Department of Education, Sport and Youth Affairs of Tbilisi City Hall.
10. Districts Administrations of Tbilisi.